Useful Accommodation Information
Academic Year 2026/2027

Teesside University

Welcome to your Teesside University home

YOUR RIGHT TO A QUALITY HOME

THE STUDENT ACCOMMODATION CODE

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.

Teesside University

Accommodation

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Your Arrival

Collecting your key/fob

You will be sent details separately by e-mail to your preferred email address about your arrival.

To get the key/fob 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 Occupancy Agreement.

We will need this pass for us to be able to give you the key/fob.

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:
https://www.tees.ac.uk/sections/about/visiting/middlesbrough_region.cfm

For Students Arriving Mid-Year

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

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

have your deposit refunded, you must give us more than 10 working days' notice of this prior to the Occupancy Agreement start date.

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 into your room. 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 preferred email address or calling your mobile telephone number.

All emails relating to your accommodation will be sent to the email address submitted as part of your accommodation application.

Please ensure that you have access to this email and will continue to do so. If you would like to update your email address, please let us know by emailing accommodation@tees.ac.uk with your preferred email address.

You will receive emails from us, from No_reply@tees.ac.uk. Please check your inbox and junk box for these as they will include information such as applying to stay next year and important maintenance updates.

About your Residence

Your Room

Your room has a:

- Bed and mattress
- Wardrobe
- Chest of drawers
- Desk and study chair
- Bookshelf
- Litter Bin

Please take care when fixing posters etc. to the walls. If walls are damaged at the end of your Occupancy Agreement, you will be charged from your deposit.

Looking after your key/fob

- Your key/fob is your responsibility.

X Don't identify your fob in any way with your name and address.

- Never leave it hanging from your door handle or left in your door lock.

- If you lose your key/fob, you can get a spare one at any time. You will need to show identification and sign for the spare key/fob. You can obtain a spare key from the Security team on the ground floor of the Library. If spares are not returned within one week, then a replacement 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. **Please be aware your front door access is via your Teesside University Student Card (TUSC). Please make sure when you leave your accommodation you have your TUSC with you.**

Windows

Windows have restricted opening and can only be opened to a certain width. This is for safety reasons; 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 which you will do when you arrive.

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:

- Up to 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

Misuse of the system may result in its withdrawal.

TV Licensing

TVs provided by the accommodation team in the communal areas are covered by a TV license. If you want to watch TV programmes on your own device you will require a separate, individual licence.

For more information, please visit www.tvlicensing.co.uk

Contents Insurance

We have arranged some basic free contents insurance for your belongings with Cover4students.com. You can find all the details on their website at https://www.cover4insurance.com/insurance-products/blockhalls/teesside-university or via Teesside University's accommodation web pages.

Amazon locker

You will find postal information at the end of this document. We have an Amazon Locker on Campus where you can collect parcels 24 hours a day. The Locker is called "Kleopatra" and is located outside the north entrance of the Themis West Building.

Heating

Heating comes via the radiators - The heating times are 06:00 – 24:00 7 days a week.

Hot water is unlimited; however, 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. The heating will turn off automatically if the outside temperature exceeds 18 degrees Celsius.

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 Or
- Reporting it via your accommodation portal https://myaccommodation.tees.ac.uk/apply/
- Calling in to the Accommodation Team Reception, Second Floor, Middlesbrough Tower. (M208)
- Calling our office on 01642 342255.

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.

Response times
Emergencies – 2 hours
Urgent requests – 2 working days
Routine requests – 15 working days

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.

Please note that Internet issues and Circuit laundry issues need to be reported directly to the provider:

Internet – Call 0333 123 0115 or email studentsupport@glide.co.uk
Circuit laundry – Call 0808 281 22 88 or email Circuitgo@circuitgroup.com or contact Circuit through their Circuit Go app

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. An ironing board and a vacuum cleaner are available in each kitchen.

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

It is important that your residences are kept clean. We all have a part to play in this. You are responsible for cleaning your own rooms including the en-suite and the communal areas. Cleaning materials or equipment are not provided.

Our Housekeeping Team will be at your residence each day Monday to Friday. They will undertake the following:

- Take out all rubbish every weekday from your kitchen (if it's in bags or bins)
- Clean corridors and staircases twice a week
- Mop floors in kitchens and wipe down surfaces once a week

Please remember - you are responsible for the cleaning of your own room and bathroom, if applicable. You are also responsible for cleaning the communal areas too. It is not solely the responsibility of the Housekeeping 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. Rubbish can be taken to the nearby bin compounds and must be placed inside the bins, not on the floor or outside of the compounds. Fly tipping will not be tolerated.

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, please contact the Accommodation Team.

Parking & Bike Storage

We do have some car parking spaces for students living in university halls. Please see the information at the end of the document for your residence's parking location.

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/campusservices/campus-facilities On the main arrival week you will be able to use the car parks to drop off belongings.

There are bike stores across campus where you can store your bicycle 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.

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 Or
- Reporting it via your accommodation portal https://myaccommodation.tees.ac.uk/apply/
- Calling in to the Accommodation Team Reception, M2.08, Second Floor, Middlesbrough Tower.
- Calling our office on 01642 342255.

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. We have various policies as part of the requirements of this code. You can check out the Universities UK code for accommodation by following the link below: http://www.universitiesuk.ac.uk/Pages/home.aspx

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-toregister-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 Safety

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 fire assembly point.

Fire Safety Instructions:
If you discover and need to report a fire

Leave by the nearest exit, following green fire exit signs
Do not stop to collect personal belongings
Sound the fire alarm as you leave (by activating a manual call point)
Close all doors on the way
Call Fire Brigade (**Tel 999**)
Call Security Control Room (**01642 342086**)
Assemble at the nearest Fire Assembly Point

Do not re-enter the building until instructed to do so

If you hear the fire alarm you MUST:
Leave by the nearest exit, following green fire exit signs
Do not stop to collect personal belongings
Close all doors on the way
Assemble in an adjacent car park
Do not re-enter the building until instructed to do so
Do not attempt to fight a fire unless your escape is blocked



Never use a lift in a fire evacuation

If you have a mobility problem you should attempt to leave the building. However, provided you can reach a protected enclosure, such as a stairwell or linked building, you will be safe for at least 30 minutes. Tell someone that you are remaining behind and that the Fire Brigade, Security or Health and Safety must be told. You may ask a friend to stay with you. Once informed, the Fire Brigade can then effect a rescue.

Fire Door Information

The fire strategy for our residences utilises fire doors to prevent the spread of fire. Your bedroom and apartment door are classified as fire doors and will prevent the spread of fire for at least 30 minutes. To ensure these fire doors remain in good condition and operate as they should the University regularly inspect these doors, identifying any damage or issues that impact on their operation. It is important that these doors remain closed and that these doors and the self-closing devices fitted are not tampered with by you or your guests. You must not wedge or use other objects to prevent these doors from closing. If you identify any faults or damage to these doors, for example if there is any visible damage to the door or if the door is not closing properly, you should report this immediately to the University's Accommodation Team by:

- E-mailing accommodation@tees.ac.uk Or
- Reporting it via your accommodation portal https://myaccommodation.tees.ac.uk/apply/
- Calling in to the Accommodation Team Reception, Second Floor, Middlesbrough Tower. (M2.08)

- Calling our office on 01642 342255.

Personal Emergency Evacuation Plan (PEEP)

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 alert, or you may have a condition which means there may be times when you would have difficulty in responding. 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 into place. If you would like any further information or would like to chat to someone confidentially, please e-mail 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 deal with any issues you may have, and you should also contact them in the event of any fire alarm activation in your apartment 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 the Warden 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.

The warden contact information can be found at the bottom of this document.

Safety in your room

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

Portable washing machines are strictly prohibited in your residence.

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.

Your kitchen is fitted with cooker guards. If the red light is blinking and you are still cooking, you can return the power by to the cooker by pressing the OK button on the Cooker Guard. Details can be found on the sticker next to the cooker guard. Please find the link to download the user manual: www.safera.com/support

You cannot use plug in air fresheners or incense sticks in your room or any communal area of your accommodation.

Please make sure you are not overloading any sockets in your room or any communal area of your accommodation, this includes plug extensions.

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 230 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.

Hallways and corridors, as well as areas under staircases, must be kept clear of all belongings and equipment.

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 evacuate then advise the Warden or Security staff immediately.

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 or visit https://www.tees.ac.uk/sections/stud/ .

The Students' Union also offers advice and support on a range of issues including academic appeals and accommodation through their SU Support Service (SUSS.) For help from the Students' Union please e-mail suss@tees-su.org.uk or visit https://www.teessu.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 hours 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 it find 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:

Security Location	Telephone
Security Control Room, Ground Floor, Library	01642 342086

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

Smoking Policy

The whole of the University Campus is non-smoking. The use of e-cigarettes and vaping equipment 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

You have two options to pay your rent:

One instalment
Paid when you accept your room offer
Three instalments
30th September 2026
12th January 2027
13th April 2027

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 email
studentlife@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 Occupancy Agreement

The Occupancy 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 (in Student & Library Services)
- 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 key/fob.** You can return your key/fob to the Security team on the ground floor of the Library.

When we get your key/fob back your accommodation fees will then be recalculated but **your deposit 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

Vacating 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 keys/fob. You can return your key to the Security Team on the ground floor of the Library. If you are in Cornell Quarter, you can return your fob and keys to the black post-box near the reception desk along with a checkout card.

Please note: Even if you are returning to the same room for the next academic year, you will still need to remove all belongings from your room and communal areas at the end of your current contract.

If you are granted a summer stay, it is likely that you will be required to move to a different residence. You **must** be available to move over the weekend of, and the week following, the end of your contract. Further details will be communicated with you regarding summer stays when applicable.

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 email 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 will itemise any deductions from your deposit, if there are any.

Deposits are refunded to you within 28 working 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 this link. Please make sure that you get all your post redirected to your new address. We are unable to hold letters/parcels for students. All undeliverable parcels/letters will be sent back to sender

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

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

Frequently Asked Questions

Q1. 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.

Q2. Who cleans my room?
You are responsible for cleaning your room.

Q3. Who cleans the common areas in my residence?
There are Cleaners who 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 and discard any rubbish yourself on a weekend.

Q4. 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 by The Accommodation Team.

Q5. 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.

Q6. I've got a maintenance problem what do I do?
There are a number of ways in which you can do this. You can:

- E-mail accommodation@tees.ac.uk Or

- Report it via your accommodation portal https://myaccommodation.tees.ac.uk/apply/
- Calling in to the Accommodation Team Reception, Second Floor, Middlesbrough Tower. (M2.08)
- Calling our office on 01642 342255.
- Internet and Circuit laundry issues must be reported directly to Glide or Circuit

Q7. 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

Q8. I've lost my room key/fob what do I do?
Don't worry. You can obtain a spare key/fob from the Security team. 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.

Q9. How can I pay my accommodation fees (rent)?
Using the accommodation portal as part of accepting your accommodation offer fees are either paid in full or in instalments via recurring card payment.

Payment Options
You can choose to pay by either:

1 instalment – Paid when you accept your room offer
3 instalments – 30th September 2026, 12th January 2027, 13th April 2027

If you opt to pay in instalments, you can calculate the amounts by dividing the annual rent by 3. If you need to make alternative methods for payment, or you are having difficulties paying please contact studentlife@tees.ac.uk

Useful Contacts (including out of hours)

Accommodation Team
E-Mail: Accommodation@tees.ac.uk Or through your accommodation portal
https://myaccommodation.tees.ac.uk/apply/

Cornell Quarter Concierge (Cornell Reception)
Telephone: **01642 342298**

University Security (Main Campus) *Available **24 hours***
Location: Ground Floor, Library
Telephone: **01642 342086**

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

Your warden information

Hall	Warden Number
Cornell Quarter	**07796 707731**
Woodlands Halls & King Edward's Square	**07796 707726**
Parkside Halls & Parkside Village	**07796 707728**

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
General enquiries: *studentlife@tees.ac.uk*
Mental health concerns: *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) (24 hours) **999**

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

Or

Teesside University Students' Union
E-Mail: suss@tees-su.org.uk

Cornell Quarter

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to the mailboxes in the reception area of Cornell Quarter. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
Room A1-1, Cornell Quarter
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

When a parcel has been received you will receive an email to let you know - the item can then be collected from the Middlesbrough Tower post room. The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number

07796 707731

Your laundry

You have access to a laundry which is operated via a cashless system. This is located in the reception area of Cornell Quarter and is open 9am-11pm Mon-Fri, and 9am-Midnight Sat-Sun.
You will need to download the Circuit Go App to your device (available for Apple and Android). You can then set up an account by registering your email address and create a password.

East Parkside Village

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to your residence. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
House 17, room 2, East Parkside Village
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number
07796 707728

Your laundry
Each kitchen in Parkside Village has a washing machine and tumble dryer which can be used free of charge.

King Edward's Square

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to your residence. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
House 7, room 1, King Edward's Square
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number
07796 707726

Your laundry
You have access to a laundry which is operated via a cashless system. This is located next to house 11 at KES, and is open 9am-11pm Mon-Fri, and 9am-Midnight Sat-Sun.

You will need to download the Circuit Go App to your device (available for Apple and Android). You can then set up an account by registering your email address and create a password.

Parkside Halls

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to the mailboxes on the ground floor of Parkside Halls. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
Room 1.01, Parkside Halls
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number
07796 707728

Your laundry
You have access to a laundry which is operated via a cashless system. This is located on the ground floor of the hall.

You will need to download the Circuit Go App to your device (available for Apple and Android). You can then set up an account by registering your email address and create a password.

West Parkside Village

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to your residence. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service, you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
House 1, room 2, West Parkside Village
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number

07796 707728

Your laundry
Each kitchen in Parkside Village has a washing machine and tumble dryer which can be used free of charge.

Woodlands Halls

Your address and post

Your full address can be found on the front of your contract.
Your letters will be delivered directly to the mailboxes in the common room of each Hall. Due to security regulations, we do not allow Royal Mail or couriers to enter our accommodation buildings. Therefore, we provide a centralised mail handling service for all students living in TU accommodation. In order to access the University's postal service you must ensure that when giving your accommodation address to senders of mail you provide the following details:

Your name and student number
Your room number, and building name
The address of the Tower post room

For example:
Lionel Messi (A226746)
Room 1.01, House 3, Hall 7, Woodlands Halls
C/o Post Room
Middlesbrough Tower
Teesside University
TS1 3BA

The University does not accept responsibility for any parcels delivered to campus. All parcels are held at the owner's risk. The University will not be liable for any loss, damage, or disappearance of parcels prior to collection by the student.

Your warden contact number

07796 707726

Your laundry

You have access to a laundry which is operated via a cashless system. This is in the building in the centre of the Woodlands car park, between halls 1-4. It is open 9am-11pm Mon-Fri, and 9am-Midnight Sat-Sun.

You will need to download the Circuit Go App to your device (available for Apple and Android). You can then set up an account by registering your email address and create a password.