Welcome to York

RESIDENTS’ HANDBOOK

INFORMATION FOR 2017/18 STUDENTS LIVING IN UNIVERSITY 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 college 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

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 WITH YOUR ROOM

Everything in your room 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

UNPACK AND DECORATE

Photos and posters are a great way to personalise your new home, but pins and adhesives like tape, Blu Tack or White Tack will damage your walls and we’ll need to charge you when you move out, so make sure you only stick stuff to your noticeboard.

Remember that you should only use battery operated fairy lights, and all other electrical items should be safety tested. For more information on safety and prohibited items, see page 14.

EXPLORE

Feeling peckish or craving a coffee? See our listings of campus bars, cafes and other facilities on page 16 and check the special arrival weekend opening times at:

york.ac.uk/food-and-bars/opening-times

If you get lost just pop into your college reception and they’ll show you the way.

SUBMIT YOUR ROOM INVENTORY

Within 24 hours of moving into your room, we’ll send an email to your @york.ac.uk address with a link to an online inventory form. You should carefully check your room and use the form to note things like damage and stains. You should submit your completed inventory within 48 hours of receiving the link. If there are any cleaning or maintenance issues you should report them at:

york.ac.uk/fix-my-room

We’ll use the inventory when you move out (see page 24) to make sure we don’t charge you for any marks or damage already in the room when you arrived.

PAY FOR YOUR ACCOMMODATION

Your first rent instalment is due by 31 October 2017 so it’s worth setting up a Direct Debit now, or you can pay online. You should also pay your college fee if you haven’t already done so. For more information see page 26

(If you’re an International Pathway College student you should have already paid for your accommodation and can ignore this step.)
WELCOME

Useful contacts

REPORT A PROBLEM
york.ac.uk/fix-my-room
01904 325555 (Campus West)
01904 325101 (Campus East)

ACCOMMODATION SERVICES
accommodation@york.ac.uk
01904 322165
@UoYAccomm /UoYAccomm

YOUR COLLEGE

Alcuin
Head of College – Paola Zerilli
Assistant Head of College – Martin Crosby
College Administrator – Judith Pink
alcuin@york.ac.uk

Constantine
Head of College – Rob Aitken
Assistant Head of College – Kate Harper
College Administrator – Jacqui Fountain
constantine@york.ac.uk

Derwent
Head of College – Eleanor Brown
Assistant Head of College – Keith Kinsella
College Administrator – Chris Unwin
chris.unwin@york.ac.uk

Goodricke
Head of College – Matt Matravers
Assistant Head of College – Sarah Hay
College Administrator – Paula Mountain-Agar
goodricke@york.ac.uk

Halifax
Head of College – Oleg Lisagor
Assistant Head of College – Cath Dickinson
College Administrator – Larry Healy and Wendy Burns
halifax@york.ac.uk

James
Head of College – David Efird
Assistant Head of College – Mike Britland
College Administrator – Sarah Doughty
sarah.doughty@york.ac.uk

Langwith
Head of College – Fiona Polack
Assistant Head of College – Auriel Hamilton
College Administrator – Suzanne Dekker
langwith@york.ac.uk

Vanbrugh
Head of College – Andy Parsons
Assistant Head of College – Georgina Heath
College Administrator – Lenore Klassen
vanbrugh@york.ac.uk

Wentworth
Head of College – Russell Yates
Assistant Head of College – Claire Anderson
College Administrator –
wentworth@york.ac.uk

SECURITY
Emergency: 01904 323333
All other calls: 01904 32 4444

My STYC(s) (Second and Third Year Contact)
is called ..........................................................

How to contact ..................................................

My College Tutor ..............................................

How to contact ..................................................

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How to contact ..................................................
We hope the following information will help you to feel at home as quickly as possible, but we’re always happy to help if you have any questions.

**YOUR ACCOMMODATION**

**Reporting a problem**

If something breaks in your bedroom, kitchen or bathroom, or you need to tell us about a cleaning issue, report and track it online at:

[york.ac.uk/fix-my-room](http://york.ac.uk/fix-my-room)

You can also phone 01904 325101 if you’re on Campus East, or 01904 325555 for colleges on Campus West.

By reporting a problem you are giving us permission to enter your room 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 toilets**

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 sanitary bin provided in shared toilets. If you have an ensuite, put them in your own bin and make sure to empty it into the external bins.

**Damp and mould**

It’s important that you keep your accommodation well-ventilated to prevent damp and mould. Use the clothes dryers in your college’s launderette to avoid causing condensation and mould by drying clothes in your room.

Always use the extractor fans in your kitchen and bathroom, use pan lids when boiling things like rice or pasta, and open windows after cooking or when taking a bath or shower.

Report any issues with your extractor fan at [york.ac.uk/fix-my-room](http://york.ac.uk/fix-my-room), to ensure good ventilation in your room.

**EMERGENCY**

In an emergency like a gas leak, power cut, major water leak or fire, please call our Security team on **0800 43 3333**. 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).

**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 room 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](http://york.ac.uk/accommodation)
YOUR ACCOMMODATION

Sustainability

Although your rent includes all gas, electricity and water bills, it’s worth developing good energy-saving habits now to do your part for the planet and help you to save money when you move off-campus in the future.

- Take short showers instead of baths, and turn the tap off when you brush your teeth.
- Save up a full load of washing before using the washing machine.
- Report draughty windows, leaky taps or anything else that may hinder your energy-saving efforts at: york.ac.uk/fix-my-room

GET INVOLVED

facebook /UoYsustainability twitter /UoYsustain
york.ac.uk/about/sustainability/get-involved

STUDENT SWITCH OFF

From the moment you move into your new home, you’re part of our inter-college competition: the Student Switch Off. Run by the National Union of Students (NUS), the Student Switch Off is your chance to save energy and win prizes for you and your college.

In 2016/17, we managed to save just over 90,000 kWh worth of energy (equivalent to saving 265,500 trees), with Derwent College winning £600 and a Ben and Jerry’s ice cream party for their excellent energy-saving efforts.

Want to help your college to do the same this year? Follow these top tips:

- Make sure you use the right bins and recycle as much as you can (see page 10) – we’ll be holding Recycle Audits in Terms 1 and 2.
- Switch off lights and unplug appliances when they’re not in use (chargers continue to use energy even when your device isn’t connected, and they can also be a fire risk if left unattended overnight or when your room is empty).
- Keep windows and doors shut when your heating is on, and try putting on warmer clothing before you turn up the heating.
- Only boil as much water as you need, use lids on saucepans and let hot food cool down before you put it in the fridge.

HEATING

Your accommodation will be heated to a target temperature of 19–21°C from around the start of October until the end of April, although these dates may shift slightly if it’s unusually cold or hot.

The standard heating times are 6.00am to 10.00am, 12 noon to 2.00pm, 5.00pm to 8.00pm and 10.00pm to 2.00am, but they may vary slightly from block to block.

When your room is at target temperature your radiator may feel cold. If you don’t think your room is reaching the target temperature during the winter months or there is a fault with your heating, please let us know at: york.ac.uk/fix-my-room

PORTABLE HEATERS

If the heating in your room fails or needs to be temporarily switched off, we may give you an approved portable heater until we fix the problem.

Portable heaters and heated drying racks are not allowed at other times as they use a lot of energy, can prevent the main thermostats from working by creating a false temperature, and cause condensation and mould. They may also create a fire risk if they haven’t been safety tested.
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
If we have provided a television in your kitchen the licence is included, but you will need to buy your own licence if you watch iPlayer or live TV in your room.

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 study bedrooms, 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 the Library & IT Help Desk).
- 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.
- Open a web browser, enter autoconnect.york.ac.uk in the address bar and follow the on-screen instructions.
- 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.
- 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.
- Turn off your wireless adapter when you’re using a wired connection and disable any third party wireless configuration software (eg Intel Pro Wireless).
- Try using a different cable (available free from the Library & IT Help Desk) or a socket in someone else’s room. If you find that your computer works when using a different socket, please report the faulty socket to IT Services using the contact details found below.
- 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 the IT Help Des on the ground floor of the Library.
york.ac.uk/it-services
Cleaning

WHAT WE DO

**Shared bathrooms** are cleaned every weekday (except bank holidays). Make sure that you remove your personal belongings from the shower, bath and sink when you’re finished in the bathroom.

**Ensuite bathrooms** are cleaned once a month. We’ll let you know when we’re due to clean your bathroom so you can clear your belongings.

**Kitchens** are cleaned once a week (see your kitchen noticeboard for details).

Each week the kitchen cleaning team will replenish waste bin bags and clean:

- Floors and bins (non-recycling and mixed recycling).
- Tables, surfaces, sinks and draining boards.
- Hobs, grill pans, ovens, fridge and freezer doors.
- Kettles, toasters and the outside of the microwave.
- Walls, skirting and window sills.

To prepare your kitchen, you will need to:

- Wash your dishes and empty the sink.
- Clear all surfaces including the worktops, hob, oven, sink and draining board, top of the fridge and window ledges. If you need to, you can neatly stack items on the table but it should be kept as clear as possible so the it can still be cleaned.
- Remove objects from the floor including shopping, shopping crates and belongings.
- Empty full or overflowing waste and recycling bins.

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**WHAT HAPPENS NEXT?**

<table>
<thead>
<tr>
<th>Tidy kitchen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thank you! We'll put a tick on the cleaning notice and carry out your weekly kitchen clean.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Messy kitchen</th>
</tr>
</thead>
<tbody>
<tr>
<td>We’ll put a cross on your cleaning notice, let you know what you missed and we’ll clean the rest of your kitchen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Red notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your kitchen still isn’t ready for a full clean on your next scheduled clean, we’ll put a second cross on your cleaning notice and you’ll be fined. We’ll still clean your kitchen. (£12.50 per kitchen user).</td>
</tr>
</tbody>
</table>

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**TOP TIP!**

Get together with your housemates to make a rota for taking out the rubbish and recycling, and prepping your kitchen for its weekly clean. You can make your own, or print one out at:

york.ac.uk/kitchen-rota
LOOKING AFTER YOUR ACCOMMODATION

Make sure your accommodation is clean and welcoming for you and your housemates – and uninviting for ants and other insects – by regularly following these simple steps:

Kitchen
- Wash, dry and put away dishes, pans and cutlery after eating a meal rather than leaving them on surfaces or in the sink.
- Wipe up spills and crumbs straight away with a cloth and all-purpose kitchen cleaner or washing up liquid.
- Rinse sponges and cloths after use and let them dry out – don’t leave them soaking in the sink.
- Don’t let fat and grease build up in your oven – use foil to line grill pans and the bottom of the oven to make it easier to keep clean.
- Use a cloth and washing up liquid to wipe up spillages in your microwave as soon as they happen before they become more difficult to clean.
- Throw away out-of-date food and make sure you don’t overfill your fridge and freezer.
- Defrost food in your fridge, not on your surfaces.
- Empty your waste bins regularly.

Bedroom
- Vacuum your bedroom carpet and any other carpeted areas regularly. Don’t let the vacuum cleaner come into contact with any moisture, and replace the bag if it’s full (you can request replacement bags via york.ac.uk/fix-my-room).
- If you spill anything, treat it straight away with a carpet cleaner to prevent permanent stains (test the cleaner on a small area first).
- Keep your surfaces (such as windowsills, desks and shelves) free of dirt and dust by wiping them with a cloth and an all-purpose cleaner.

Ensuite bathroom
- It is your responsibility to clean your ensuite regularly. It will only be cleaned by the cleaning team once a month.
- Use all-purpose bathroom cleaner for your floor, sink, tiles, shower/bath and toilet seat/outer bowl (make sure you use a separate cloth or sponge for your toilet.
- Use toilet cleaner and the brush provided for the inside of your toilet.
- Keep your taps and mirrors sparkling with glass spray and a clean cloth or paper towel.
- Always remove hair from sinks and showers rather than letting it block the plug hole, and make sure you mop up any excess water on your floor after a shower.

DON’T FORGET
Always follow the instructions and never use bleach-based cleaners or mix different products as this can create harmful chemical reactions and fumes. You can buy cleaning products on campus at the Nisa grocery shops in Market Square and Halifax College, and it’s worth splitting the cost with your housemates.
Waste and recycling

We’ve tried to make it really easy for you to recycle in order to send as little waste to landfill as possible. Almost everything should be able to go in your ‘mixed recycling’ bin, glass bin, or food bin – only use the non-recycling general waste bin as a last resort.

We provide black bin liners for your non-recycling general waste bin, and clear bin liners for your mixed recycling bins. Please only place clear bags in the external mixed recycling bins.

To avoid attracting insects or causing unpleasant smells you should empty your kitchen bins as soon as they are full. Use the external waste bins near to your accommodation block and make sure you empty each container into the right bin.

Mixed recycling bin
(use the clear bin liners provided – no black bin bags)

- **Plastic**: bottles, punnets, butter and yoghurt pots (rinsed out first).
- **Paper**: Post-It notes, envelopes (including windows), newspapers and magazines.
- **Cardboard**: (including empty pizza and sandwich boxes – make sure they are free of food residue).
- **Tin, metal and foil**: empty cans (drinks, food, and aerosol), tin foil, crisp wrappers, sweet wrappers.
- **Disposable coffee cups and cardboard beverage cartons**.
- **Food and liquids**.
- **Carrier bags** – re-use them or recycle them at a supermarket.
- **Clothing and bedding**.

Glass bag

- All colours of glass jars and bottles.
- **Glass kitchenware such as Pyrex dishes**.

Food waste bin

- All food waste including cooked meals, meat, bread, vegetable peelings, tea bags and packaging filled with food.
- **Egg shells or empty food packaging**.

Non-recycling general bin

- Only things you can’t recycle such as Tetra Pak cartons, chewing gum, disposable coffee cups, black plastic food/microwave trays, hard plastic, polystyrene, padded envelopes and used tissues/paper towels.

Other items

- **Batteries** – put in the boxes at college receptions.
- **Hypodermic needles/sharps** – request a disposal box from your college reception.
- **Clothes, books and small electrical items** – donate to the British Heart Foundation banks at every college.
Mail and deliveries

YOUR ADDRESS
Postal addresses and postcodes vary across the colleges, and sometimes from block to block. Make sure you, your family and friends use your full name and the exact address listed in the new student FAQ of your college’s website:

york.ac.uk/colleges

RECEIVING POST
Correctly addressed letters and small packages are usually delivered to the individual mailboxes at your block/house, but residents of the following locations should collect all mail from their college reception:

- Derwent College (except for Eden’s Court which has boxes for small items).
- James College N Block.
- Alcuin from the College Offices above Reception.
- Vanbrugh College (except for Donald Barron and Barbara Scott Courts which have their own mailboxes).

We recommend you get post such as bank cards delivered to your college reception. Large parcels that will not fit in the mailbox or require a signature can be collected from your college reception, or the mail room in the Goodricke College Nucleus if you live on Campus East. For more details, see your college website.

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 on campus – you may even want to do a large order with your flatmates and say no to plastic bags to save on delivery costs.

Make sure you include your block and college when you place the order, and that you will be there to receive it when it arrives.

Please make sure the driver takes away any delivery crates rather than blocking escape routes by leaving them in corridors and entranceways.

Travel

PARKING
We ask most students to leave their car at home but if you have a disability, are living at Halifax College or your course involves placements, you may be eligible to apply for a parking permit. See:

york.ac.uk/students/getting-around/cars-parking

CYCLING
There is cycle storage available at all of our colleges, and you can leave your bike over the summer if you complete a summer storage form. Find out more at:

york.ac.uk/students/getting-around/cycling-walking

Developing our campus
Our dedication to campus investment, including the opening the brand new Piazza Learning Centre in Spring 2018, means it has never been a better time to be a student at York.

If you’re in a college or block that may be impacted by building work or any other routine maintenance, we’ll contact you to let you know and send you regularly 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.
Whether this is your first time living away from home or you’re used to living with other people, it’s important to be mindful and supportive of your housemates.

GETTING ON WITH HOUSEMATES

Establishing house rules when you first move in can help you to avoid problems further down the line. For example:

- Make a rota to make sure it isn’t always the same people preparing your kitchen to be cleaned (see page 8).
- Agree which kitchen items can and can’t be shared (for example, you might be happy to take turns buying washing up liquid, but prefer to have your own milk).
- Find out how your housemates feel about having visitors to the flat, and always check before holding a social event.

GUESTS

You can have one occasional adult guest to stay in your room without charge for a maximum of two consecutive nights, providing this does not disrupt other residents. You should inform your housemates and college reception if you’re planning to invite a guest. Remember that you are responsible for the behaviour of your guests, and will be responsible for any damage or disturbance caused by them.

For stays longer than two nights, bed and breakfast accommodation can be booked on campus. For more information see: yorkconferences.com

NOISE

Keep noise at a level that does not interfere with the study, sleep or comfort of anyone around you. In particular, you agree not to make or allow any loud noise between 11.00pm and 8.00am, and at all times in the week before or during exam periods.

Remember that you can use your common room for anything that might disturb your neighbours after 11.00pm, such as playing music, watching videos or making phone calls.

If you have an ongoing problem and you do not feel confident asking your housemates or neighbours to keep the noise down or are struggling to reach an agreement, you can email your college team for support. If the noise becomes particularly antisocial out of hours, you can call Security on 0800 43 3333 for immediate help.

DEALING WITH PROBLEMS

Although we hope you won’t have any problems with your housemates, it’s normal for people to fall out and disagree occasionally when they are living together.

If you don’t feel you can tackle the problem alone or you’ve tried without success, speak to your college team. Your College Tutor may help you to hold a flat meeting to tackle small problems, more serious issues may be escalated to your Assistant Head of College.

Any form of violence, bullying, discrimination or intimidating behaviour is taken very seriously. You are encouraged to contact a member of your college team if you are verbally or physically harassed by a fellow resident.

If you experience or witness a disciplinary offence such as intimidating behaviour or drug use, you should report it online: york.ac.uk/student-misconduct
SAFETY AND SECURITY

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. E-Cigarettes are not permitted inside University buildings.
- Do not use candles or incense burners – these are not allowed in your room even if they’re just for decoration.

You’ll be invited to a compulsory safety talk when you arrive which will cover these topics in more detail. Make sure you attend this talk or you will be fined £25.

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, e.g. 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, even if you will only be using them in your bedroom.

Our electricians will do this free of charge at a Portable Appliance Testing day organised in your 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.

Your college will let you know when your Portable Appliance Testing day is, but if you arrive part-way through the year and have missed the main session please get in touch with your College Administrator.

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.

If you bring electrical devices 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

We recommend that you do not bring appliances from overseas for your kitchen. If you do bring anything to use in common areas, please ensure that it conforms to EU standards. If it does not, we may remove it from your kitchen and return it to you at the end of your let.
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, key fob or key card with you at all times.
- Never marking your keys, key fobs or key cards 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 room.
- Making sure that corridor and entrance doors are secure behind you when you enter or leave.
- Always accompanying your guests and never letting someone you don’t know into your block.
- If you see anyone acting suspiciously on campus, ring the Security Services emergency line: 0800 433333.

KEYS
If you lock yourself out of your room you can get a temporary key at your college reception or the Ron Cooke Hub if you’re on Campus East. You will be asked to provide identification to help prevent unauthorised access to your room, and you must return the temporary key within 24 hours or you will be charged for a replacement.

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

If you lose a card or key (including temporary keys) you will be charged £10.00 for a replacement.

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

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

Health
We want you to stay fit and healthy during your time at York. In a close-knit community like a university, it’s particularly important that you’re aware of the symptoms of infectious illnesses like meningitis, measles and mumps. 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 433290
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 room 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.

WATER TEMPERATURE
We regulate the temperature of your hot water to help keep you safe. We may occasionally wish to visit your room to check that we are doing this correctly. If we need to do so, we will notify you beforehand as set out in your terms and conditions of residence.
FOOD, DRINK AND FACILITIES

Alcuin College

**ALCUIN BISTRO**
- Freshly ground Eros coffee
- Light bites
- Soup
- Stone-baked pizzas
- Classic burgers
- Salads and sandwiches
- Handmade cakes
- Alcoholic beverages

**Open**
Monday to Friday: 9.00am to 3.00pm*

**Get connected**
facebook /eatatyork
twitter /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: 8.30am to 8.00pm*
Saturday and Sunday: 11.00am to 4.00pm*

**Get connected:**
facebook /eatatyork
twitter /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**
facebook /eatatyork
twitter /UoYEatShopDrink
york.ac.uk/food-and-bars/cafe-society

**HUB CAFÉ**
- Grumpy Mule coffee
- Pizza
- Salads
- Cold and hot snacks
- Handmade cakes and desserts

**Open**
Monday to Friday: 8.30am to 7.30pm*

**Get connected**
facebook /eatatyork
twitter /UoYEatShopDrink
york.ac.uk/food-and-bars/hub-cafe

*y Term opening hours*
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 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 to 2.30pm*

**D-BAR**
- A great range of drinks including draught and bottled craft beers
- Regular drinks promotions
- Chicago town 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 premium sandwiches
- Handmade cakes
- Panini

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

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

* Term opening hours
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
D /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
D /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
D /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.

* Term opening hours
## Wentworth College

### EDGE
- Starbucks coffee
- Breakfast bites
- Daily themed meals including post-Sunday roast and taste of Asia Thursdays
- Cold drinks and snacks

*Open*
Monday to Friday*
All day service: 8.00am to 3.30pm*
Breakfast: 8.00am to 10.30am*
Lunch: 12 noon to 2.00pm*

*Get connected*
[f] /eatatyork
[] /UoYEatShopDrink
www.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*
[f] /drinkatyork
[] /UoYEatShopDrink
www.york.ac.uk/food-and-bars/edge

## COOKIES (BIOLOGY)
- A range of hot and chilled drinks
- A selection of hot and cold snacks
- Homemade soups
- Sandwiches and wraps

*Open*
Monday to Friday: 9.30am to 4.00pm*

*Get connected*
[f] /eatatyork
[] /UoYEatShopDrink
www.york.ac.uk/food-and-bars/cookies

## York Sport Village

### YORK SPORT CAFÉ
- Costa coffee
- Hot drinks
- Soft drinks
- Made to order protein shakes
- Isotonic sports drinks
- Panini
- Hot and cold snacks

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

*Get connected*
[f] /eatatyork
[] /UoYEatShopDrink
www.york.ac.uk/food-and-bars/york-sport-cafe

* Term opening hours
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
twitter /yorksport1

[link](york-sport.com)

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**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
twitter /yorksport1

[link](york-sport.com)
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
- Canvases

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
f /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

Online store
merchandise.york.ac.uk
UK and international delivery available
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>Block S</td>
</tr>
<tr>
<td>Constantine</td>
<td>The Forum</td>
</tr>
<tr>
<td>Derwent</td>
<td>Blocks B and K, and next to Block E</td>
</tr>
<tr>
<td>Goodricke</td>
<td>Nucleus building</td>
</tr>
<tr>
<td>Halifax</td>
<td>Next to St Lawrence Court A</td>
</tr>
<tr>
<td>James</td>
<td>Nucleus building and behind F Block</td>
</tr>
<tr>
<td>Langwith</td>
<td>Centre building</td>
</tr>
<tr>
<td>Vanbrugh</td>
<td>Vanbrugh C Block (opposite the Vanbrugh nucleus building), Fairfax House and the James College nucleus building (opposite Eric Milner White Block A)</td>
</tr>
<tr>
<td>Wentworth</td>
<td>Nucleus building</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

KIMBERLOW HILL RETAIL CENTRE

Coming soon to Campus East, Kimberlow Hill Retail centre will include a Nisa Supermarket, medical centre (coming Easter 2018) and a number of restaurants and takeaways.
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. We will deduct the following charges from the £120 deposit you paid when you booked your accommodation if we need to clean and/or remove rubbish from your accommodation:

<table>
<thead>
<tr>
<th>Room</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom</td>
<td>up to £125</td>
</tr>
<tr>
<td>Kitchen</td>
<td>up to £275</td>
</tr>
<tr>
<td>Kitchen appliance (eg microwave or fridge/freezer)</td>
<td>up to £65 per appliance</td>
</tr>
</tbody>
</table>

Kitchen charges are split equally between all kitchen users.

If you’ve damaged anything in your accommodation we will charge for that separately. For a full list of charges please see:

[link](york.ac.uk/room-damage)

You must do everything below to make sure you’re not charged for cleaning or redecoration.

**Clean your bedroom:**

- Remove items and pins from notice board and clean marks from walls.
- Empty and wipe your desk, shelves, drawers, wardrobe, other storage and surfaces – don’t forget to check under your bed!
- Wipe your desk lamp, sink light and the inside of your bedroom door.
- Clean the inside of your window and make sure the glass is streak-free.
- Dust window sills and skirting boards.
- Vacuum your carpet and leave stain-free.
- Clean your sink, taps and mirror and make sure they are streak-free.
- Empty your bin.

**Clean your ensuite (if you have one):**

- Clean walls, toilet and shower/bath.
- Clean sink, mirror and all taps and make sure they are streak-free.
- Wipe door and outside surface of sink light.
- Sweep and wet clean/mop ensuite floor.
- Empty your bathroom bin.

**Get together with your housemates to clear and clean your kitchen:**

- Empty cupboards, surfaces and your fridge/freezer.
- Clean the floor, cupboards, surfaces, fridge/freezer shelves, oven and microwave.
- Empty your waste and recycling bins.

Even if you move out before your housemates you may still be charged if the kitchen or corridor hasn’t been cleared, cleaned and left in good condition when the last person leaves, so it’s worth agreeing a plan with your housemates before you all start to move out.

We’ll compare the condition of your room when you move out with the inventory you completed when you moved in to make sure we don’t charge you for damage left by previous residents.

Keeping your accommodation clean throughout the year will save a lot of effort when it comes to moving out. See page 8 for our cleaning tips.

**BE AWARE**

Putty adhesives such as Blu Tack and White Tack can remove paint from the walls or leave greasy marks that are difficult to paint over, so you could be charged for redecoration at the end of the year. Keep your walls clear and only use your noticeboard for any pictures or posters!
LIVING ON CAMPUS NEXT YEAR

Although you may be reading this in the first days or weeks of moving into your room, there will be lots of information coming your way about where to live next year.

There are lots of great reasons to consider returning to campus next year:

- You can apply individually or in a group with your friends
- You don’t need a guarantor
- Gas, electric, water and contents insurance are included so there won’t be any unexpected bills
- Benefit from your 24/7 security presence and contents insurance included in the price
- Enjoy having your college’s facilities and social events on your doorstep!

Our 2018/19 college accommodation room types and prices will be available online from October 2017, but there’s no need to rush! If you’re a first year student we strongly recommend not signing any contracts until Term 2.

You’ll be invited to our Housing Talks towards the end of Term 1 which will give you all the information you need to start deciding whether college or private sector accommodation is right for you, and we invite council-approved landlords onto campus at the start of Term 2 for our Housing Fair (run in association with the Students’ Union).

International Pathway College students

If you’re a member of our International Pathway College (IPC), we’ll contact you to let you know when and how to apply for accommodation.

SUMMER ACCOMMODATION AND STORAGE

If you’re in a 38-, 40- or 44-week let room, your accommodation doesn’t include the summer vacation. You may want to take advantage of our summer lets or the Students’ Union’s summer storage until your next room or house is ready to move into. We’ll advertise both from Term 3.

38 WEEK LET (VANBRUGH)

If you’re in a 38-week let, you will need to vacate your room from 17 to 31 March. We will contact you in the Spring Term with more details.
TERMS AND CONDITIONS

When you accepted your room, 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

You should pay for your accommodation as soon as you receive your student funding. The last payment dates for each instalment are:

- 31 October 2017
- 31 January 2018
- 30 April 2018

To find out exactly how much you need to pay visit https://accommodation.york.ac.uk

The easiest way to pay for your accommodation is by Direct Debit, but you can also make one-off payments online using e:Vision or the Online Payment Service.

If you’re making manual payments, remember to deduct your £300 advance payment from your first instalment.

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 Term 1. This one-off college fee helps fund college activities. 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 ROOM

By accepting your room offer you entered into a legally binding contract to pay for your room 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, going on a research placement.

All requests to vacate are subject to a notice period. Find out more at

york.ac.uk/about/departments/support-and-admin/accommodation/currentstudents/requesttochangeleaveyourroom

MOVING OR SWAPPING ROOMS

If you’re not happy with your room, it may be possible to move to a different room.

We usually open the Request to Transfer process in Week 3 of Term 1. As we only have a very limited number of vacant rooms, we will prioritise those students with health, welfare or mobility requirements. If we’re not able to help you via our Request to Transfer process, you can try to swap your room with another student.

For more information visit:

york.ac.uk/leave-change-room

IPC STUDENTS

If you’re an International Pathway College (IPC) student some of this information will be different for you. Contact the IPC team if you have any questions about your contract.
york.ac.uk/accommodation

@UoYaccomm

/UoYaccomm

Photo credits: Lee Brown, Ian Martindale, John Houlihan