



## Useful Accommodation Information Academic Year 2021/2022



**Welcome to your Teesside University home.**



To help you enjoy your stay with us we have put together some useful information for you. Please read this before you arrive. You will also need to refer to it throughout your stay. It contains important information about your accommodation.

**Also check us out on Facebook & join your Halls group:**

**Central Halls**

[www.facebook.com/groups/170041878305551/](http://www.facebook.com/groups/170041878305551/)

**Cornell Quarter**

[www.facebook.com/groups/850636682332211/](http://www.facebook.com/groups/850636682332211/)

**King Edward's Square**

[www.facebook.com/groups/562174021396533/](http://www.facebook.com/groups/562174021396533/)

**Parkside Halls**

[www.facebook.com/groups/3011066742513289/](http://www.facebook.com/groups/3011066742513289/)

**Parkside Village West**

[www.facebook.com/groups/3047931355429890/](http://www.facebook.com/groups/3047931355429890/)

**Parkside Village East**

[www.facebook.com/groups/849819142612016/](http://www.facebook.com/groups/849819142612016/)

**Woodlands Halls**

[www.facebook.com/groups/270664778108438/](http://www.facebook.com/groups/270664778108438/)

## Contents

<b>Important for you to know before you arrive</b> .....	Page 4
<b>Pre-Arrival Information</b>	
Your Arrival: Collecting your keys .....	Page 4
Map and Directions .....	Page 5
For students arriving mid-year.....	Page 5
Your Address.....	Page 5
Your Deposit.....	Page 6
<b>After you Arrive</b>	
Inventory.....	Page 6
Contacting you .....	Page 6
<b>About your Residence</b>	
Your Room.....	Page 7
Looking after your keys/fobs.....	Page 7
Windows.....	Page 7
Internet Access.....	Page 8
TV Licensing .....	Page 8
Contents Insurance .....	Page 9
Laundry Facilities.....	Page 9
Heating.....	Page 10
Maintenance, Repairs, Pest & Infestation Control .....	Page 10
Post Delivery .....	Page 11
Equipment.....	Page 11
Cleaning .....	Page 12
Recycling .....	Page 12
Parking & Bike Storage.....	Page 13
Community Living .....	Page 13
<b>The Accommodation Team</b> .....	Page 14
<b>Health, Well-being and Safety</b>	
Register with a Doctor (GP).....	Page 14
Fire Alarms & Personal Emergency Evacuation Plan (PEEP) ...	Page 15
Wardens (including First Aid).....	Page 16
Safety in your room.....	Page 16
Fire Fighting Equipment.....	Page 17
Other Help and Support for you .....	Page 17
Out of Hours Emergency Support .....	Page 18
Security & Safety.....	Page 19
SafeZone App .....	Page 19
Smoking Policy.....	Page 20
<b>Administration</b>	
Room Changes.....	Page 20
Accommodation Fees.....	Page 20
Your Tenancy Agreement .....	Page 21
Withdrawing from your course.....	Page 21
Complaints .....	Page 22
<b>Leaving your accommodation at the end of your stay</b>	
Cleaning your room and handing in your key/fob .....	Page 22
Inspecting your room .....	Page 22
Return of Deposits.....	Page 23
Re-directing Mail.....	Page 23
Your Suggestions .....	Page 23
Any questions .....	Page 23
<b>Frequently Asked Questions</b> .....	Page 24
<b>Useful Contact Numbers (including Out of Hours)</b> .....	Page 27

## **Important for you to know before you arrive**

We want you to have the best experience in your University home and we will do all we can to help with this. We also take your well-being very seriously. In the current coronavirus pandemic we want you to know that we have taken measures to reduce the risk of the spread of any virus in your University accommodation. We have:

- ✓ Changed our arrivals process to make sure we reduce the number of people gathering and to allow you to have more flexibility on when you arrive.
- ✓ Increased the level of cleaning in your hall or house.
- ✓ Developed guidance for when you arrive around COVID-19.
- ✓ Support in place for you always if you have any concerns or issues.
- ✓ Measures in place to make sure you are kept up to date with any changes in your halls.
- ✓ Measures in place for all our maintenance and cleaning staff to have appropriate PPE and adhere to guidelines.

Please be assured that the safety of our University community at the forefront of everything we do.

## **Your Arrival**

### *Collecting your keys*

You will be sent details separately by e-mail to your TU email about your arrival as we have altered this to allow you more flexibility.

To get the keys when you arrive, you need to give us the Key Collection Pass.

This is the Pass you get at the end of your online accommodation induction which you get after you accepted your contract.

We will need this pass for us to be able to give you the keys.

## Map and Directions

The campus map on the University website shows where your Halls are situated. If you are travelling by car please refer to the website for Travel Directions. However, if you are travelling by train please book your ticket to Middlesbrough Train Station, which is a short walk or taxi ride away.

Teesside is a varied and vibrant region – find a guide to the attractions and surrounding area at:

[http://www.tees.ac.uk/sections/common/rough\\_guides.cfm](http://www.tees.ac.uk/sections/common/rough_guides.cfm)

## For Students Arriving Mid-Year

If your course is not starting in September you should arrive no earlier than the date on your contract. If you need to arrive before this date then you need to agree this with the Accommodation Team and we will start your contract from the day that your key is collected.

If you need to cancel your booking you need to tell us at least 10 days before you were due to arrive.

## Your address

Hall	Address
Central Halls	Apartment ____, Room ____, Central Halls, Borough Road, Middlesbrough. TS1 2HJ
Cornell Quarter	Apartment ____, Room ____, Cornell Quarter, Woodlands Road, Middlesbrough. TS1 3EZ
East Parkside Village	Flat or House ____, Room ____, East Parkside Village, Park Road North, Middlesbrough. TS1 3NW
King Edward's Square	House ____, Room ____, King Edward's Square, Middlesbrough. TS1 3DG
Parkside Halls	Parkside Halls of Residence, Park Road North, Middlesbrough. TS1 3LF
West Parkside Village	House ____, Room ____, West Parkside Village, Park Road North, Middlesbrough. TS1 3NN

Woodlands Halls	<p><b>For Halls 1-4</b> Hall ____ Room ____, Woodland Hall, Woodlands Road, Middlesbrough. TS1 3BQ</p> <p><b>For Halls 5-7</b> Hall ____ Room ____, Woodland Hall, Laura Street, Middlesbrough. TS1 3QJ</p>
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### *Your deposit*

You need to know that we can only refund the deposit of £150 if you are not coming to Teesside University.

You also need to tell us if you are going to be delayed. If you don't, we may re-allocate your room to another student.

## **After you arrive**

### *Inventory*

This will be sent to you online just after you move in to your room. **This is really important. It is your chance to tell us the condition of your room when you move in.** After you arrive you should make a note of any damages and faults so that you are not charged at the end of the Agreement period. **It is really important that you fill this in and return it to us by the date requested on the form.**

If you don't return it you may not get your deposit back especially if we find any damages. We only charge you for any damage over and above "fair wear and tear".

### *Contacting you*

If we need to contact you we will do so by e-mailing you at your University email address or calling your mobile telephone number. Please make sure your University records are always up to date. If you change anything you can do this on your University Unity account.

# About your Residence

## *Your Room*

Each room has a:

- ✓ Single bed with a standard mattress (Cornell Quarter has a small double bed and mattress)
- ✓ Wardrobe
- ✓ Chest of drawers
- ✓ Desk and study chair
- ✓ Bookshelf
- ✓ Litter Bin

Please take care when fixing posters etc. to the walls.

## *Looking after your Keys/Fobs*

- ✓ Your key/fob is your responsibility.
- ✓ Your key cannot be cut elsewhere as it is part of a suited lock and has to be specially cut.
- ✗ Don't identify your key in any way with your name and address.
  
- ✓ If you lose your key/fob you can get a spare one at any time from the Caretaker's Office at Central Halls if you live there, from the Ground Floor of Cornell Quarter if you live there, or from the Security Team, Ground Floor of the Library for any other residence. You will need to show identification and sign for the spare key. If spares are not returned within one week then replacement key(s) will be ordered by us and you will be charged for the cost of replacement. If you have any queries contact us, during office hours, or the Duty Warden after 7.00pm.

## *Windows*

Windows in some residences have restricted opening and can only be opened to a certain width.

This is for safety reasons and you must not force the windows open any further. You will be charged for any deliberate damage if you try to force a window open.

### *Internet Access*

All rooms are equipped with a broadband network facility giving access to the internet free of charge. A wireless service is also available in your residence.

It's easy to access the Internet and associated services in your room. All you need to do is register your details on the Glide Portal.

To connect to this service you will need to log on to:

Short Link - <https://goo.gl/rHRqQ2>

and you will be guided through the process.

The basic package is included with your accommodation; however there are options to purchase upgrades and/or additional services via the Glide Portal.

The basic package includes:

- **1 Gigabyte (1GB)** Internet connection.
- The service will allow up to over 20 devices concurrently, e.g. primary device such as PC or MAC, a gaming device such as Xbox or PlayStation, a smart phone, a tablet device etc.
- The connection will provide access to all University web based services that are accessible via the internet (email, etc.)
- Freewire IPTV

Mis-use of the system may result in its withdrawal.

### *TV Licensing*

We do not provide aerial sockets in any rooms. If you want to watch TV programmes in your accommodation you will need to do so via a PC or laptop. You will require a licence.



For more information please visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## *Contents Insurance*

We have arranged some basic contents insurance for your belongings with Cover4students.com. You can find all the details on their website at

<https://www.cover4insurance.com/insurance-products/block-halls/teesside-university> or via Teesside University's accommodation web pages.

## *Laundry Facilities*

You have access to a laundry which is operated via a cashless system. At the current time, due to COVID-19, access to the laundry is restricted to one person at a time using it. Please see below where laundry facilities are located for each residence.

<b>Hall</b>	<b>Location of Laundry</b>	<b>Opening Mon-Fri</b>	<b>Opening Sat-Sun</b>
Central Halls	Ground Floor	09.00am – 11.00pm	09.00am – 12 midnight
Cornell Quarter	Ground Floor	09.00am – 11.00pm	09.00am – 12 midnight
East Parkside Village	Washers & Dryers in Houses & Flats	N/A	N/A
King Edward's Square	Next to House 11, KES.	09.00am – 11.00pm	09.00am – 12 midnight
Parkside Halls	Ground Floor, Parkside Halls	09.00am – 11.00pm	09.00am – 12 midnight
West Parkside Village	Washers & Dryers in Houses	N/A	N/A
Woodlands Halls	In the grounds of Woodlands Halls	09.00am – 11.00pm	09.00am – 12 midnight

You will need to purchase a top up card from the machines on the Ground Floor of the Clarendon Building (building 11 on the

campus map) and in the Laundry on the ground floor in Central Halls. The cost is £2 per card.

Top ups can be made via the online top up service which can be accessed at this address <http://www.circuit.co.uk/card-top-up-unauth/>

You will be given a PIN number to enter at the laundry. The card can then be used on the machine you are using. The helpline number for your laundry is 01422 820040. All queries relating to problems/breakdowns etc. with the machines are dealt with by contacting Circuit Laundry direct. All contact details are also posted in each laundry.

### *Heating*

Heating comes either via the radiators and is controlled centrally by the University or controlled by you dependent on your residence. Hot water is unlimited but the heating is set on a timer programme. The radiators in the communal areas should be kept on a low setting in colder weather to make sure there is a constant flow of heat.

### *Maintenance, Repairs, Pest and Infestation Control*

If you have a maintenance issue, a repair, or you have issues with pests (vermin) which needs attention in your accommodation just let us know. Once you tell us we can then see that it is dealt with as quickly as possible. Reports of pests and infestations will be dealt with urgently. All work is carried out by approved staff.

This is easy to do. You can do it by:

- ✓ E-mailing [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk)
- Or
- ✓ Reporting it via your accommodation portal <https://myaccommodation.tees.ac.uk/apply/>

Wherever possible for everyone's safety we will carry out repairs with no face to face contact. Where there are repairs needed in your room we will let you know before the work starts

and ask you to stay in your house communal area while the work is carried out. Staff will wear the appropriate PPE and adhere to social distancing guidelines.

**If you have an **emergency** that cannot wait until office hours, for example a broken window, you need to contact the Duty Warden who will contact appropriate staff for you.**

At certain times University maintenance staff and contractors may need access to your residence or room and when possible you will receive written notification of any visit. If you report a problem, however, relevant staff will call automatically.

Please also note that staff will call on a regular basis to carry out routine maintenance to the emergency lighting and showers. When we need to do this we will always try and do it at a time when it causes the least disruption to you as possible and will try and avoid sensitive times such as exam periods. We will give a minimum periods of 7 days' notice. For urgent work we will give 24 hours' notice unless the circumstances require an immediate response.

### *Post Delivery*

If you want to be contacted by post your address is at the front of this booklet. Wherever possible post is usually delivered directly to your house or in your post box in your residence so you will need to check this each day. Parcels will be delivered to the University's Main Post Room on the ground floor of Middlesbrough Tower. We also have an Amazon Locker on Campus where you can collect parcels 24 hours a day. The Locker is called "Sapphire" and is located under the Clarendon Building in the Car Park.

### *Equipment*

You need to bring with you your own bedding, towels and any kitchen or cooking equipment you may need. The kitchen is equipped with electric cookers, microwave, fridge and freezer. Appliance instruction manuals will be available in the kitchen areas. An ironing board and a vacuum cleaner are available in

each kitchen. You are responsible for cleaning your own rooms including the en-suite and the communal areas. Cleaning materials or equipment are not provided.

You can buy bedding packs and kitchen starter packs from us (subject to availability). You need to buy these at least 10 working days before you get here. If you have not already arranged this and would like to do so please visit <http://tees.ac.uk/payonline>

## *Cleaning*

At the current time it is especially important that your residences are kept clean. We all have a part to play in this. We have put in place extra cleaning measures this year to reduce the risk of viruses spreading. Our Cleaning Team will be at your residence each day Monday to Friday. They will undertake the following:

- Take out all rubbish every day from your kitchen (if it's in bags or bins)
- Clean communal bathrooms each week day
- Regularly wipe down high-touch points such as door handles, hand rails and work surfaces.
- Clean corridors / circulation areas twice a week
- Mop floors in kitchens once a week

**Please remember - you are responsible for the cleaning of your own room and en-suite. You are also responsible for cleaning the communal areas too. It is not solely the responsibility of the Cleaning Team. Please do not leave dirty pots, pans etc. in the kitchen.** Please clean/disinfect surfaces on a regular basis. You should also take out rubbish and keep your accommodation clean. It would be a good idea to have a cleaning rota as well so you all take responsibility. The Wardens will undertake regular kitchen inspections.

## *Recycling*

We encourage all students to recycle as much as possible. Recycling facilities are available at all halls and details are

provided at each individual halls. Also, if you have any ideas for recycling then please contact the Accommodation Team. We will be advertising at the start of the academic year for students in Halls to become Green Reps so you can have your say about ideas you may have for projects within the halls to make us greener.

### *Parking & Bike Storage*

We do have some car parking spaces for students living in university halls. You will usually be allocated spaces at West Parkside Village although there are a limited number of spaces at other residences. These spaces will be allocated by Campus Services. Registered disabled drivers may park closer to their residences.

You will need to apply to Campus Services for a parking pass **after term starts in September**. You can apply for car parking by following the link from the TU webpage <https://www.tees.ac.uk/sections/stud/handbook/parking.cfm> or via your e-vision account. You can only apply once you have enrolled or re-enrolled, via the online shop (see link) <https://onlineshop.tees.ac.uk/product-catalogue/campus-services/campus-facilities> On the main arrival week you will be able to use the car parks to drop off belongings.

Bike stores are located around the campus where you can park your bike for free. All you need to do is go onto the University Web page and register your bicycle.

<https://www.tees.ac.uk/sections/stud/handbook/cycling.cfm>

Motorcyclists are asked to contact Security Office, ground floor of the Library (Tel: 01642 342086) to register their motorcycles and identify an appropriate parking location for which there is currently no charge.

### *Community Living*

As you will now be living alongside housemates and other local residents, please be mindful of your own behaviour and the impact your actions can make. Be courteous, tidy and keep

noise levels to a minimum. Please treat your fellow students, staff and members of the local community with due respect, regard and consideration. You must also make sure you follow the most up to date UK Government guidelines in respect of COVID-19. <https://www.gov.uk/coronavirus>

## ***The Accommodation Team***

The Accommodation Team is here to support you. If you have an issue or a problem please contact us. You can contact us by:

- ✓ E-mailing [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk)
- Or
- ✓ Reporting it via your accommodation portal <https://myaccommodation.tees.ac.uk/apply/>

We are accredited through the Universities UK (UUK) Approved Code of Practice for the management of its residences to make sure we give you the best possible service. You can check out the Universities UK code for accommodation by following the link below: <http://www.universitiesuk.ac.uk/Pages/home.aspx>

We have various policies as part of the requirements of this code. In your kitchen you will find a Housing Manual which gives you some useful additional information that you need to know.

## **Health, Well-being and Safety**

### *Register with a Doctor (General Practitioner – GP)*

On arrival you need to register with a local Doctor (GP). It is very important that you do this as soon as possible.

You can get information on the NHS website “How to register with a GP practice” at the following link <https://www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice/> This includes a facility to find a GP near you.

To register you need your current medical card which should be signed and include the name and address of your current GP, or if you are an International student your passport.

### *Fire Alarms and Personal Emergency Evacuation Plan (PEEP)*

All students in our halls are expected to comply with reasonable instructions when there is an Emergency Evacuation of a building. Students must respond to all fire alarm activations immediately by leaving their accommodation and going to a designated assembly point. Many students will not have an issue in evacuating but some of you may need some assistance. If you need any assistance please just let us know. We can work with you to make you a Personal Emergency Evacuation Plan (PEEP) which is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency. This doesn't just mean if you have a mobility issue; it could be you have a hearing impairment which means you need a different kind of alerter to an alarm or you may have a condition which means there may be times when you would have difficulty in responding. Or something different to this. In whatever way you may need some assistance we need to know so we can assist you.

**Please note - this Plan only covers University accommodation - it does not cover any other areas of the University.**

It will be developed with your full input with a member of the Accommodation Team, a Disability Adviser (if appropriate) and may also include input from the University's Health and Safety Adviser if necessary.

If you could let us know as soon as possible we can make arrangements to get this put in place. If you would like any further information or would like to chat to someone confidentially please e-mail [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk) and we will be more than happy to discuss it with you.

## *Wardens (including First Aid)*

There is a team of three Wardens who cover your residence who are part of the Accommodation Team. They are on call during each evening and weekend, from **7.00pm until 6.00am** on a rota basis to deal with any problems or concerns that you may have outside of normal office hours.

The Wardens can deal with any pastoral issues and you should contact them in the event of any fire alarm activation during their duty hours. They are all trained in basic first aid and can be contacted if you have an emergency or an issue which requires first aid. If you have any health and safety concerns either speak to your Warden or the Accommodation Team as soon as you can.

If you have a complaint or dispute or there is an issue regarding noise you should contact them to sort it out. They can then deal with it immediately. They will also keep records of any call outs in case a problem is persistent.

**A Warden from one of the halls is also on call during most daytime hours of each weekend.**

**You can contact the Wardens on the duty mobile number as follows:**

<b>Hall</b>	<b>Warden Number</b>
Central Halls Apartments 1 - 47	<b>07795 826927</b>
Central Halls Apartments 48 - 75	<b>07796 707727</b>
Cornell Quarter	<b>07796 707731</b>
King Edward's Square	<b>07796 707727</b>
Parkside Halls & Parkside Village	<b>07796 707728</b>
Woodlands Halls	<b>07796 707726</b>

## *Safety in your room*

**You cannot use candles in your room or any communal area of your accommodation.**



**In the kitchen you must not fry any food using a pan with a deep level of oil without a thermostatic temperature control.**

**If you do not keep the kitchen door closed when cooking you will set the fire alarm off.**

**Please make sure that the extractor fan is on when you are cooking.**

You must also make sure that any electrical equipment that you bring to the University is safe to use and PAT tested. Any electrical equipment which the University deems to be unsafe may be removed. The University will be arranging free PAT testing of equipment for students after arrival.

It is your responsibility to make sure that you do not use any damaged or faulty equipment.

International students please be aware that UK voltage is 240 volts so please make sure that you use the correct equipment.

Any furniture that you provide must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.

### *Fire Fighting Equipment*

**You must not tamper with any firefighting equipment, sounder or detector. This is a criminal offence. You will be subject to the University's Student Disciplinary Regulations if you tamper with this equipment.**

All fire alarm activations are linked to the Security Control Room. If you are sure that it is a false alarm, please advise the Caretaker, Warden or Security staff immediately. The Fire Brigade will attend any alarm after midnight automatically at Central Halls.

### *Other help and support for you*

Teesside University has a lot of help and support for you. There is your school of study to help with things to do with your

course but there is also the Student and Library Services Department which provides a whole range of student support services. These include financial support, disability support, counselling, sport & wellbeing, support for international students and much more. *For help with Student Life services please email [studentlife@tees.ac.uk](mailto:studentlife@tees.ac.uk) or visit <https://www.tees.ac.uk/sections/stud/> .*

The Students' Union also offers advice and support on a range of issues including finance and accommodation through their SU Support Service (SUSS.) For help from the Students' Union please e-mail [suss@tees-su.org.uk](mailto:suss@tees-su.org.uk) or visit <https://www.tees-su.org.uk/suss>

Student and Library Services and/or the Students' Union may also signpost you to any other relevant external agencies which also may be able to offer you appropriate support.

### **Out of hour's emergency support**

If you feel you need to talk to someone out of usual university hours (Monday to Thursday 8.30am – 5pm and Friday 8.30am – 4.30pm) please do not worry, there is support available for you. If you contact someone they will talk to you and make sure you have the appropriate support.

Student and Library Services have a lot of really useful information on their website which you may find useful. You can find it here <https://www.tees.ac.uk/sections/stud/>

Your Wardens are there from 7pm onwards each evening and all day during the weekend.

Our Security Team are also on campus 24 hours a day throughout the year.

If you feel you need some support from one of the NHS services you can always call either the NHS Medical Line for medical non-emergency advice on 111 or the Emergency Services on 999 for an emergency requiring immediate attention.

There are contact details for all of these at the end of this booklet.

### **Security & Safety**

Our Security Team are committed to the safety and welfare of all staff and students, and crime prevention issues. Any security concerns or issues should be reported to our security teams as follows:

<b>Hall</b>	<b>Security Location</b>	<b>Telephone</b>
Central Halls	Caretaker Ground Floor, Central Halls	07557 082823
Cornell Quarter	Caretaker Ground Floor, Cornell Quarter	01642 342086
All other residences	Security Control Room, Ground Floor, Library,	01642 342086 or if calling from an internal telephone, Emergency Number Ext. 3200.

The Security Team is available 24 hours a day, 365 days a year.

CCTV cameras linked to the Control Room with recording facility also protect the campus.

Your Residence is in close proximity to the town centre. You need to be security conscious at all times.

- ✓ Keep your building secure by closing main doors behind you and keep your room locked. Report anything suspicious or unusual to a member of staff.

### **SafeZone App**

Why not sign up to the University’s SafeZone App?

- ✓ Let’s you GET HELP QUICKLY in a personal emergency, or if someone needs first aid or general help

- ✓ CHECK IN when you are working alone or in high risk areas, to share your status with the response team. You can set a timer on your check-in session that will automatically alert the team if you become unresponsive.
- ✓ Receive NOTIFICATIONS so you know what to do in an emergency.

It's easy to do. Simply go to the App Store on your Smart phone and download the SafeZone App. You can get more information at [www.safezoneapp.com](http://www.safezoneapp.com)

### *Smoking Policy*

The whole of the University Campus is non-smoking. The use of e-cigarettes and vaping apparatus are also not permitted.

**This includes all University Residences.** Any students caught smoking in University Residence will be subject to the Student Disciplinary Regulations and disciplinary action.

## **Administration**

### *Room Changes*

You may be able to change your room or residence but you will be charged £50.00 if we are able to arrange this for you. **You can only transfer within University accommodation.** Please e-mail us first for advice.

### *Accommodation Fees*

Shortly after you arrive we will raise the charges for you to pay your fees; it will be uploaded onto your University finance account on your Unity Portal.

You have three options to pay your rent:

**One instalment**  
due 28<sup>th</sup> September 2021

### **Three instalments**

due 28<sup>th</sup> September 2021, 11<sup>th</sup> January 2022  
and 3<sup>rd</sup> May 2022

### **Seven instalments**

due the last day of each month from September 2021 through  
until March 2022

If you have a query about the amount charged you should contact us. If, however, you need to make alternative methods for payment, or you are having difficulties paying please contact Enquiries at the University Finance Office - email

[TUCreditControl@tees.ac.uk](mailto:TUCreditControl@tees.ac.uk)

If you have a money worry we may be able to help you. Financial Advisers are available through Student and Library Services and the Students' Union Student Support Team (SUSS) in the Students' Union.

### *Your Tenancy Agreement*

The Tenancy Agreement you have signed with the University for your accommodation is binding for a minimum of 40 weeks. You will have received this electronically. If you need a hard copy of this you can download a copy from your accommodation portal or contact the Accommodation Team.

### *Withdrawing from your course*

We hope that you won't need to withdraw from your course but if you are thinking of leaving your course please get some advice first. This can be from:

- ✓ The Accommodation Team
- ✓ Our Finance Advisers (either in Student & Library Services or SU Student Support in the Students' Union)
- ✓ Your School of Study

You must tell us if you withdraw from your course. It is your responsibility to do so.

If you withdraw you cease to be a student at the University and unfortunately you will not be able to stay in your room. You will need to leave your room, clear your belongings and **return your keys to the Caretakers Office if you are living in Central Halls or Cornell Quarter or the Security Office in the Library if you are living in any of our other residences.**

When we get your keys back your accommodation fees will then be recalculated but **your caution money will not be returned.**

### *Complaints*

We hope you enjoy your time with us in your accommodation but if you do need to bring an issue to our attention then we will endeavour to resolve it for you as quickly as possible. You can also get a copy of the University's Complaints Procedure which you can get at

<https://www.tees.ac.uk/sections/stud/complaint.cfm>

## ***Leaving your accommodation at the end of your stay***

### *Clearing your room and handing in your key/fob*

At the end of your stay all you need to do is clear out your room, clean it and return your key/fob to either Central Halls or Cornell Quarter Caretakers if you stay there or with the Security Team on the Ground Floor of the Library for any other residence. These are staffed 24 hours a day, 365 days a year.

### *Inspecting your room*

We will inspect all rooms and the communal areas at the end of your Agreement period. Any charges for damages will be notified to you by letter as soon as possible after they have been highlighted.

## *Return of Deposits*

We can only refund the deposit after the final inspection has been done and an agreement for replacement costs for any damages caused has been made.

We only reimburse when we have received costs for any damaged items. We will itemise any deductions from your deposit.

Deposits are refunded to you within 28 days of the end of your contract. They are returned to the credit or debit card which you gave us at the start of the academic year. If this has changed then it is your responsibility to update your bank details on e-vision before you leave.

## *Re-directing Mail*

Please make sure that before the end of the contract period that you notify all authorities of your change of address as all post we receive during the summer months is automatically “returned to sender”. You can redirect your mail via the link here <https://www.royalmail.com/Redirect>

## *Your Suggestions*

If you have any suggestions on how we can improve this booklet or our service please contact us by e-mailing [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk)

If you have further questions not answered in this booklet you should look at FAQ ‘Frequently Asked Questions’ on our website or contact us by e-mailing [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk)

## **Frequently Asked Questions**

### **Q1. What should I do if I think I, or one of my housemates, has COVID-19**

Please do not worry. You should check out the NHS website for the most up to date information and you can contact them by telephone on 111. You can find the link here

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

You should also let us know so we can support you through the process. Please e-mail [studentwellbeing@tees.ac.uk](mailto:studentwellbeing@tees.ac.uk)

### **Q2. Where can I get the most up to date information on COVID-19**

The UK Government website has the most up to date information about COVID-19. You can find the link here.

<https://www.gov.uk/coronavirus> The University will always try and keep you up to date with any developments also. Check out the University website here <https://www.tees.ac.uk/>.

### **Q3. One of my housemates is noisy. What can I do?**

Let the Duty Warden know. You can find the contact number by looking at the duty rota in your room. Tell them what the problem is and they will try and sort it out for you. They are there to support you.

### **Q4. Who cleans my room?**

You are responsible for cleaning your room.

### **Q5. Who cleans the common areas in my residence?**

There are Cleaners who come round and clean the common areas but you are responsible for this as well. You must bag your rubbish each day and keep things clean and tidy.

### **Q6. Can I have a pet in my halls?**

Unfortunately no pets are allowed. The only animals allowed are those which are working animals or those needed for medical reasons and prior permission must be given.



### **Q7. Do I have to clear my room at Christmas and Easter?**

No. Your contract is for 40, 45 or 50 weeks which means you can stay, or if you just want to leave your belongings in your room that is also ok.

### **Q8. I've got a maintenance problem what do I do?**

There are a couple of ways in which you can do this. You can:

- ✓ E-mail us at [accommodation@tees.ac.uk](mailto:accommodation@tees.ac.uk)

Or

- ✓ Report via your accommodation portal  
<https://myaccommodation.tees.ac.uk/>

### **Q8. Can I get some bedding or a kitchen starter pack?**

You can buy bedding packs & kitchen starter packs from us (subject to availability). You need to buy these at least 10 working days before you get here. If you have not already arranged this please visit <http://tees.ac.uk/payonline>

### **Q9. I've lost my room key what do I do?**

Don't worry. Spare keys are held in the Security Office in the Library or the Caretaker's Office on the Ground Floor if you live in either Central Halls or Cornell Quarter. You can go and sign for the spare. We will have to charge you for the spare if you do not find the one that was issued to you on arrival within one week.

In an emergency one of the Wardens can let you in.

### **Q10. How can I pay my accommodation fees (rent)?**

- Shortly after you arrive, charges will be added to your student account and you will be emailed to inform you of this. **The charge will be for the full 40, 45 or 50 week contract period.**

## Payment Options

You can choose to pay by either:

- ✓ 1 instalment – due 28<sup>th</sup> September 2021
- ✓ 3 instalments – due 28<sup>th</sup> September 2021, 11<sup>th</sup> January 2022, and 3<sup>rd</sup> May 2022
- ✓ 7 instalments – due the last day of each month September 2021 through to March 2022

If you opt to pay in instalments you can calculate the amounts by dividing the annual rent either by 1, 3 or 7

Payments should be made on line at  
<http://tees.ac.uk/payonline>

## Useful Contacts (including out of hours)

### Accommodation Team

E-Mail: [Accommodation@tees.ac.uk](mailto:Accommodation@tees.ac.uk)

Or through your accommodation portal

<https://myaccommodation.tees.ac.uk/apply/>

### University Security (Main Campus)

Location: Ground Floor, Library

Telephone: **01642 342086**

Available: **(24 hours)**

### Central Halls Caretakers/Security

Location: Ground Floor, Central Halls

Telephone: **07557 082823**

Available: **(24 hours)**

### Cornell Quarter Concierge/Security

Location: Ground Floor, Cornell Quarter

Telephone: **01642 342086**

Available: **(Not 24 hours)**

### Wardens

**(Out of Hours - 7pm – 6am each evening)**

Hall	Warden Number
Central Halls Apartments 1 - 47	<b>07795 826927</b>
Central Halls Apartments 48 - 75	<b>07796 707727</b>
Cornell Quarter	<b>07796 707731</b>
King Edward's Square	<b>07796 707727</b>
Parkside Halls & Parkside Village	<b>07796 707728</b>
Woodlands Halls	<b>07796 707726</b>

**Please note – A Warden is also available during the day on Saturdays and Sundays from 6am – 7pm. You will get the number to call for weekends when you arrive.**

## **Student Life Team**

E-Mail for general enquiries:

[studentlife@tees.ac.uk](mailto:studentlife@tees.ac.uk)

Or

E-Mail if you have mental health or COVID-19 concerns

[studentwellbeing@tees.ac.uk](mailto:studentwellbeing@tees.ac.uk)

Or

Visit the web pages <https://www.tees.ac.uk/sections/stud/>

**Emergency Maintenance (Call Warden or Security as above)**

**(after 5pm or weekends)**

**Emergency Services (Ambulance, Fire, Police)                      999**  
**(24 hours)**

**NHS Medical Helpline    111**  
**(24 hours)**

Or

Visit the web pages

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Teesside University Students' Union**

E-Mail: [suss@tees-su.org.uk](mailto:suss@tees-su.org.uk)