

Residents' Handbook



2025-26

Introduction

This handbook supplements the Terms & Conditions of Contract, and forms part of your Contract. You should read them both before accepting an offer of accommodation.

This Handbook provides essential information to help you during your stay, including how to get the most out of your accommodation, details on how to stay safe, where to get support and what to do when things go wrong.

On our website, you will find **policies** on various aspects of your life in our accommodation.

You will also find important information in your compulsory accommodation induction. Make sure you complete this before your arrival as it forms part of your accommodation acceptance, it's where you'll book an arrival slot and get your key collection pass.

Newcastle University is signed up to **The Student Accommodation Code**, a code of practice designed to protect your rights to safe, good quality accommodation. Developed by Universities UK and GuildHE, The Code outlines what you can expect from your new home, and your responsibilities as a tenant. We are committed to upholding The Code in everything we do, and we are regularly audited to ensure we're compliant.



Contents

Introduction	3	Utilities	21
Safety	6	Electricity	21
Immediate danger	6	Gas	21
Fire action	6	Water	21
Fire safety	8	Facilities	22
What you can do to stay safe	8	Your accommodation	22
Fire prevention	9	TV	23
Smoking and vaping	9	Inventories	23
		Damage	23
Security	10	Laundry	23
Personal safety	10	Bike storage	23
Out-of-hours assistance	10	Parking	23
Building and room security	10		
CCTV	10	Services	25
Insurance	10	Cleaning and inspections	25
Keys and lock outs	10	Letters and parcels	25
Access to your accommodation	11	Repairs and maintenance	26
		Reporting a fault	26
		Pest control	26
		Winter maintenance	26
		Waste and recycling	27
Maintaining a positive community	12	Accommodation fees	28
What the Student Behaviour team does	12	Accommodation fees	28
What Counts as Misconduct?	12	Non-payment	28
What happens if the rules are broken?	15	Refunds	28
Consequences	15		
Let's Work Together	15	Room moves	31
		Swaps	31
Support and wellbeing	17	Transfers	31
ResLife	17		
Student Health and Wellbeing	17	Contractual liability	32
Student Advice Centre	17	Withdrawing or suspending your studies	32
Welfare and Support Centre	17	Continuing your studies but leaving University accommodation	32
Registering with a GP	17	Finding a replacement student	32
Under 18s	17	Key return	32
Estranged and care-experienced Students	17	Notice to leave your accommodation	32
Safe Taxi scheme	17	Postgraduate research students	32
		When you leave	34
Alcohol and drug awareness	18	Second year and beyond	34
Alcohol awareness	18	ResLife find a flatmate	
Drug awareness	18		
Anti-social behaviour	18	Where to go for help	37
		Policies	38



Safety

Our policies and procedures are designed to keep you and those around you safe. Please read our policies and always follow them. Students must also comply with the University's Regulations.

Failure to follow health and safety policies may lead to disciplinary action being taken against you, with outcomes ranging from education to receiving a fine, to eviction from your accommodation.

Please keep your accommodation safe for yourself, other students, our staff, and contractors. You can do this by keeping your accommodation tidy and picking up items that could cause a trip hazard. If you notice any safety issues, please report these to your reception. If you have an accident or near-miss (an incident where no one was hurt but could have been), **inform us immediately** to help prevent it from happening again.

**Immediate danger**

In an emergency, always dial 999 and then contact your reception. If your reception is closed, contact the Estate Security Service (Security) on 0191 208 6817, via the SafeZone app, or by using a help point.

The University has documented procedures, including an incident plan for dealing with events such as a fire, gas leak, bomb alert, outbreak of disease or major breakdown of services and equipment.

For non-emergency situations, you can contact:

- the police 101 helpline
- NHS 111 medical helpline

Fire action

If you discover a fire, you are required to:

- raise the alarm
- use the nearest break-glass call point
- close all doors behind you as you make your way out
- leave the building using the nearest available fire exit. Do not use lifts
- call the fire brigade on 999
- report to your fire assembly point
- stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return

If you hear a fire alarm, you are required to:

- alert those around you
- close all doors behind you as you make your way out
- leave the building using the nearest available fire exit, even if you think it is a false alarm. Do not use lifts
- report to your fire assembly point
- stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return
- report anyone who requires assistance to the fire marshal or Security

If you have a disability (including a temporary disability) during your period of residence, which could affect your safety in the event of fire or other emergency, you should notify your reception as soon as possible. An assessment can be undertaken, and specific arrangements put in place, such as a personal emergency evacuation plan (PEEP).



Fire safety

Our fire safety systems are regularly tested and maintained in line with relevant regulations. The systems in place include:

- fire detection equipment
- firefighting equipment
- emergency lighting
- fire doors

It is your responsibility to report any faults or damage to fire safety equipment immediately. You can report this to your reception during working hours, or to Security out of hours.

Fire alarms are tested every week. You can find the dates and times of the tests on the 'Fire Safety' notice on the back of your bedroom door and in your kitchen.

Your kitchen is fitted with heat detectors, and your bedroom, corridors and staircases are fitted with smoke or multi-sensors. Escape routes must always be kept free from obstruction. The design and use of our fire safety systems have been informed by a fire risk assessment and implemented in consultation with the Tyne and Wear Fire and Rescue Authority.

To ensure your safety, we have implemented a Building Safety Resident Engagement Strategy in compliance with the Building Safety Act 2022. This strategy encourages you to participate in decisions regarding building safety. For detailed information, please visit the [Building Safety Resident Engagement Strategy page](#).

What you can do to stay safe

Your safety is our priority, and while we have robust fire safety systems in place, their effectiveness depends on your adherence to our safety policies. Here's how you can help ensure your safety and that of your flatmates.

When you arrive:

- **read the 'Fire Action' notice** - familiarise yourself with the emergency procedures displayed within your accommodation
- **locate firefighting equipment** - know the location of equipment such as the fire blanket in your kitchen
- **identify escape routes and fire exits** - learn the signed escape routes and fire exits
- **identify the designated assembly point** - be aware of your designated assembly point in case of an evacuation

Fire Doors:

- fire doors are crucial for preventing the spread of fire and smoke. Always ensure they are closed
- do not tamper with self-closing devices

Fire Safety Education:

- **Watch our fire safety video**
- we'll conduct fire evacuation practices during the Autumn Term. You will be notified in advance about these drills
- these drills are essential for ensuring your safety in an emergency. Your cooperation is expected; non-compliance may lead to disciplinary action

Fire Systems and Equipment:

- never interfere with fire doors, fire systems or firefighting equipment unless it is an emergency. Tampering with these systems is extremely dangerous and a serious criminal offence

Fire prevention

Due to the increased risk of causing a fire, any items with an open flame are strictly prohibited and will be removed in line with the **Confiscation Policy**. For your safety, we also do not allow fabrics (such as tapestries) to be hung on walls, across ceilings, or draped over electrical appliances. To prevent a fire or a false alarm activation, please:

- never leave any food cooking in the oven, airfryer, hob, grill, microwave, or toaster unattended
- ensure the kitchen extractor fan is turned on and the kitchen door is shut when cooking
- use appropriate heat-resistant cooking equipment
- keep cooking appliances clean and free from grease
- regularly remove refuse from your flat to a designated collection point
- do not overload electrical sockets – if in doubt, ask at reception
- do not use faulty electrical equipment – report any defects to reception immediately
- always use a heat-proof mat when using hair straighteners/curlers

Smoking and vaping

We are a smoke-free campus, therefore smoking and vaping is not allowed anywhere in our accommodation or grounds. If you smoke in University-owned accommodation, you are subject to **Student Disciplinary procedures** which may result in a fine. Repeat offences may result in eviction due to the fire risk.



Security

Personal safety

- By taking the following precautions, you can keep yourself and your flatmates safe from crime:
- download the **free SafeZone app** before you arrive. This connects you directly to Security. If you raise an alarm the Security team will be alerted to your situation and location so that they can help you quickly
 - report any suspicious activity or concerns to Security as soon as possible on 0191 208 6817, via the **SafeZone app**, or by using a help point
 - lock your door when you're going out and use the privacy lock when you're in your room
 - secure windows and doors when leaving your accommodation
 - keep valuables out of sight
 - only let people you know into your accommodation – never allow someone unknown to follow you into the building
 - never lend/share your key with anyone else
 - register your laptop, mobile phone and other personal possessions for free with **Immobilise**, the UK national property register
 - we have a Northumbria Police Neighbourhood Beat Manager available through Security. Contact them for help if required

Out-of-hours assistance

- We offer 24/7 support via Security. You can contact them outside reception hours for:
- emergencies
 - safety and security concerns
 - loss of major services (eg electricity, heating, water)
 - lockouts or lost keys
 - noise disturbances or anti-social behaviour
- Reach them at 0191 208 6817, via the **SafeZone app**, or by using a help point.

Building and room security

- You can lock all entrances and your bedroom door with your keys. Lower ground-floor, ground, and first-floor windows have security devices to stop theft and break-ins. All windows have restrictors to stop them from opening too wide. Don't ever take these off or tamper with them.
- ### CCTV
- If your accommodation is monitored by CCTV, signage will be in place at reception or at the external entrance to the building. Our CCTV is installed and operated by Security, following the relevant regulations.
- ### Insurance
- Accommodation contracts include **Personal Possessions Insurance**. We recommend you **confirm your cover** and view what's included in your policy. You can also find out how to buy additional 'top-up' cover, if required. To make an insurance claim, contact the insurance provider.

The University is covered by public and product liability insurance.

Keys and lockouts

Our **Key and Access Policy** explains what to do if you lose your keys or if they get damaged or stolen. If this happens, you need to **tell us as soon** as possible. It also explains how to get into your room if you're locked out. During normal opening hours, contact your reception. If you need help getting back in out of hours, contact Security at 0191 208 6817 or via a help point. We'll verify your identity, and you might have to wait if Security is attending higher priority incidents.

Access to your accommodation

- All University staff and contractors entering your accommodation will carry University ID on them which you can ask to see at any time. If we need to enter your accommodation for maintenance or inspection, we'll give you seven days' notice, except in the circumstances below:
- in an emergency
 - to carry out a welfare check
 - to stop a nuisance
 - where we believe you are in serious breach of your contract
 - to carry out a repair that you requested
 - to carry out a repair following a routine inspection
 - to carry out planned maintenance or safety inspection on your designated maintenance day (shared areas only)
 - to clean on a designated cleaning day, or to clean following a routine inspection
 - to clean a vacant bedroom within your flat
 - to investigate the root cause of a maintenance issue that may be originating in your bedroom (eg leak)

We will give you 24 hours' notice for any viewings of vacant rooms within your flat, as we will access your flat communal area.

We will always try to contact you if we require access to your bedroom.

Please **inform** your reception if you plan to be away from your accommodation for longer than seven days as we will need access to your bedroom to carry out statutory water flushing. We do this to prevent the build-up of stationary water in the system when outlets are not in regular use as this can lead to bacteria such as legionella developing.



Maintaining a positive community

We're committed to making our accommodation a safe, respectful, and welcoming place for everyone. To help maintain these standards, we have a dedicated Student Behaviour Team who investigate reports of misconduct and support students in understanding the importance of living responsibly.

What the Student Behaviour team does

The Student Behaviour team is here to:

- investigate reports of unacceptable behaviour fairly and without prejudice
- help you understand how to live respectfully and safely with others and prepare you for life in shared accommodation

We're not here to catch you out – our aim is to help everyone understand the expectations so that our community stays safe, welcoming, and enjoyable.

What counts as misconduct?

Living in our student community comes with responsibilities. To help everyone enjoy a safe and respectful environment, here are some examples of behaviour that we won't tolerate. Some might be obvious – others might surprise you.

- **anti-social behaviour** – including excessive noise that affects others, playing ball games near the accommodation, bringing shopping trolleys, traffic cones or road signs indoors, using abusive, aggressive or intimidating language or behaviour, urinating in public areas, or damaging property
- **dangerous actions** – such as smoking or vaping indoors or on campus, covering or interfering with smoke detectors, interfering with fire equipment, propping open fire doors, failing to evacuate during alarms, setting off alarms without cause, or using candles or open flames
- **drugs** – possession, use, sharing or dealing of illegal substances (including drug paraphernalia) is not allowed under any circumstances
- **other concerns** – including creating extreme or repeated mess, removing window restrictors, or giving your keys or access card to someone else

This isn't an exhaustive list – and no, that's not a challenge to get creative! If you're ever unsure about what's acceptable, just ask.





What happens if the rules are broken?

All reports of alleged misconduct are taken seriously and investigated under the **University's Student Disciplinary Procedure**. Minor misconduct is usually handled by the Student Behaviour team within Accommodation Services, as outlined in Level 1 of the Student Disciplinary Procedure.

More serious or repeated offences, or failure to engage, may be escalated to the Student Progress Service under Level 2.

Consequences

Depending on the situation, outcomes may include:

- an advisory or invitation to a ReConnect session (a chance to reflect and reset)
- a formal warning and/or a fine - see our website for examples **see our website for examples**
- in some cases, if no one takes responsibility for communal issues, all flatmates may be held accountable

Serious misconduct may lead to eviction, expulsion from the University, or prosecution if a criminal offence has occurred.

Let's work together

We all have a part to play in creating a positive and safe living environment. If something doesn't feel right, or you're not sure about the rules, please reach out. We're here to support you.



Support and wellbeing

We are committed to providing comprehensive support to our students living in University-owned accommodation. If you have any questions or need assistance, please reach out to your Residence Life Coordinator (RLC), or any member of the Accommodation Team.

ResLife

ResLife is dedicated to helping you navigate University life and independent living through various programmes and activities. ResLife offers guidance on topics like:

- building positive relationships with housemates and neighbours
- managing daily tasks such as cooking, cleaning, and laundry
- fire safety, drug and alcohol awareness, anti-social behaviour, and respect. These sessions aim to enhance your understanding of these subjects and connect you with the University's wider welfare support services

Keep an eye on our social media channels to stay up to date with all things ResLife:

- Instagram - [@ResLife_NCL](#)
- TikTok - [@Reslifenc](#)

Student Health and Wellbeing Service (SHWS)

We work closely with the **Student Health and Wellbeing Service** who offer extensive support networks such as:

- **TalkCampus**: a 24/7 global app providing instant support in 26 languages
- **iNCLude app**: an app designed to support your wellbeing and keep you physically and mentally healthy.

For more detailed information on these and other support services, visit the [Find Your Support | Student Wellbeing | webpage](#).



If you or someone else is in immediate danger, call emergency services on 999 for assistance. You can also **contact Papyrus Hopeline** if you are having thoughts of suicide or are concerned for a young person who might be.

Student Advice Centre

The **Student Advice Centre** is an advice service in the Students Union Support and Advice Hub, offering independent and impartial advice on topics such as housing, academic or personal issues.

Welfare and Support Centre

The **Welfare and Support Centre**, located on the ground-floor of the Students' Union, provides assistance with any welfare-related concerns.

Registering with a GP

We recommend you sign up for a GP (Doctor) surgery when you start University, [find out how](#) online.

Under 18s

We have an **Under 18's Policy** to support students whilst living with us. Our ResLife team will contact all under 18s within their first week of arriving, and termly whilst they remain under 18.

Estranged and care-experienced students

Without family support, finding and maintaining a home can be a real challenge. That's why we offer support as part of the University's commitment to **Estranged** and **Care Experienced** students.

Safe Taxi scheme

If you're stranded with no money but have your student card, use the University's and NUSU's Safe Taxi Scheme. Call Budget Taxis at 0191 298 5050 and quote reference NEW02. Provide your name and student number to book a taxi. This service is available 24/7 and covers up to an £8 fare. The Students' Union will check-in and contact you to arrange payment.

Alcohol and drug awareness

We're pleased to welcome you into our accommodation community. It's important to us that everyone, including our staff and the local community, is treated with respect and consideration. We trust you to always act appropriately and with kindness. Please remember that you're also responsible for the behaviour of your guests while they're in your accommodation.

Alcohol awareness

We want you to enjoy university life while staying safe and healthy. We know that for many students, socialising involves drinking alcohol. You must drink responsibly and understand the risks of excessive alcohol consumption and coercive drinking. Our **Student Health and Wellbeing Team** have created a video highlighting the risks. We advise you to **watch it** before you arrive. Our ResLife team also aims to improve your awareness of the impact of alcohol, and how to make healthier choices, through their ReThink sessions. If you are concerned about your drinking or that of someone else, you can get support from our Student Health and Wellbeing Team.

Many students choose not to drink alcohol, please be respectful of this.



Drinking alcohol can obstruct your judgement, leading to poor decision making. As an adult, it's important to be mindful of how much alcohol you consume. Intoxication isn't an excuse for inappropriate or anti-social behaviour.

Drugs awareness

We're committed to keeping your living environment safe. You can find information about how we aim to reduce harm and safeguard you from the detrimental impact of drug use and excessive alcohol consumption in our **Alcohol and Drugs Policy**.

We have a legal obligation to prevent the use of illegal substances on our premises under the 1971 Misuse of Drugs Act. You must not bring, sell, or share illegal drugs in University-owned accommodation. If we are notified that you are using, sharing, selling, or manufacturing illegal substances in our accommodation, we will take this very seriously. You will be subject to the **University's Student Disciplinary Procedure** and you may risk eviction.

Find out more about the dangers of taking drugs on the Student Health and Wellbeing **website**. Here you will also find support if you are affected by drugs.

Anti-social behaviour

We strive to offer a safe and welcoming environment for all our students, therefore anti-social behaviour will not be tolerated. Security patrol our accommodation regularly. They respond promptly to incidents and are equipped with Body Worn Video (BWV). This allows them to gather and secure evidence effectively. For more details, please refer to the **Body Worn Video Policy**.





Utilities

Except in the case of emergencies or planned shutdown for essential maintenance, electricity, gas (where applicable) and water supplies will be provided without interruption.

Electricity

New equipment is installed, and existing equipment is maintained according to Institute of Electrical Engineers (IEE) regulations. Lighting is provided following the Chartered Institute of Building Services Engineers (CIBSE) recommendations. In bedrooms, lighting levels may be enhanced using a desk lamp.

All portable appliances provided by the University are tested and maintained following our **Portable Appliance Testing (PAT) Policy** to ensure your safety. Personal electrical equipment should also comply with BSS and IEE regulations. Our PAT Policy aims to protect you by explaining how to identify and remove electrical items that pose a risk of fire or electrocution. For more details on electrical safety, please visit our **website**.

The electrical wall sockets in your accommodation are 13-amp square pin sockets. Do not use equipment designed for 110 volts because the University mains supply is 230 volts. If you're unsure whether your equipment is compatible (especially if bought abroad), please ask at reception for advice. If you are using a travel adapter for appliances from abroad, make sure it meets British Standard (BS) 1363. You can find the BS identification number near the pins. For your safety, staff will confiscate any unsafe adapters found in your accommodation according to our **Confiscation Policy**.

We encourage you to be mindful of your energy consumption and to make a habit of switching off unused devices. By following basic 'good housekeeping' practices, you can help the University achieve its aim of net-zero carbon dioxide emissions by 2030. See the **Sustainable Campus web page** and our ResLife's 'ResHacks' for hints and tips on saving energy.

Gas

Our gas supplies and distribution pipework comply with Gas Safety Regulations. A registered 'Gas Safe' installer will undertake an annual safety check on all gas appliances. A copy of any appropriate test certificate is available either within your accommodation or can be made available at reception.

Water

All hot and cold water services are installed, monitored, and maintained according to Health & Safety Executive and statutory public health requirements. Any cold water supply that is not drinkable will be clearly identified. All wastewater is removed via a trapped connection to the sewerage system.

Heating

Find out how we manage your heating in our **Heating Policy**.

Facilities

Your accommodation

Your accommodation is maintained to a high standard, and all furnishings comply with relevant regulations.

Your accommodation has everything you need. Your room will come with:

- a bed and mattress
- a desk with a lamp and chair
- a wardrobe
- shelving
- a bedside cabinet or chest of drawers
- curtains or blinds
- a waste paper bin

And your kitchen will come equipped with:

- a cooker
- a refrigerator and freezer
- a dining table or a breakfast bar
- a sofa
- a vacuum cleaner

You don't need to bring any additional furniture with you. If you do intend to bring something, please check with us first so we can consider the health and safety implications. Feel free to chat with us about this at reception. If we discover any unauthorised items, they may be removed according to our **Confiscation Policy**. If you require the use of a mini fridge due to a medical condition and haven't already told us, please contact us urgently at accommodation.medical@newcastle.ac.uk, and we can organise this for you.

You need to bring your own bedding and soft furnishings and your own crockery, cutlery, utensils pots and pans. You can pre-order bedding and kitchen essentials from **UniKitOut**. Simply select the items you need and **UniKitOut** will deliver these straight to us before your arrival. Alternatively, as we are a city centre based campus, there are plenty of nearby shops where you can purchase everything you need upon arrival.



TV

If we provide a TV in your accommodation, we cover the TV licence cost. However, if you watch or stream live TV or BBC iPlayer on your own device, you need to get your own TV licence. You can buy a licence online at www.tvlicensing.co.uk. The fine for not having a licence can be up to £1000 and might lead to prosecution. If your contract is less than 50 weeks, you can pay for your TV licence monthly and cancel it when you leave, so you don't have to pay for the full year.

Inventories

On arrival, you will be emailed an inventory list detailing all fixtures and fittings in the areas that you have contractual responsibility for. Check the room and contents and note any defects in the inventory. Ensure you return your completed inventory to reception within seven days of receiving it. If you do not inform us of any problems, we cannot rectify them, and you may be held responsible for any damage at the end of your tenancy.

Damage

If we find damage in your room, flat, or shared areas, you may have to pay for the repairs. If the damage is in a communal area, everyone may be asked to pay unless someone takes responsibility. We will let you know the cost before charging you. For more details, please see our **Damage Policy**.

Laundry

You will have access to a laundry room, which has washing and tumble-drying machines. In the laundry room, you'll find information about opening hours, charges, how to use the machines, and how to report a problem. To use the laundry, download the free Circuit app. For help with the app, check out the FAQs or watch the how-to-use video at www.circuit.co.uk.

If you have a full-year contract, you'll receive £120 laundry credit, split into two £60 payments, this will be pro-rated for semester students. If you live in Marris House, or in Blocks 26-33 Bowsden Court, you won't receive this credit as your flat comes with its own washer/dryer.

Bike storage

We offer a limited number of lockable bike storage areas, allocated on a first-come, first-served basis. The storage is not insured, and the standard personal possessions insurance, included with your accommodation, does not cover bikes. We advise using strong locks and obtaining extended insurance if you intend to bring your bike with you. We don't accept responsibility for any damage/loss while storing your bike in the storage areas.

For safety reasons, bikes must not be kept on staircases, corridors, or within your accommodation. Any bike found in these areas will be removed by staff, potentially using bolt-cutters to remove locks or chains. We will not be liable for any damage to your lock or chain.

Apart from mobility assistance vehicles, e-vehicles (including e-bikes, e-scooters and e-unicycles) or their parts (eg batteries or charging equipment) are not allowed in your accommodation.

You can find more information on storing your bike on our **Parking & Bicycle Storage webpage**.

Parking

We are a city-based campus; therefore parking is very limited. We have a small number of resident parking spaces at Bowsden Court. There is no resident parking at any of our other accommodation.

If you are a blue badge holder, we have a limited number of accessible bays at Kensington Terrace, Marris House, Park View and Windsor Terrace.

Please see our **Travel and Parking Policy** for further information on organising car parking.



Services

Cleaning and inspections

Your accommodation will be cleaned and inspected before you arrive. During your stay, we'll carry out termly bedroom inspections and monthly kitchen inspections where we check the condition and cleanliness. You'll be notified in advance of these visits. You can view our **Cleaning Service Level Agreements** for further information about what we clean and how often. They also detail what we expect from you.

If we find that your accommodation is not in satisfactory condition, we may carry out more frequent inspections. If extra cleaning is needed to restore your accommodation to its original condition, you will be charged for it.

Visit ResLife's Instagram (@ResLife_NCL) and TikTok (@ResLifeNCL) for ResHacks to help you master independent living and pass your room inspections.

Letters and parcels

Letters and small parcels delivered by Royal Mail will be delivered to your letterbox. For items that don't fit in your letterbox or need a signature, couriers will deliver them to reception during opening hours or attempt delivery directly to your flat. We log all parcels received at reception and we'll send you an email with a QR code. You can collect your parcels during reception hours by showing your QR code.

Please note, we are unable to accept:

- perishable items (food deliveries)
- items that are too large/heavy to be easily handled by one person
- items that are prohibited under our **Confiscation Policy**

After you leave your accommodation, we won't accept any letters or parcels for you. Any uncollected letters or parcels will be kept for 28 days. If you don't collect them within that time, we will return them to the sender if possible or dispose of them according to our **Lost or Left Property Policy**

For more information on letters and parcels, please **visit our webpage**.

Repairs and maintenance

We provide you with a home, and it's important to us that we maintain this to a high standard.

Reporting a fault

It's important that you tell us straight away if you notice a fault or damage in your accommodation. Not reporting a fault, however minor, could lead to extensive damage which you may be held responsible for. You can report faults directly via the Planon app or at your reception - either in person or by email. You can find out more information on how to report a fault on our website <https://www.ncl.ac.uk/accommodation/contact-us/report-fault/>. You should contact Security on 0191 208 6817 for urgent problems that occur out of hours.

We operate within target response times. This means that someone will come out to assess the repair according to the times below. We attempt to complete your repair as soon as possible. Sometimes, there may be a delay where we require specialist parts or contractors. If we are delayed, we'll keep you informed of the progress.

Response times

Category	Response Time	Description	Examples
Emergency	Same day	Poses a health and safety risk to people or buildings. We'll make the area safe and may return later to complete the work.	Boarding up a smashed window or isolating the water supply after a burst pipe.
Urgent	Within three days	Has a significant impact on your accommodation. We might provide temporary facilities until a full repair is done.	Restoring power or water supply, replacing a defective appliance (eg the only cooker or light source).
Routine	Within seven days	Affects your enjoyment of the accommodation but doesn't pose a risk or significantly impact usage.	Fixing a dripping tap, replacing non-essential furniture.

Pest control

Please report any infestations as soon as possible. You can do this in the same way that you would report a fault. Our response time for a specialist company to treat the infestation is within two working days.

Winter maintenance

To find out how we manage snow clearance and gritting during winter months, speak to your reception who will provide a copy of the Winter Maintenance Policy.

Waste and recycling

For details on how domestic refuse is collected, refer to the 'Waste Management Plan' that can be made available at reception. We maintain our grounds and ensure they are free from rubbish. Please ensure you dispose of your litter in the bins provided or at the refuse collection points.

We are committed to sustainability and to the principles of reduce, reuse, and recycle. Please do your bit by using recycling facilities in your accommodation. With new UK regulations now in place, food waste needs to be separated from general waste.

Please use the food waste caddies provided and only put suitable items inside. If you're unsure of how to dispose of an item, **check our A-Z directory** or speak to your reception.



Accommodation fees

Our accommodation fees are fully inclusive of utilities*, personal possessions insurance and Wi-Fi.

Your contract details the amount of accommodation fees you will pay and the dates the payments are due. It does not include any additional charges such as car parking, disciplinary fines, or damage charges.

You can pay your accommodation fees:

- in advance of your contract start date to qualify for a 2% discount

OR

- by termly or monthly Direct Debit instalments

You can set up a Direct Debit once you have accepted your accommodation contract. To do this you need to have a UK bank or building society account. If you are an overseas student, you can set up a UK account when you arrive.

It's important to make sure you have enough money in your bank account to cover the Direct Debit payments. If there aren't sufficient funds, your bank may charge you extra fees.

If you wish to cancel your Direct Debit, call us on 0191 222 5796 or email us at accommodation.finance@ncl.ac.uk at least five working days in advance of the payment due date.

To find out more about making payments see our [Payment pages](#).

Non-payment

If you are experiencing financial difficulties and are unable to pay on time, please contact us on 0191 222 5796 or email accommodation.finance@ncl.ac.uk. We're here to support you, and we'll work together to explore your options.

If you don't pay and do not make a reasonable attempt to work with us, we may need to take further steps. This could include legal action to recover the balance and it may result in eviction from your accommodation. Alternatively, you may be referred to an external debt collection agency. In both cases, this will likely incur additional charges and could affect your credit rating. Even if someone else pays your fees, like a parent or sponsor, any action can still affect you.

You can seek advice, and guidance from [Student Financial Support](#).

Refunds

If you've overpaid your accommodation fees, we'll refund the monies to the original payer and payment method. The University does not take any responsibility for payments made by a third party. Any outstanding fines or charges will be deducted from the refund before it's processed.

* Family and couple accommodation at Bowsden Court does not include utility costs. You must set up an account with an energy supplier and pay for the electricity you use. You are also responsible for setting up an account with Northumbrian Water.





Room moves

We're confident that once you have a chance to settle in, you'll soon come to see your allocated accommodation as home. Our ResLife team is here to help you settle in, find your feet, and build positive connections with your flatmates.

However, if you find that your accommodation doesn't suit you, you can apply to move rooms. To qualify, your accommodation fees should be paid up to date. There are two ways you can move rooms, either by a:

Room Swap

This is where you swap rooms with another student, either before you arrive or after you have moved in. You can use our handy [Facebook group](#) to help with this.

Important rules:

- undergraduates and postgraduates usually cannot swap with each other
- you can only swap with a current student who lives with us ie they are not leaving the University or moving out of our accommodation

Once you have found someone to swap with, **get in touch with us** and we'll confirm if the swap is possible. If it is, you can agree on a moving date together and we'll create a new contract.

Room Transfer

This is where you move to an available alternative room. We will only consider room transfers after all students have been offered a room. We'll contact you when we're accepting transfer requests. Due to room availability, it is unlikely that transfers will take place before the end of the Autumn Term.

If you make an unauthorised room move, you will be required to move back to your original room and you may be charged additional cleaning and admin costs.

There may be rare occasions when unforeseen circumstances require us to move you to a different room. If this happens, and if the request is reasonable, we ask for your cooperation.

Contractual liability

Your contract does not include a notice or cooling-off period, so you won't be able to terminate it before the end date. This means you will still be responsible for the accommodation fees, even if you move out early.

Withdrawing or suspending your studies

If you are no longer a registered student because you have withdrawn or suspended your studies, you will be charged accommodation fees for the **termly billing period**. After that, you won't have to pay any more so long as you:

- complete a request to leave early in your **accommodation portal**
- empty your room
- return your key

It's your responsibility to let us know if you withdraw or suspend your studies. Your school usually won't inform us about this change.

If you withdraw or suspend your studies, you must empty your room and return the keys to your reception by the end of the termly billing period to be released from your contract. If you don't, you will continue to be charged rent at the daily rate until the room is empty and your keys are returned.

Leaving accommodation but continuing your studies

If you decide to move out of University-owned accommodation and live somewhere else (either private accommodation or at home), you will remain responsible for the full accommodation fees. This responsibility continues until the contract ends or until your room is rented to another student.

Finding a replacement student (a successor)

A successor is a Newcastle student who is not already contracted to accommodation. We may be able to help you with this, but we can't guarantee we'll find someone. To let us know you're looking, you should **complete a request to leave early**.

If you've already moved out, with your permission, we'll clean and prepare your room for viewing. If you haven't moved out, you will be responsible for organising and carrying out viewings yourself.

If a successor is found, your contractual liability will end when their contract starts, and you will need to pay a £50 administration fee.

Returning your keys

Make sure to return all keys to your reception. If you need to leave outside of reception hours, check ahead of time for the key return arrangements. It is your responsibility to return your keys. Do not give your keys to someone else to return for you, and do not leave them in your room, flat, or letterbox.

If you return your keys before your contract ends, it does not mean your contract is terminated. You can return any time during your contract period by contacting reception during opening hours, or by contacting Security out of these hours, to collect a key.

For more details, please refer to our **Key and Access Policy**

Notice to leave your accommodation

A breach of your **contract's terms and conditions** could result in you being asked to leave the accommodation. You will be issued with a notice to terminate the tenancy and you will be given 28 days' notice to vacate the room.

If you do not vacate the accommodation by that date, we will begin legal proceedings to recover possession of the accommodation and evict you. In any proceedings, we will also claim any outstanding accommodation fees plus interest and costs.

Postgraduate research students

If you are enrolled on a Doctoral, MPhil or MRes course, you will be able to give 28 days' written notice of your intention to leave your accommodation. You can do this if you are nearing the end of your studies, or you are leaving Newcastle for research purposes. A letter of support must be provided from your academic school before the notice can be accepted. This does not apply to postgraduate taught students.



When you leave

When you leave your accommodation, you are responsible for ensuring it's in the same condition as when you arrived.

If you have any unwanted items that are in good condition, please consider donating them to our ResLife ReHome initiative **ReHome**. You can do this at your reception, where there will be a collection point for students and local charities.

Accommodation for your second year and beyond

Our accommodation is primarily for first-year students. However, students with a disability or health need may be eligible to return for their second year and beyond.

Luckily, Newcastle offers a variety of accommodation options for your second year and beyond:

Purpose Built Student Accommodation (PBSA) – built specifically for students, this accommodation is centrally located and offers inclusive rents. You can reserve PBSA accommodation singly or as a group. They offer washbasin, en suite and studio living.

Private properties – smaller individual properties, usually owned and managed by a private landlord, a property management company, or an estate agent. These are mostly based in the suburbs, in areas such as Jesmond, Heaton, Fenham and Sandyford. They offer bedrooms with shared facilities.

You should ensure you are aware of all the terms and conditions and any upfront costs before committing to a contract. If in doubt, take advantage of The Students' Union **Housing Advice Centre** who will be happy to provide you with advice and assistance.

ResLife Find a Flatmate

Need some help? Your ResLife team are at hand with our **"Find a Flatmate"** scheme.

Our busy social calendar offers great opportunities to meet and connect with new people, make new friends, and even find housemates for your second year.

We team up with NUSU's Student Advice Centre; to offer drop-ins within your Village and we are available to support you with your transition into second-year accommodation. Working collaboratively, we can provide information ranging from where to live, the role of a guarantor, how to live harmoniously with your flatmates and much more.

In the second semester, if you still haven't found the right people to live with, we offer a WhatsApp group to bring like-minded students together and hopefully secure accommodation for the second year.





We're here to help

Whether you need a repair, a new key, or a listening ear, we are here to help.

During your stay with us, our on-site team will make sure that everything in your accommodation works as it should and will take care of any issues that arise. You'll get to know the friendly faces behind your reception as they will be your first port of call for any enquiries, lost keys and lockouts, reporting repairs and collecting your parcels.

Our Allocations and Finance teams will support you with your room allocation, your contract or your accommodation fees, including organising a payment plan if required. We also offer appointments, find out how to book [online](#).

Both villages have a dedicated ResLife Coordinator, who will facilitate your social, academic, and personal integration in accommodation. You **can get in touch** with us at any time for peer-to-peer support, to request an event or activity, or to find out what's happening in your village.

Query	Where to go
To report a fault or maintenance issue	Reception , or report online. If there is an urgent problem out of hours, contact Security on 0191 208 6817
To report anti-social behaviour	Reception during opening hours. Security out of hours, using the SafeZone App or on 0191 208 6817
Flatmate issues and community support	ResLife Team
Disciplinary fines	Student Behaviour Team
To report lost or stolen keys, and lockouts	Reception during opening hours. Security out of hours on 0191 208 6817
To move room	Allocations Team
Leaving early	Allocations Team
Problems connecting to the internet	Internet advice
Paying your accommodation fees	Finance Team
Advice on living independently	ResHacks at: Instagram - @ResLife_NCL TikTok - @Reslifenc1

Not sure who to contact? ResLife offers ReConnect sessions on Mondays and Fridays from 10:00-12:00. We can signpost you to the most appropriate team. Visit our Instagram for joining details [@ResLife_NCL](#)

Policies

You can find full copies of accommodation policies and other general information about living with us on the [accommodation website](#).



Contact us

Accommodation Service Student Services

Newcastle University
King's Gate
Newcastle upon Tyne
NE1 7RU
United Kingdom

0191 208 3333
(+44 191 208 3333)

ncl.ac.uk/accommodation

Details are correct at the time of going to press in July 2025.
This brochure is for information and guidance purposes only.

Designed by AlphaGraphics.

© Newcastle University, 2025.
The University of Newcastle upon Tyne trading as Newcastle University.