Welcome to York

RESIDENTS’ HANDBOOK

INFORMATION FOR 2017/18 STUDENTS LIVING IN UNIVERSITY FAMILY ACCOMMODATION
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THIS HANDBOOK
This handbook is designed as a quick guide to help you get the most out of your time living within our family accommodation. You should also make sure that you’re familiar with the full terms and conditions of residence that you agreed to when you accepted your room offer.

You can find these online at:
york.ac.uk/accommodation
Getting started and useful contacts

There’s a lot to take in when you first arrive, so we’ve put together this quick list of things that you’ll probably want to do within the first few days of moving in.

CONNECT TO THE WIFI

- In your device’s wifi settings, select the wifi network called UoY Setup. This is an unsecured network and is only used to set up your device on eduroam.
- Open a web browser* to be redirected to the University of York Network Setup Tool (if you’re not redirected, go to autoconnect.york.ac.uk).
- Click Start and follow the on-screen instructions. When you’re asked for your username, include @york.ac.uk (eg abc500@york.ac.uk)

*If you’re using OS X or iOS you need to use Safari to properly configure your device.

For wired network instructions and troubleshooting, see page 7.

REPORT ANY IMMEDIATE PROBLEMS

Everything in your accommodation should be clean and in working order when you arrive, but if you spot any problems – such as leaky taps, broken cupboards or dirty marks – let us know at:
york.ac.uk/fix-your-room

UTILITY BILLS

If you haven’t already, you should arrange for the utility bills to be put into your name. You are responsible for paying the gas, electricity, water, council tax bills and a TV licence for your accommodation. For contact details see page 6.

You should take a reading of the gas and electric meters now so that you are not charged for more than you have used.

EXPLORE

Need to buy some basics or craving a coffee? See our listings of campus shops, cafes, bars, and other facilities on page 11.

SUBMIT YOUR ACCOMMODATION INVENTORY

Within 24 hours of moving in to your accommodation, we’ll send an email to your @york.ac.uk address with a link to an online inventory form. You should carefully check your accommodation and use the form to note things like damage and stains (even if you’ve already reported them). You should submit your completed inventory within 48 hours of receiving the link.

REPORT A PROBLEM

york.ac.uk/fix-my-room
01904 325555 (Campus West)

ACCOMMODATION SERVICES

accommodation@york.ac.uk
01904 322165
@UoyAccomm
/UoYAccomm

Halifax
Head of College
Oleg Lisagor
Assistant Head of College
Cath Dickinson
College Administrator
Larry Healey
halifax@york.ac.uk
Utility bills
You are responsible for the utility bills for your accommodation. All bills will need to be put into your name and paid directly to the relevant companies.
To help the planet and save money on your bills you should use as little water as possible, keep windows and doors shut when your heating is on and turn plugs and lights off when you’re not using them.
You can find out who supplies your utilities by contacting:

**GAS**
Transco
08706081524

**ELECTRICITY**
Northern Electric and Gas
08456013268

**WATER**
Yorkshire Water
08451242420

**COUNCIL TAX**
You may be exempt from paying Council tax. See: york.ac.uk/students/finance/council-tax

**TELEVISION LICENCE**
If you watch BBC iPlayer or live TV, whether it’s on a television, computer, laptop or another device, you will need to buy a TV licence. See: tvlicensing.co.uk/students

**CONTENTS INSURANCE**
Personal possessions insurance is included in the price of your University accommodation. Find out what you are covered for and how to extend your policy at: cover4insurance.com/university-of-york

Appliances
Your accommodation includes a microwave, toaster, kettle, fridge/freezer and oven. You are able to buy and install a washing machine, but we also have laundrettes close by that have washing and drying facilities. For a full list of laundrettes see page 17. If you have any problems with your washing machine, you can report it online, see page 6.

Mail and deliveries

**YOUR ADDRESS**
House number
Garrowby Way,
York
North Yorkshire
YO10 5DW

**RECEIVING POST**
Correctly addressed letters will be delivered directly to your external post box. Internal mail will be delivered to the pigeon holes near the college reception.
Large parcels that will not fit in the mailbox or require a signature can be collected from Halifax college reception. You should check with the reception regularly if you are expecting a parcel.
Any post for previous tenants can be handed in to Accommodation Services, Market Square.

**SUPERMARKET DELIVERIES**
We have two grocery shops on campus at Market Square and Halifax College, but you’re welcome to order a supermarket delivery straight to your accommodation, just make sure you put the correct address and are in to receive it when it arrives.
YOUR ACCOMMODATION

First aid
There is first aid equipment and help at Halifax College Reception.

If you need first aid help or equipment call the College Receptionist on 01904 324800.

Cleaning and waste
It is your responsibility to keep your accommodation clean and tidy and to report any problems.

To avoid attracting insects you should empty your bins when they’re full. You can find external waste bins near to your accommodation.

Reporting a problem
If something breaks in your accommodation, report and track it online at:
york.ac.uk/fix-my-room
You can also phone 01904 325555.

By reporting a problem you are giving us permission to enter your accommodation to make the repair. We will aim to visit between 9.00am and 6.00pm whenever possible.

As part of your terms and conditions of residence you must report any problems straight away, even if it’s just something small like a broken lightbulb. The repair service is free as long as you have not caused the damage.

If you do damage something by mistake, please let us know so that we can fix it before the problem gets worse.

Avoid these common problems

BLOCKED TOILET
Please only flush toilet paper down the toilet. Sanitary products (eg tampons or pads) and wet wipes can block toilets and make them overflow, so you should put these in the bin.

DAMP, MOULD AND FROZEN PIPES
It’s important that you keep your accommodation well-ventilated to prevent damp and mould. We recommend you use a thermostat to keep the temperature in your accommodation from dropping too low, especially at times you may be away.

Use your outside clothes line and the clothes dryers in the college’s launderette as much as possible. If your clothing can’t be dried outside or in a tumble dryer make sure that your windows are open and never hang wet clothing on furniture or radiators.

Use pan lids when boiling things like rice or pasta, and open windows after cooking or when taking a bath or shower to help keep your house well-ventilated.

ACCESSING YOUR ACCOMMODATION

We will need to access your accommodation throughout the year for regular inspections, safety checks and routine maintenance. We will give you at least 24 hours notice before entering your accommodation unless there is an emergency or we suspect a safety breach which may put others in danger. You can read more about access and inspections in your terms and conditions of residence at:
york.ac.uk/accommodation

EMERGENCY
In an emergency like a gas leak, power cut, major water leak or fire, please call our Security team on 0800 433333. Calls to this number are free. If for some reason you can’t get through, dial 999 for the emergency services (police, ambulance or fire brigade)
Internet
You can connect to the University of York network using wifi (eduroam) across the University and in the city centre, or through the wired sockets in your accommodation, the Library and other open access areas.

WIFI
- In your device’s wifi settings, select the wifi network called UoY Setup. This is an unsecured network and is only used to set up your device on eduroam.
- Open a web browser* to be redirected to the University of York Network Setup Tool (if you’re not redirected, go to autoconnect.york.ac.uk).
- Click Start and follow the on-screen instructions. When you’re asked for your username, include @york.ac.uk (eg abc500@york.ac.uk)
*If you’re using OS X or iOS you need to use Safari to properly configure your device.

WIRED NETWORK
Connect your computer to the network socket using a network cable (you can pick one up from IT Support).

Start a web browser – you’ll be redirected to the University of York Network Setup Tool. Click Start and follow the on-screen instructions.

The Network Setup Tool supports most common operating systems. For other operating systems, visit york.ac.uk/it-services/connect and follow the links under ‘Study bedrooms’.

TROUBLESHOOTING
If you’re having problems connecting, please try the following before contacting IT Services.

1. Open a web browser, enter autoconnect. york.ac.uk in the address bar and follow the onscreen instructions.

2. If the Network Setup Tool fails, try entering the settings manually. Visit york.ac.uk/it-services/connect, select either wifi or wired network, and view the setup guides. You’ll be able to visit this page before you have configured your computer, even if the Setup Tool has failed.

3. Make sure that your device is up-to-date and your timezone is correct (UTC or London). Find out how to update your device:
   york.ac.uk/it-services/security

4. Turn off your wireless adapter when you’re using a wired connection and disable any third party wireless configuration software (eg Intel Pro Wireless).

5. Try using a different cable (available free from IT Support). If you find that your computer doesn’t work with a different cable, please report the faulty socket to IT Services.

6. For further troubleshooting help, go to:
   york.ac.uk/it-services/services/wifi/troubleshooting.

Still can’t get connected?
01904 323838
itsupport@york.ac.uk
Visit IT Help Desk on the ground floor of the Library
Travel

Parking
You are eligible to apply for a parking permit for on-street parking in Halifax College. See:
york.ac.uk/students/getting-around/cars-parking

Cycling
There is cycle storage available throughout Halifax College and in your garden. Find out more about cycling and walking in York:
york.ac.uk/students/getting-around/cycling-walking

Developing our campus
Our dedication to campus investment, including the opening of a brand new teaching building in Autumn 2016, means it has never been a better time to be a student at York.

As all of our colleges are located on or near to our close-knit campus, new buildings can sometimes be positioned near to our accommodation blocks. If you may be impacted by building work or any other routine maintenance, we’ll contact you to let you know and send you regular updates throughout the project.

To minimise noise disturbance, the majority of building work takes place on weekdays from 8.00am to 6.00pm. If work is due to take place outside of these hours we will always try to tell you in advance of it happening.
The University campus is a safe community. To help keep it this way, we provide 24-hour security staff across campus and 24/7 reception points close to each college.

**Fire and electrical safety**

Our accommodation is very well-equipped to ensure your safety if there is a fire, but there are certain rules you need to follow to avoid putting yourself and others in danger.

- Always leave the building when the fire alarm sounds
- Only use British standard fused plugs or adaptors
- Do not leave hairdryers and straighteners unattended when switched on
- Report broken or damaged electrical sockets or University equipment
- Do not link extension leads together
- Do not use faulty electrical appliances
- Do not leave electrical appliances charging when your accommodation is empty or you’re asleep
- Never tamper with fire safety equipment
- Never smoke in or near to accommodation or other University buildings
- Do not use candles or incense burners – these are not allowed in your accommodation even if they’re just for decoration

**PORTABLE APPLIANCE TESTING (PAT) SESSIONS**

You should only use electrical items which you know are safe to use. If you will be using any electrical appliances in a communal area, eg a rice cooker or coffee maker in a kitchen, these need to be checked for safety by a Portable Appliance Test (PAT). Extension leads should also be tested.

Our electricians will do this free of charge at a Portable Appliance Testing day organised in Halifax college. Safe appliances will receive a small green sticker which you should leave intact, as we may ask you to remove and no longer use any appliance that does not have one.

**ELECTRICAL ITEMS FROM OVERSEAS**

If you’re bringing appliances from overseas, please be aware that our voltage is higher than in some other countries. The United Kingdom uses a voltage of 230 V with a frequency of 60 Hz.

We recommend buying electrical devices when you get here. If you must bring anything with you, only ever use a British standard fused voltage adaptor with three rectangular blades, and never try to force another plug type into the socket. For more information and a photo of a UK plug, see: worldstandards.eu/electricity/plugs-and-sockets/g

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**SafeZone**

Our SafeZone app allows security or first aid personnel to use your smartphone to pinpoint your location if you need help.

Download the app at safezoneapp.com
SAFETY AND SECURITY

Security

As part of your terms and conditions of residence, you agree to keep your accommodation secure. This includes:

- keeping your key with you at all times
- never marking your keys with your address
- never copying your keys or sharing them with anyone else
- locking your door and making sure all windows are locked whenever you leave your accommodation

If you see anyone acting suspiciously on campus, ring the Security Services emergency line:

0800 433333

Keys

You can request additional sets of keys for family members from your College Administrator.

All keys must be returned to your college reception when you move out.

If you lose a key, you should inform your College Administrator and you will be charged £10.00 for a replacement.

Health

We want you to stay fit and healthy during your time at York.

Make sure you have read our web pages on health and wellbeing so you know what to do if you’re feeling unwell or you need some emotional support.

york.ac.uk/students/support/health

Health Care on Campus

The Unity Health Centre is open from 8.30am to 6.00pm on weekdays, offering GP appointments, a repeat prescription service and a range of walk-in clinics. You can register on campus or online.

01904 721820

unityhealth.info

Drinking Water

Drinking water in the United Kingdom is safe, clean and of the highest standard of quality.

If you have been away from your accommodation for a week or more, we recommend you run your hot and cold taps for a few minutes when you return. Flushing through the water that has been stagnant will minimise the risk of accidental contamination.
FOOD, DRINK AND FACILITIES

Alcuin College

ALCUIN BISTRO
- Freshly ground Eros coffee
- Light bites range
- Homemade soup
- Pizzas
- Classic burgers
- Salads and sandwiches
- Handmade cakes
- Alcoholic beverages

Open
Monday to Friday: 9.00am to 3.00pm

Get connected
f /eatatyork
@ /UoYEatShopDrink
york.ac.uk/food-and-bars/alciun-bistro

LIBRARY CAFÉ
- Costa coffee
- All day breakfast
- Homemade soup
- Freshly made baguettes
- Salads
- Filled jacket potatoes
- Panini
- Handmade cakes

Open
Monday to Friday: 9.00am to 3.00pm
Saturday and Sunday: 11.00am to 4.00pm

Get connected:
f /eatatyork
@ /UoYEatShopDrink
york.ac.uk/food-and-bars/library-cafe

Constantine, Goodricke and Langwith College

CAFÉ SOCIETY
- Espresso based coffees
- Chilled drinks
- Handmade Cakes
- A range of hot and cold sandwiches
- Hot pasties

Open
Monday to Friday: 8.30am to 4.00pm

Get connected
f /eatatyork
@ /UoYEatShopDrink
york.ac.uk/food-and-bars/cafe-society

HUB CAFÉ
- Grumpy Mule coffee
- Pizza
- Snacks
- Salads
- Handmade cakes and desserts

Open
Monday to Friday: 8.30am to 7.30pm

Get connected:
f /eatatyork
@ /UoYEatShopDrink
york.ac.uk/food-and-bars/hub-cafe
FOOD, DRINK AND FACILITIES

**Derwent College**

**DERWENT DINING**
- Full English and continental breakfast
- Selection of evening meals
- Open to cash sales, catered accommodation and part of the Meals in Advance Deal (MAD) scheme

*Open*
Monday to Friday:
Breakfast: 8.00am to 10.30am
Dinner: 5.00pm to 7.30pm

**DERWENT CAFÉ**
- Costa coffee
- York Street Food
- Derwent Burgers
- Sandwiches, wraps and baguettes
- Handmade cakes
- Panini
- Homemade soup

*Open*
Monday to Friday: 8.00am to 5.00pm
Lunch menu available: 12 noon – 2.30pm

*Get connected*
Facebook: /eatatyork
Instagram: /UoYEatShopDrink
york.ac.uk/food-and-bars/derwent

**D-BAR**
- A great range of drinks including draught and bottled craft beers
- Drinks promotions
- Chicago town takeaway style pizza
- Sky Sports and BT Sports fixtures
- Lively college club nights throughout term

*Open*
Monday to Friday: 11.00am to midnight
Saturday and Sunday: 2.00pm until midnight

*Get connected:*
Facebook: /drinkatyork
Instagram: /UoYEatShopDrink
york.ac.uk/food-and-bars/derwent

**James College**

**ROGER KIRK CENTRE CAFÉ**
- Costa coffee
- Waffles
- Smoothies
- Milkshakes
- Made to order deli sandwich bar
- Handmade cakes

*Open*
Monday to Friday: 8.00am to 5.00pm

*Get connected*
Facebook: /eatatyork
Instagram: /UoYEatShopDrink
york.ac.uk/food-and-bars/roger-kirk-centre
FOOD, DRINK AND FACILITIES

GALLERIA RESTAURANT AT ROGER KIRK CENTRE

- Full English and continental breakfast
- York Street Food
- Chicken Kitchen
- Hot Wok
- Sandwiches
- Salad Bar
- Hot and cold beverages
- Handmade cakes
- Selection of evening meals

Open
Monday to Friday
Breakfast: 8.00am to 10.30am
Lunch: 11.30am to 2.30pm
Dinner: 5.00pm to 7.30pm

Get connected
f /eatatyork
Instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/roger-kirk-centre

VANBRUGH FOOD COURT

- Grumpy Mule coffee
- Full English and continental breakfast
- Burrito Cantina
- King Asia
- Traditional dishes
- Full salad bar
- Homemade cakes
- Selection of evening meals

Open
Barista coffee: 9.00am to 4.30pm
Breakfast: 8.00am to 10.30am
Lunch: 12 noon to 2.00pm
Dinner: 5.00pm to 7.30pm

Get connected
f /eatatyork
Instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/vanbrugh

Vanbrugh College

VANBRUGH ARMS

- A traditional pub with a cosy atmosphere
- Local and regional cask ales and scrumpy style ciders
- Classic board games
- Jazz nights
- Regular festivals throughout term

Open
Monday to Saturday: 6.30pm to 11.00pm
Sunday: 6.30pm to 10.30pm

Get connected
f /drinkatyork
Instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/vanbrugh

Piazza Restaurant – Coming soon

As part of the new Piazza Building, the Piazza Restaurant will offer stunning views of the Campus East lake, as well as serving mouth-watering dishes. The Piazza Restaurant will also be the only place on Campus East to get your daily fix of Starbucks coffee.
FOOD, DRINK AND FACILITIES

Wentworth College

EDGE

- Starbucks coffee
- Breakfast bites
- Daily themed meals including post-Sunday roast and taste of Asia Thursdays
- Hot and cold drinks

Open
Monday to Friday
All day service: 8.00am to 3.30pm
Breakfast: 8.00am to 10.00am
Lunch: 12 noon to 2.00pm

Get connected
facebook /eatatyork
instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/edge

EDGE BAR

The Edge Bar is open for private events. If you have something that you want to celebrate book the Edge Bar for the perfect place to party.

Contact edgeevents@york.ac.uk to book

Get connected
facebook /drinkatyork
instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/edge

York Sport Village

YORK SPORT CAFÉ

- Costa coffee
- Hot drinks
- Soft drinks
- Made to order protein shakes
- Isotonic sports drinks
- Paninis
- Hot and cold snacks

Open
Monday to Friday: 9.00am to 8.00pm
Saturday and Sunday: 9.00am to 6.00pm

Get connected
facebook /eatatyork
instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/york-sport-cafe

COOKIES (BIOLOGY)

- Hot and cold drinks
- Range of snacks
- A selection of homemade soups
- Sandwiches and wraps
- Filled jacket potatoes

Open
Monday to Friday: 9.30am to 4.00pm

Get connected
facebook /eatatyork
instagram /UoYEatShopDrink
york.ac.uk/food-and-bars/cookies
York Sport

**YORK SPORT VILLAGE**

- 120 station Fitness Suite
- 25m Swimming Pool
- Over 80 classes per week
- Health Suite
- 1km Cycle Circuit
- Olympic-sized outdoor Velodrome
- Training Pool
- York Sport Café
- 3G pitches

*Where to find us?*

Campus East (behind Grimston Bar Park and Ride)

By car: access via Grimston Bar Park and Ride from Hull Road A1079.

By bus: Your Bus 66 is free from campus.

*Open*

Monday to Thursday: 6.00am to 10.30pm
Friday: 6.00am to 10.00pm
Weekends: 7.00am to 9.00pm

*Get connected*

Facebook /YorkSport
Instagram /yorksport1
Twitter @yorksport1
york-sport.com

**YORK SPORT CENTRE**

- 70 station Fitness Suite
- One of the largest and best-equipped strength and conditioning facilities in the UK
- A variety of fitness classes
- A huge range of indoor and outdoor courts and pitches
- County standard athletics facilities
- Tennis courts
- Pay-as-you-go classes and gym

*Where to find us?*

Campus West, near James College.

*Open*

Monday to Friday: 6.30am to 10.00pm
Saturday: 9.00am to 7.00pm
Sunday: 9.00am to 8.00pm

*Get connected*

Facebook /YorkSport
Instagram /yorksport1
Twitter @yorksport1
york-sport.com
FOOD, DRINK AND FACILITIES

Design & Print Solutions

PRINT SOLUTIONS – MARKET SQUARE
- Self service printing, copying and scanning
- While you wait dissertation and thesis binding
- Banners and large format posters
- Brochures, leaflets and flyers
- Canvas

Open
Monday to Thursday: 08.30am to 5.45pm*
Friday: 8.30am to 4.00pm*
* term time hours

DP ONLINE
- Thesis/dissertation printing and binding
- Posters and leaflets
- Personalised greetings cards
- University of York stationery
- Speedy turn-around time. Upload by 5am and collect it the same day.

DESIGN SOLUTIONS – HESLINGTON VILLAGE
- Branding
- Promotional material
- Illustration
- Brochures
- Web design

Open
Monday to Friday: 8.30am to 4.00pm

Get connected
- /DesignPrintSolutions
- /DesignPrintSolutions
- york.ac.uk/design-print-solutions

Retail

NISA

What's available?
There are two Nisa supermarket stores on campus offering fresh fruit and vegetables, dry goods, cosmetics, wines, beers and spirits, branded University merchandise and coffee machines.

Where to find us
- Market Square and Halifax College.

Market Square
- Monday to Friday: 8.00am to 9.00pm
- Saturday: 8.00am to 8.00pm
- Sunday: 11.00am to 5.00pm

Halifax College
- Every day: 8.00am to 7.00pm

Kimble Hill
- Coming soon

UNIVERSITY OF YORK CLOTHING AND GIFTS
The official University of York clothing, gifts and merchandise store. Whether you’re buying one gift or would like to arrange a bulk order through us, come and have a browse.

Where to find us?
- First floor, Market Square.

Open
- Monday and Friday: 10.00am to 4.00pm
- Saturday: 10.00am to 3.00pm

Online store
- merchandise.york.ac.uk
- UK and international delivery available
FOOD, DRINK AND FACILITIES

**SANTANDER**
The Santander branch in Market Square supports students, staff and the local community. University Relationship Branch Manager, Rachel Sellars and her team are here to help and look forward to welcoming existing and new customers to the branch.

More information about Santander Universities in the UK can also be found at: santander.co.uk/uk/santander-universities

**Where to find us?**
First floor, Market Square.

**Open**
Monday and Tuesday: 10.00am to 6.00pm
Wednesday: 10.00am to 5.00pm
Thursday and Friday: 10.00am to 6.00pm

**PEACOCK’S HAIR**
We offer great and friendly services for both him and her. At Peacocks, we have a barber and a stylist situated in the salon full time to cater for all your hairdressing needs. We offer all kinds of hair services from cuts, colours, highlights and occasion hair for the ladies.

For more information or to book your appointment, feel free to call us 01904 411189

**Prices range from:**
£13 for gents
£20-£25 for ladies cuts.
Colours range from £25-£45.

**LAUNDERETTES**
All of our colleges have their own card-operated launderette facilities. You can find them at the following locations:

<table>
<thead>
<tr>
<th>College</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcuin</td>
<td>Between G and Q block</td>
</tr>
<tr>
<td>Constantine</td>
<td>Forum, ground floor</td>
</tr>
<tr>
<td>Derwent</td>
<td>B block, K block, Between E and H block</td>
</tr>
<tr>
<td>Eden’s Court</td>
<td>B block</td>
</tr>
<tr>
<td>Fairfax House</td>
<td>Ground floor</td>
</tr>
<tr>
<td>Goodricke</td>
<td>Nucleus building, ground floor</td>
</tr>
<tr>
<td>Halifax</td>
<td>Next to St Lawrence Court</td>
</tr>
<tr>
<td>James</td>
<td>Near A block, Near N block</td>
</tr>
<tr>
<td>Langwith</td>
<td>Nucleus building, ground floor</td>
</tr>
<tr>
<td>Vanbrugh</td>
<td>C block, Donald Barron and Barbara Scott Court, Higginson House</td>
</tr>
<tr>
<td>Wentworth</td>
<td>Nucleus building, ground floor</td>
</tr>
</tbody>
</table>

For more information, including where to purchase a payment card, see: york.ac.uk/laundry

**YUSU SHOP**
Located on the ground floor of Market Square, YUSU shop is the one stop shop for students selling a range of goods, from magazines and stationery to merchandise and cards, at student friendly prices. We offer many services to students such as bus tickets, phone top ups and bill payments.

**Open**
Monday to Thursday: 8.00am to 8.00pm
Friday: 8.00am to 6.00pm
Saturday and Sunday: 10.00am to 6.00pm
TERMS AND CONDITIONS

When you accepted your accommodation, you entered into a legally binding agreement to follow our terms and conditions of residence. This handbook covers some of these terms and conditions but you should make sure that you have read and understood the full document at:

york.ac.uk/accommodation

UNIVERSITY REGULATIONS

You should be familiar with the University Regulations, in particular Regulation 7 which is about student discipline. It details the sorts of behaviour which are unacceptable in our community and explains our procedure for taking disciplinary action.

You can view the University Regulations at:

york.ac.uk/about/organisation/governance/governance-documents/ordinances-and-regulations

PAYING FOR YOUR ACCOMMODATION

Payment for your accommodation is made in 12 monthly instalments. For more information and links to all payment options, see:

york.ac.uk/students/finance/paying

PAYING YOUR COLLEGE FEE

If you haven’t already done so, you should make sure that you pay your college fee by the end of the Autumn Term.

Log in to your e:Vision account and follow the ‘Pay your college fee’ link in the Enrolment Checklist under ‘Your study’:

evision.york.ac.uk

LEAVING YOUR ACCOMMODATION

By accepting your accommodation offer you entered into a legally binding contract to pay for the full let length, but you will be able to vacate early if you are withdrawing from your course, taking a leave of absence from the University or going on a research placement. All requests to vacate are subject to a notice period. Find out more at:

york.ac.uk/leave-change-room

MOVING OUT

Although you may have only just moved in, it’s worth knowing what you’re going to have to do when you move out.

It’s your responsibility to make sure you leave your accommodation in the same clean and tidy condition it was in when you arrived.

Your deposit

We’ll compare the condition of your accommodation when you move out with the inventory you completed when you moved in. Once we have checked your accommodation, your deposit will be released to you, with any deductions for damage, missing items or cleaning taken out.

Utility bills

You should inform utility providers that you are moving out, and arrange for any direct debits and bills to be cancelled.

Appliances

Any appliances such as a washing machine that you have installed should be removed or taken with you when you move out.
york.ac.uk/accommodation

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