

The University of Sheffield

Ranmoor/Endcliffe & City Accommodation Guide 2018-19

Accommodation A-Z

This useful guide is here to tell you everything you need to know about living in your new home. Keep it safe as you'll need to refer to it.

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Contacts

Accommodation Office

Contact them about room allocations, your contract and accommodation for future years

(Monday-Friday, 9am-5pm).

0114 222 4488 (option 2)

accommodationoffice@sheffield.ac.uk

Smart Move Sheffield, Students' Union Building Accommodation Office,

16 Endcliffe Avenue, Ranmoor/Endcliffe residences

Residence Life

Get in touch to find out about support, activities, events, sport and volunteering for the residences

(Monday-Friday, 9am-5pm).

0114 222 8860 / 0270 / 6967

residencelife@sheffield.ac.uk

www.residencelife.co.uk

If you need advice, guidance or support about any issues you may be having, please contact:

supportendcliffe@sheffield.ac.uk

supportranmoor@sheffield.ac.uk

supportcity@sheffield.ac.uk

0114 222 8800, 6pm - 12 midnight

0114 222 4085, after midnight

Ask for some advice or a visit from a Residence Life Mentor

www.sheffield.ac.uk/accommodation/residence-life

The Edge 9pm - 11pm

The Ridge 9pm - 11pm

Allen Court Common Room (every day)
9pm -10pm

Customer Services

Customer Services are available to help with keys, post, lost property, cycle storage, maintenance and all general enquiries.

0114 222 4488 (option 4)

acs-customerservices@sheffield.ac.uk

The Edge reception, open 24/7 - 365 days a year

The Ridge reception

Maintenance Helpdesk

Report a maintenance problem or damage in your accommodation

24/7, 365 days a year

0114 222 4488 (option 1)

acs-helpdesk@sheffield.ac.uk

The Edge reception, open 24/7 365 days a year

The Ridge reception

Income Office

Contact the Income Office if you have any money worries or queries about paying your rent.

0114 222 4868

residencefees@sheffield.ac.uk

Students' Union Building, Sheffield, S10 2TG

hustle & bUStle

Get in touch with the hustle & bUStle team to find out about the University's food and drink venues and the GeniUS Card

(Monday-Friday, 9am-5pm).

genius@sheffield.ac.uk

www.withus.com/hustleandbustle/

Computer Issues

If you experience problems with your internet connection, contact the CiCS Helpdesk

(Monday-Friday, 8am-5pm).

0114 222 1111

helpdesk@sheffield.ac.uk

www.sheffield.ac.uk/cics/support

Parking Services

For information about parking and parking permits.

0114 222 9000

www.sheffield.ac.uk/parkingservices/studentresidences

Private Sector Housing

If you want advice and information about house hunting for next year, speak to the team at Smart Move Sheffield (Monday-Friday, 10am-5pm). 0114 222 6058

smartmove@sheffield.ac.uk

www.smartmovesheffield.com Students' Union Building

Security

Security are available 24/7.

In an emergency (fire, police, ambulance): 0114 222 4444

For general advice and information:

0114 222 4085

security@sheffield.ac.uk

Health Contacts

Doctors

All students need to register with the University Health Service for free* and full GP services.

0114 222 2100

health.service@sheffield.ac.uk

www.sheffield.ac.uk/health

53 Gell Street, Sheffield, S3 7QP

NHS Walk-In Centre

See a doctor or a nurse without an appointment at no cost* between 8am and 10pm every day.

0114 241 2700

Rockingham House, Broad Lane,
Sheffield, S3 3PB

NHS 111 Service

Speak a doctor or a nurse without an appointment at no cost* between 8am and 10pm every day.

111 Minor Injuries

For treatment of sprains, cuts, grazes etc. between 8am and 8pm every day.

0114 271 2071

B Floor, Royal Hallamshire Hospital,
Glossop Road, Sheffield, S10 2JF

Sexual Health

Free confidential advice for men and women about contraception, unplanned pregnancies and sexually transmitted diseases.

0114 226 8888

Royal Hallamshire Hospital, Glossop Road,
Sheffield, S10 2JF.

National Meningitis Helpline

Contact them if you're concerned that you or a friend may have the symptoms of meningitis or would like more information about the disease.

080 8800 3344

helpline@meningitis.org

Nightline

Nightline is a confidential, anonymous listening and information service provided by volunteers. It's available from 8pm-8am during term time.

(listening): 0114 222 8787

(information): 0114 222 8788

nightline@sheffield.ac.uk

Student Advice Centre

If you are feeling that things aren't going right and want to talk to someone, pop into the Student Advice Centre.

0114 222 8660

advice@sheffield.ac.uk

Students' Union Building

Student Access to Mental Health

Services SAMHS is the first point of contact for students to explore a range of mental health support needs in a single triage appointment

0114 222 4134

samhs@sheffield.ac.uk

36 Wilkinson Street, Sheffield, S10 2GB

*If you are an international student you may need to pay a surcharge to use NHS services. To find out if this is applicable to you, visit: www.sheffield.ac.uk/ssid/international/immigration/nhs

B

Bars

Our bars are all part of the University's hustle & bUStle food and drink offer, which means that you can use a GeniUS card to collect loyalty points and spend money on food and soft drinks in any of these venues.

Edge Lounge Bar

Edge Lounge Bar is the perfect place to meet with your friends for food and drinks. Check out our daily food specials, drinks deals and event evenings. Relax with draught or bottled beers, real ales and traditional ciders, spirits and a range of cocktails. We also have an excellent range of soft drinks. The Edge Lounge is the best evening and weekend venue to catch some superb event evenings including, open mic, recovery session, society social, Quizzical and cinematic Sundays. Not to forget our Party night every last Saturday of the month! They also shows the main sporting events throughout the year and offer access to two pool tables and other pub games. To find out what's happening in the Edge Lounge Bar, make sure you check out the Residence Life Portal weekly at: www.residencelife.co.uk. You can even organise and run your own events in any of our bars by getting involved in Residence Life (see page 26/27).

Edge Lounge Bar opening hours
(term time):

Monday-Friday: 4pm - 12 midnight

Saturday: 11am - 12 midnight

Sunday: 11am- 12 midnight

The University Arms

Famous for its range of hand-pulled real ales and its popular beer garden, the University Arms is located next to the IC at the heart of campus. Head there for a hearty, home-cooked lunch or evening meal, supported by excellent craft beers, wine and spirits. Take advantage of the beer garden in good weather, and look out for details of the regular quiz nights, open mic and darts evening.

Twitter: @UniversityArms

facebook.com/universityarms

University Arms opening hours
(term time):

Monday - Friday: 11am - 11pm

Saturday: 12noon - 12 midnight

Sunday: Closed

Times may differ over the vacation period. Please check

<http://withus.com/hustleandbustle/venue-info-opening-times/>

for the latest information.

B

Bins

Bin Collections

Apartments & flats

You are responsible for regularly emptying your kitchen bins and taking the rubbish and recycling to the bin stores - not your cleaner. General waste, recycling and glass is collected weekly.

Houses

Our waste contractor will collect the bins from your footpath and empty them, so there is no need for you to take them to the road. Remember not to overfill the bin or leave additional rubbish as excess waste won't be collected. General waste, recycling and glass will be collected weekly or fortnightly depending on the location of your property

Recycling

In most kitchens there are facilities to recycle. Please use white or see-through rubbish bags. Do not use black bags:

- Paper
- Plastics
- Card
- Tin
- Glass

Food Waste

Your flat may also have a ReFood caddy. This can be filled with food waste using bags inside the caddy. When the caddy is full empty into the nearest ReFood bin*, where it is processed and turned into renewable energy.

Green tip: Follow the instructions for mixing waste on the bins in your kitchen, otherwise it may not get recycled.

*located in the external bin blocks.

Donate, Don't Waste

Donate, Don't Waste Donate, Don't Waste is our biannual scheme that gives you the chance to donate your unwanted household items to charity. There will be drop-off points throughout the residences, and donated items will benefit local homeless and disadvantaged people or help raise money for good causes. To find out more email:

greenteam@sheffield.ac.uk

Items you can donate include: Bedding, such as duvets, pillows and linen, clothing and shoes, cutlery, crockery and cooking utensils, 08 unopened toiletries, CDs, and DVDs, non-perishable and unopened food.

C

Chaplaincy

The University runs a Multi-Faith Chaplaincy Service at 344 Glossop Road. It offers space for prayer, meditation and quiet reflection and also has information about places of worship in Sheffield.

0114 222 8923

chaplaincy@sheffield.ac.uk

www.sheffield.ac.uk/ssid/chaplain

Cleaning

Keeping Your Accommodation Clean

You are responsible for keeping your bedroom clean and tidy throughout the year. You're also jointly responsible for keeping shared areas clean and tidy and should work together with your flatmates to make sure that kitchens and shared bathrooms are kept in an acceptable condition. Your Residence Life Mentor can offer advice if you need it, such as following a rota for emptying the kitchen bins. You can also ask the cleaners for some tips and advice.

Whether or not you get your deposit back partly depends on how clean you keep your accommodation, so it's in your interests to keep things clean and tidy

Cleaning Tip

Take down and wash your shower curtain occasionally to keep it fresh. It can go in the washing machine and be hung back up to dry.

Cleaning Provision

If cleaning is provided in your accommodation, it will start from Monday 24 September 2018 onwards. Cleaning will not be carried out over the bank holidays and it will cease on 11 June 2018. You'll be informed of your cleaner's name, along with the day they'll come in on a welcome card left within your accommodation.

En-suite self-catered: Kitchens, stairs, landings cleaned fortnightly

Standard self-catered: Bathrooms, toilets, kitchens, stairs, landings cleaned fortnightly

En-suite catered: Kitchens, stairs, landings cleaned fortnightly

Standard catered: Bathrooms, toilets, stairs, landings & kitchens cleaned weekly

Houses: You will be informed whether or not your property will be cleaned. The frequency of the provision will be shown on your welcome card when you arrive

C

Cleaning

Who is responsible for what?

If you have a cleaner

It is your responsibility to make sure that shared areas are kept in a good enough condition for your cleaner to be able to do their job properly. 1. Keep the inside of the fridge clean, remove old food and wipe the shelves regularly 2. Wash up and clear away any kitchen items from work surfaces and sink area before the cleaner arrives 3. Make sure that food doesn't get stuck to the bottom of the oven - it's a fire risk 4. Take out rubbish & recycling and if you opt for a food waste bin you are responsible for the disposal of this 5. Wipe down the work surfaces and cooker regularly, especially if you spill food during cooking 6. Do not use the vacuum cleaner to pick up wet spillages.

It is your cleaner's responsibility to:

1. Clean the kitchen work surfaces, sink, taps and draining board
2. Clean the hob and oven inside and out
3. Clean the microwave inside and out
4. Wipe the kettle and toaster
5. Clean the front of fridge/freezers
6. Wipe dining furniture
7. Sweep and mop floors
8. Vacuum carpeted areas that are accessible - remove personal items

If you don't have a cleaner

You're responsible for looking after all areas of cleaning.

En-suite shower rooms are cleaned twice per year - you will be informed of the day & date when your en-suite shower room will be cleaned. To enable us to carry this out efficiently & safely we require all personal items to be removed.

Watch our YouTube video for great tips on how to keep your residences clean - search UoS How to Pass Your Inspection on YouTube!

C

Customer Service

Compliments and Complaints

If you've received good service from a member of staff or there's something you're not happy with in your accommodation, speak to Customer Services about it first. They log all compliments and handle all complaints according to the ACS Complaints Procedure, which you can view at:

www.sheffield.ac.uk/accommodation/policiesandprocedures

Customer Services

The Customer Services team are your first point of contact for most accommodation issues and queries.

Contacting Customer Services

0114 222 4488 (option 4)

acs-customerservices@sheffield.ac.uk

Available 24/7 - 365 days a year

Cycle Storage

There are dedicated cycle stores throughout the residences. Just ask Customer Services for the location of the store nearest to you. Cycles must not be taken into buildings or stored in shared areas (e.g. corridors, landings) as they obstruct fire escape routes. If found in these areas, cycles will be removed and you'll need to pay a £29 (+VAT) retrieval fee. At the end of your accommodation contract, please remember to take your cycle with you when you vacate – or it will be donated to charity.

Depending on where you live, there are different ways to access the cycle stores. If you live in an apartment (e.g. Froggatt, Kinder) - get your key fob activated at Customer Services. In all other properties (e.g. Stephenson, Broad Lane Court) – pick up a cycle store key or get your swipe card activated at Customer Services.

F

Feedback

We value your feedback. It's the best way for us to find out what we're doing well and also, how we can improve.

Annual Student Survey

This survey gives you the chance to tell us what you think about all aspects of Living here. We'll email you a link to the online survey where you can win fabulous prizes just for taking part.

Food and Drink

If there's a dish in one of our cafés that you love and want to see on the menu, or there's something you've not been happy with, let us know - email:

genius@sheffield.ac.uk.

Fire Alarms

When an alarm sounds, you MUST evacuate the premises quickly and orderly.

Disciplinary action

The University has a zero tolerance policy on maliciously activating fire alarms or tampering with fire safety equipment (such as covering a smoke detector or discharging a fire extinguisher without reasonable cause). Such conduct puts lives in danger and is a criminal offence. Any student engaging in such behaviour will be referred for disciplinary action (with a fine of £100 per person as a minimum penalty), required to pay full costs and may be asked to leave their accommodation.

Additionally, if you set off the fire alarm through negligence – for example by burning your cooking or wedging the kitchen door open - this will result in disciplinary action (with a fine of £50 per person as a minimum penalty).

You can help

If you become aware of any potential health and safety risks in your accommodation or in the case of an emergency please call the

Security team immediately on 0114 222 4444. Risks can include:

- Trip hazards - particularly on stairwells
- Fire doors that do not close properly
- Damaged or loose glazing
- Out of order door entry systems
- Faulty electrical appliances

F

Fire Safety

Your welfare is our top priority and we ensure that all health and safety requirements are adhered to. We are also fully compliant with the Universities UK Code of Practice (see p.30) which, among other things, aims to ensure students live in a safe environment.

Stay Safe When Cooking

According to the fire service, the most common cause of domestic fires is unattended cooking. To ensure you don't cause a fire in your kitchen:

Read the instruction booklet carefully so that you know how to operate the hob and the cooker safely.

Never interfere with the smoke / heat detectors.

Ensure grill pans and the inside of the oven are clean - any food or cooking fat stuck to them may catch fire when the oven is on.

Stay in the kitchen and keep an eye on your food whilst you're cooking to make sure that nothing burns.

Never wedge kitchen doors open

If your cooking burns and there's smoke, open the windows and turn on the extractor fan. Do not open your kitchen door, since this will activate the smoke alarm in the corridor.

Only use cooking appliances in your kitchen or pantry (including toasters and kettles)

For more advice and information about fire safety watch our film at www.sheffield.ac.uk/accommodation/policie/sandprocedures

To Ensure Your Safety:

Never interfere with electrical equipment or installations (including smoke / heat detectors).

Never use electrical equipment that is unsafe (e.g. cables with exposed wires, cracked casings, e-cigarette chargers).

Do not bring in any additional furniture or soft furnishings into the flats: these may not be up to fire safety regulation standards and are therefore fire hazards.

Do not use multi-way block adapters (cube type), trailing adapters and extension leads as these can overheat, are frequently trip hazards and also when plugged into one another are one of the main causes of electrical fires.

Remember to switch off appliances such as irons and hair straighteners before you go out!

Do not use vacuum cleaners to pick up wet spillages.

Electrical Appliances

Your electrical equipment should be compatible with the UK electricity supply and be fitted with a three pin plug with an appropriate fuse.

Fire Hazards

Candles and fairy lights may look pretty and incense may smell nice, but they are fire hazards and can cause serious damage. No open flames are allowed in your accommodation.

F

Food and Drink

University Cafés and Bars

Wherever you are, there's a hustle & bUStle venue to choose from nearby, serving a fantastic selection of good value meals, snacks and drinks.

We have a range of distinctive venues that are all unique in their own right, covering everything from the traditional setting of Krebs where you can indulge in delicious cakes and coffees, through to the sleek Diamond Kitchen where you can enjoy tasty international dishes.

Plus, enjoy the stunning views of The View Deli for freshly made vegetarian, vegan and gluten free options.

So whether you are between lectures or seminars, meeting friends or just grabbing a bite to eat, we have a venue to suit you..

Catered Students

Catered students will receive an Accommodation Meal Plan card when you pick up your keys. Your account will be loaded with 12 meal tokens each week, which refresh on Sunday, during term time. You can use your Accommodation Meal Plan tokens at any of our hustle & bUStle outlets.

When you spend, you get money back

Make your money go further with a GeniUS reward card, so you're not left strapped for cash. Pick up a GeniUS card to earn five points for every £1 you spend in any of our hustle & bUStle cafés and bars on campus and in the residences. Each point is worth 1p so you will easily save up enough points for your favourite treat. To redeem your rewards, all you need to do is register your card online at www.withus.com/genius to create your account. You or your parents can even load money onto a GeniUS account so you can pay for food and soft drinks on your app or card - it couldn't be easier!

G

GeniUS Card

The GeniUS card is the best reward scheme around and gives you 5 points for every £1 you spend. With each point worth 1p, you'll soon save up enough points for a well-earned treat. Download the GeniUS app or pick up a card from any of our 19 hustle & bUStle outlets across campus.

DOWNLOAD THE GENIUS APP - SEARCH 'TUOS GENIUS CARD'

Join the 10,000 GeniUS users every month earn rewards on food & drink across campus Download the freeapp now! Search: 'GeniUS Card'

H

Heating

The heating is activated by a thermostat which responds to the outside temperature. If the temperature outside is 18 degrees celcius or above, the heating will not come on. We constantly monitor the weather forecasts and turn the heating on when the temperature becomes too low. As winter kicks in and the temperature drops, we add in an additional 'booster' between 12pm-2pm. If your radiators feel cold during these times, check that the side dial is turned on.

If your radiator is still not warm, report it to Maintenance at The Edge or The Ridge reception.

0114 222 4488 (option 1)

acs-helpdesk@sheffield.ac.uk

Heating Tips:

Don't hang washing to dry on your radiator! This will act as an insulator and fool the thermostat into thinking the room is warmer than it really is, meaning the heating won't come on. Another disadvantage of this is that it will cause damp in the room. There are drying facilities in the launderettes in the residences (please see page 21).

Hotels

Jonas

Jonas is our flexible stay accommodation for modern travellers. With that in mind we've created a hybrid hotel for you to stay anywhere between a night and six months. With a high standard of interior design, large communal kitchens, open plan social space and two soundproofed rooms for working or studying, there's everything you could need. Live differently, live Jonas.

0114 222 8816

hello@jonashotel.co.uk

www.jonashotel.co.uk

Halifax Hall

Looking for a place for friends, family or visitors to stay? Make sure they book a room at our boutique hotel, Halifax Hall. Situated on the edge of the Ranmoor/Endcliffe residences amongst stunning gardens, the beautiful Victorian hall has been transformed into an elegant and modern hotel.

0114 222 8810

stay@halifaxhall.co.uk

www.halifaxhall.co.uk

H

House Hunting for Next Year

Smart Move Campaign

Lots of students think it's necessary to start looking for housing for next year as soon as possible – it's not! Sheffield has plenty of good quality student accommodation available throughout the year. Look out for the Smart Move campaign in November to get all the housing information you'll need.

Private Sector Housing

Smart Move Sheffield look after the University's register of private properties. All properties on the register comply with standard guidelines. Smart Move Sheffield can also offer advice, guidance and support about house hunting.

Contact them at: 0114 222 6058

smartmove@sheffield.ac.uk

www.smartmovesheffield.com

Students' Union Building

When you're ready to start looking, use the Smart Move Sheffield search engine online at:

www.smartmovesheffield.com

This allows you to search for properties by accommodation type, size, price, or even via map. You can also have email alerts sent to you each time a new property meeting your requirements is added. New properties are added regularly and you can forward details via email to your friends. As Smart Move Sheffield is part of the University's Accommodation Office, you can also view University accommodation on there.

University Accommodation

You can live in University accommodation throughout your studies. Self-select your own room and live where you choose, alone or with a group of friends!

1. All inclusive rent = no splitting bills.
2. Internet included.
3. Wide selection of houses/rooms.

Find out more: 0114 222 4488 (option 2)

accommodationoffice@sheffield.ac.uk

www.sheffield.ac.uk/accommodation

I

INOX

INOX is one of Sheffield's best restaurants, serving up delicious food and drink, located on Level 5 of the Students' Union building. Celebrate special occasions with 10% off the Lounge Menu for all University of Sheffield students, in a stylish setting and relaxed atmosphere. Open from 8.30am until 6:30pm during the week, it's the perfect place to take your family and friends when they visit you in Sheffield.

0114 222 6043
dine@inoxdine.co.uk
www.inoxdine.co.uk
Level 5, Students' Union

Insurance

Up to £5,000 of room contents insurance with Cover4Students is included as part of your rent. If you've got any questions about what's included in the cover, need to make a claim or you'd like to upgrade, visit:
www.cover4insurance.com/sheffield-university

Internet

All accommodation in Ranmoor/Endcliffe includes internet access. If you've already registered online at www.sheffield.ac.uk/registration then you should have your University log in details. You can use these to access the internet.

K

Keys and Swipe Cards

If you lose your keys, swipe card or proximity fob, you can pick up a replacement from Customer Services. Please bring along a debit or credit card for payment as the following charges apply and cash cannot be accepted:

- £10 per proximity fob
- £10 per post box key
- £20 for first key & £10 for second key (i.e. if you use two keys to enter your accommodation you will be charged £30 to replace both)
- £5 Laundry card If you return the originals within seven days, you will receive a 50% refund.

Locked out? If you forget your key and need to be let back into your accommodation, contact Security (0114 222 4444). We reserve the right to charge you for this service, so make sure you remember to take your keys with you when you go out.

L**Laundrettes**

There are washing and drying facilities in laundrettes across the residences. Our laundrettes are all card operated and you will find your laundry card in your welcome envelope which you will receive when you collect your keys.

Carrysbrook Court	Crewe	Endcliffe Crescent Flats	Endcliffe Vale Flats
Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Carrysbrook residents only.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Open to all.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Open to all.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Endcliffe Vale Flats residents only.
The Ridge	Stephenson South Wing	Stephenson/Cratcliffe	The Edge
Open to all.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Open to all	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Open to all	Open to all.

Broad Lane Court	Mappin Court	St George's Flats
Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Open to all.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. Mappin Court residents only.	Digi lock access. Codes will be issued to students on arrival and are also available from Customer Services. St George's residents only.

All information contained in the A-Z was correct at the time of print

M

Maintenance

Reporting a Problem

If you've got a fault, a maintenance problem, or a pest control issue, report it to the Maintenance Helpdesk (a £50 call out charge may apply for pest control).

0114 222 4488 (option 1)

acs-helpdesk@sheffield.ac.uk or

at The Edge and Ridge reception.

When reporting a problem, try to include as much information as possible to enable us to conduct the repair as quickly as possible: Full details of what the problem is, eg 'Drawer broken in the fridge on the right' Location of the fault (including block, flat and room number) Your name, email address and telephone number.

Reporting a Problem

In order to provide you with the best service possible in your accommodation, we have a large team available to maintain your property. For this reason, we are unable to provide you with the exact details of the member of staff, or the exact time of day they will visit. Depending on the nature of the problem you've reported, a member of the Maintenance team will attend to issues in your accommodation between 9am-10pm, seven days a week. Outside of these times, staff can still attend to issues but by invitation or in emergencies only. All issues will be responded to the agreed guidelines of four hours for emergencies (eg loss of hot water or no power) or five working days for non-urgent issues (eg one bulb blown, broken cupboard door).

Find out more: For more information, including how long maintenance issues should take to be resolved, view the Maintenance Response and Reporting Guidelines at: www.sheffield.ac.uk/accommodation/policiesandprocedures

Moving Rooms

Not settling in? Feel unhappy in your accommodation? Your Residence Life Mentor can help. They've been a first year too, so understand what it feels like to move to a new city. They can also offer support and guidance if you're having an issue with a flatmate. If you still aren't happy after four weeks, you may be able to transfer to alternative University accommodation. To apply, pick up a form from Customer Services at The Edge or The Ridge, or at Smart Move Sheffield in the Students' Union Building. Transfers are subject to availability and cannot be guaranteed

N

Noise and Neighbours

Noise can often be a problem. Please always be considerate of your neighbours (both in the student residences and local community) - especially when listening to music or coming home after a night out.

You will face disciplinary action if your behaviour negatively impacts on others. If you've got a problem with a noisy neighbour and don't know how to deal with things, speak to the Residence Life Mentor. Residence Life Mentors work closely with Security to monitor noise issues and they can support you in dealing with the matter.

Quiet Time

Quiet time: 11pm-7am or 24/7 during exams To make your accommodation a pleasant place to live and study, we ask that you keep noise to a minimum between 11pm and 7am every day and at all times during exam periods. If you are having any issues, you can report them to security 24 hours a day.

P

Parking

All University accommodation is on excellent public transport routes and we advise that you don't bring a car with you to Sheffield.

City

There is no parking at our City properties.

Ranmoor/Endcliffe

A limited number of parking permits are available at £120 per year and are issued on a first come, first served basis. Having a permit doesn't guarantee you a space.

To find out more, contact Parking

Services: 0114 222 9000

www.sheffield.ac.uk/parkingservices/studentresidences

Post Letters, Packages, and Parcels

There are letter boxes for each property with the exception of Stephenson and Carrysbrook Court, so you should arrange for post to be delivered to you direct, e.g. Froggatt B7, Room 10, 21 Endcliffe Crescent, Sheffield, South Yorkshire, S10 3AH. Parcels that are suspected to include hazardous or illegal items will not be accepted.

Ranmoor/Endcliffe

Customer Services at The Edge are unable to accept parcels for Ranmoor/ Endcliffe residences and all couriers will try to deliver parcels directly to the resident only. If it is not possible to make the delivery, a missed delivery card will be left by the courier.

Stephenson

You will need to collect your post and parcels from Customer Services at The Edge - however residents should still always include all necessary information listed above.

Carrysbrook Court

You will need to collect your post and parcels from Customer Services at The Edge - however you should still always include all necessary information listed above.

When You've Moved Out

All post received once you've moved out is returned to sender. To avoid this happening, you'll need to inform the Post Office of your new address.

Pets

Pets are not allowed in University accommodation

R

Rent payment

After you've set up a payment plan, rent will be taken in three instalments to coincide with the dates student loans are issued: 1 October 2018, 16 January 2019, 29 April 2019

Worried about money?

If you're concerned that you can't pay your rent, contact the University's Income Office. The sooner you get in touch with them, the more likely they are to be able to help you resolve things.

Contacting the Income Office:

0114 222 4868

residencefees@sheffield.ac.uk

Students' Union Building

Room Bookings

There are social spaces that can be booked out at The Edge, Crewe and The Ridge. To book, email residencelife@sheffield.ac.uk To find out more, take a look at our Room Booking Policy:

www.sheffield.ac.uk/accommodation/policiesandprocedures

Residential Contract

Your residential contract sets out your legal terms and conditions of residence. Should you be taking leave of absence or withdrawing from your course of study while living in University accommodation, please refer to your contract. For further information - please contact the Accommodation Office.

accommodationoffice@sheffield.ac.uk

Residence Life

The Residence Life team are here to help you have the best student residential experience possible. As well as events, activities, sports and entertainment, our team is here to give you support and guidance.

Support & Conduct

The Residence Life Mentors are experienced students living in the residences here to support you during your time in University accommodation. They can help with emotional issues, academic worries, disagreements amongst flatmates, or if you just need someone to talk to and don't know where to turn. If they can't help or don't know the answer, they'll signpost you to someone who can.

Contacting a Residence Life Mentor

Residence Life Mentors visit you regularly throughout the year and a Residence Life Mentor is available every evening during term.

residentsupport@sheffield.ac.uk

0114 222 8800, 6pm-12midnight 0114 222 4085, after 12midnight

The Edge Cafe 9pm - 11pm The Ridge 9pm - 10pm Allen Court Common Room 9pm -10pm

R

Residence Life

Events, Sports and Activities

In collaboration with the Student Support Services, and in partnership with Sport Sheffield and the Students' Union, Residence Life is designed to enhance your Sheffield experience.

When you live in University accommodation, there's always something going on. Residence Life offers a wide range of activities, events, sports fundraising, volunteering opportunities, life-skills sessions and information and awareness campaigns especially for you. Every week there are loads of opportunities to get involved, from five-a-side football, dance lessons and weekly fitness classes to music lessons, film nights and cultural celebrations.

You can meet new people and try new things. Look out for your weekly email for all the latest updates. If you'd like to get involved in events and activities or organise your own, get in touch! Please let us know if you think our programme is missing something.

The Residence Life Portal

The Residence Life Portal gives you regular updates about events and activities from the Residence Life team, Students' Union and Sport Sheffield. We'll also let you know about environmental initiatives, competitions throughout the year, important information about your accommodation and lots more, so check it daily as this is your central hub.

www.residencelife.co.uk

www.sheffield.ac.uk/accommodation/residence-life

@ResLifeTUoS

www.facebook.com/residencelifeTUoS

@residence_life

S

Safety & Security

There's a dedicated team of Security who patrol the residences and monitor the extensive CCTV coverage to look after your safety and security. The Security team are available 24 hours a day, 7 days a week, 365 days a year. They work closely with Residence Life Mentors to ensure the safety of your accommodation.

Top Tips for Staying Safe

Don't leave the front door on the latch. It means that anyone can access your accommodation.

Lock doors and windows when not at home.

Don't allow anyone to follow you into your block unless you know them.

Remember the green break glass button is only to be used in an emergency.

Keep valuables out of sight.

Use the safer routes when walking back from campus - these are patrolled by Security and are covered by CCTV.

Don't walk alone at night.

Contacting Security

In an emergency (fire, police, ambulance):
0114 222 4444 For general advice and information: 0114 222 4085 @
security@sheffield.ac.uk

Smoking

All University Accommodation is non-smoking. If you smoke cigarettes indoors (including shisha pipes or e-cigarettes) you will face disciplinary action, with a £50 fine as a minimum penalty. All money collected from smoking fines will be donated to Sheffield's Weston Park Hospital Cancer Charity (Registered Charity no. 1039885). When smoking outside, please use the smoking bins provided and be considerate to your neighbours. You are required to stand at least 2 metres away from entrances, exits or open windows. The use or possession of controlled, psychoactive, or illegal substances (eg. cannabis) will not be tolerated. You will face University disciplinary action and the matter will be referred to the Police

T

Taxis

Safe Taxi Scheme

If you've run out of money on a night out you can still get a taxi home by taking advantage of the Safe Taxi Scheme.

Call City Taxis on 0114 239 3939, remembering to quote 'Safe Taxi Scheme', and give them your UCard instead of paying your fare.

The taxi driver will give you a receipt and will return your UCard to the Students' Union welcome desk within 24-48 hours. Simply take your receipt along to the desk, pay your taxi fare and you'll get your UCard back.

When pre-booking a City Taxi to collect you from the Edge, please wait at the designated taxi pick up as detailed on the Ranmoor/Endcliffe map

TV Licensing

Students can be fined up to £1,000 or face prosecution if found not to have a valid TV licence.

You need one if you: Have a TV in your room Watch or record live shows on your PC or laptop.

If one person in your house or apartment has a TV licence for their room, this will cover a TV in a communal area.

A TV license costs £150.50 per year and you may be able to get a refund during the summer vacation.

Find out more about student TV licensing at [www.tvlicensing.co.uk /studentinfo](http://www.tvlicensing.co.uk/studentinfo)

U

Universities UK Code of Practice

All our accommodation complies with the regulations set by the Universities UK Code of Practice. This ensures that we have clear policies and procedures for things like:

- Health and safety
- Maintenance and repairs
- Student welfare

Find out more at www.thesac.org.uk

V

Visitors

You may have visitors to stay with you in University accommodation for short stays only. Please be considerate of your fellow flatmates and note that you will be responsible for the conduct of any invited guests.

The Village Store

Located in the heart of Ranmoor/Endcliffe, The Village Store is a one stop shop for all your shopping essentials. Selling everything from fresh fruit and vegetables to local meat and halal sandwiches, there is something for everyone. The Village Store is open to all and located just off Endcliffe Vale Road (close to The Edge and a five minute walk from The Ridge).

OPEN

Term Time - Open 7 days a week

Vacation Period - Monday - Friday 9am-3pm

Don't forget you can use your GeniUS Card here too!

W

Welfare & Wellbeing

For help and advice with welfare/wellbeing issues contact the Residence Life support and conduct team (see Contacts on page 3).

Alcohol

For some students, drinking can play a part in University life. It's okay to drink in sensible amounts, but there are lots of reasons why excessive drinking can be bad for you.

Here are some simple things you can do to look after yourself when drinking:

- Eat a substantial meal before going out.
- Plan how to get home in advance.
 - When going home, travel with friends - and remember you can use the Safe Taxi Scheme with City Taxis. (p. 29)
 - Alternate alcoholic with non-alcoholic drinks.
- Don't pressure your friends into having another drink, or be pressurised by them.
 - Never leave your drink unattended or accept drinks from someone you don't know.

If you're concerned that you or a friend is drinking too much, talk to your Residence Life Mentor – they may be able to help. For more information about the effects of alcohol, visit www.drinkaware.co.uk

Meningitis

Meningitis can develop rapidly and young people are particularly susceptible. Early symptoms can be very similar to those of flu or even a hangover and include: • Fever • Vomiting • Severe headache • Stiff neck • Dislike of bright lights • Rash

There is currently a vaccine for Meningitis C. Speak to the University Health Service (UHS) about getting immunised against this strain. If you have any concerns about your own or a friend's symptoms, contact the UHS, National Meningitis Helpline or NHS Direct straight away.

See the 'Health contacts' on page 5 for details of how to get in touch. If you are feeling that things aren't going right and want to talk to someone, pop into the student advice centre. We have plenty of people who are happy to listen to any concerns or worries you may have.

Health & Wellbeing

It's important to look after your mental health, and there are several options for students who want to talk to someone. The Student Advice Centre and Student Access to Mental Health Services (see pg 5 for contact details) should be your first point of call, and can help signpost you in the direction to help.

Big White Wall

Big White Wall provides a 24/7 online peer and professional support; it's a safe space which is totally anonymous. To sign up with your university email address visit www.bigwhitewall.com

**Voted in the top 5 for University Accommodation
for 6 years running (2013-2018)**

Twitter: @SheffUniAccom

Facebook: facebook.com/sheffieldaccommodation

Instagram: @SheffUniAccom

Snapchat: sheffielduni

Website: www.sheffield.ac.uk/accommodation

Accommodation Office Email:

accommodationoffice@sheffield.ac.uk

Every effort has been made to ensure the accuracy of the information given in this leaflet but the University cannot accept responsibility for any errors or omissions. Accommodation is continually reviewed and there may be changes between the date of publication and the time you commence your stay in our residences.

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