Residence Guide
For students in City Living 2016/17
Welcome to your new home

We hope you are excited to settle in to student life in City Living and the city of Leicester. We want you to think of your accommodation as your home, somewhere where you can relax, study and do whatever it is you enjoy doing. Living in our accommodation is great way to learn to live independently, make new friends and have fun. It may be daunting at first, but remember that everyone is in the same boat!

Our accommodation is a great place for everyone to live, and this is due to the great people that live here. In this guide you will find everything you need to know about enjoying your time in the City Living community. It provides some handy tips about living with others, a few ground rules to consider and how to join in with our social activities. With our fantastic events calendar you will have plenty of opportunities to try new things and take part, regardless of personality or interests.

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Your journey starts here...

Residence Life

Our ResLife team are dedicated to making sure that you have the best time possible in our accommodation. We understand that moving away from home is a big step, and some may take to it easier than others. That’s why our ResLife team are on hand to support your transition into halls. It’s perfectly normal for you to have moments when you struggle with university life. When you need some additional support, even if it’s just a cup of tea and a chat, the ResLife team are around to provide it. We also work in collaboration with University wide support services, so if we can’t help, we will be able to point you in the direction of someone who can.

Events

You will have seen our social event calendar for the first few weeks in your welcome pack. Going to these events is a great way to meet your neighbours and other like-minded people. Don’t worry, these events don’t stop after Freshers. We have a jam-packed events calendar throughout the year catering to all interests. Whether you want to continue with a hobby or discover a new one, it’s a great way to get to know people.

Our events are tried and tested, so look out for popular returning events like wine and cheese night, dinner and movie events (Cinema Experience) and a day trips to popular local destinations like Bradgate Park (Explore Leicestershire).

You’ll receive a weekly email from us giving you all of the details about upcoming events, so don’t forget to check your university emails regularly. You can also find all you need to know about ResLife events posted on our Browzer site www.browzer.co.uk/le/cityliving.

Residential Advisers

If you haven’t had chance to meet a Residential Adviser (RA) already, you soon will. Our RAs are current students who work as part of the ResLife team to support you during your time in halls. They are around to help you settle in to City Living, be a friendly face throughout the year and promote a sense of community. It is also their job to organise the City Living social calendar, so if you have any ideas for events, make sure you let them know! You can easily find one of our RAs, just look out for them wearing their green hoodies.

Continued overleaf
Stay connected
The best way to keep up to date with events and all City Living news, is by liking the City Living Facebook page and regularly visiting our Browzer site. We keep these pages updated with all of the latest information.

TV and games consoles
You can relax after lectures by catching up on your favourite TV series or competing on a games console in one of our common rooms. They are free for you to use at your leisure. If you need, we can provide games or controllers from Nixon Court reception. Is there a game you think we should have? Let us know so that we can increase our library.

Communal areas
There are plenty of communal areas across City Living. These areas are where many of our ResLife events take place and are a great place for you to relax and hang out with friends or catch up on studying, if you prefer a more relaxed environment. Nixon Court has two large common rooms located in Block F, with loads of comfy seating, TVs, Sky TV, board games, games consoles, a pool table, and air hockey. There is also a common room at Freemen’s Common which has a TV, table tennis, games consoles, and a pool table.

Music
Music rooms (Oadby)
Our music rooms at the Oadby Student Village have a range of equipment for you to use free of charge, whether you are a budding musician or want to pick up a new hobby. You can find them on the top floor of The Village Hub, in John Foster, above reception and in Beaumont House. To book a music room you will need to contact Oadby Student Village reception at least 24 hours in advance. They will also be able to help if you need directions for travelling to Oadby.
E: osv-reception@le.ac.uk

Sport
Danielle Brown Sport Centre
You can find a whole host of great sports facilities on offer at the Danielle Brown Sports Centre on campus. Take advantage of the state of the art gym, the 25m swimming pool, a variety of fitness classes, the steam room and sauna! Become a member or use certain facilities on a pay as you go basis. More information about facilities and membership can be found at www.le.ac.uk/sports.

Dance (Oadby)
Our dance studio is located above the Oadby Student Village reception in the Rothley and Oakham room. It has a sprung floor and speakers, so if you are interested in booking it for dance or fitness training, make sure you speak to Oadby Student Village reception. Please make sure that you book at least 24 hours in advance.
E: osv-reception@le.ac.uk

Let’s do Leicester
The Let’s Do Leicester campaign is all about ensuring you have as many opportunities to participate in sports activities for little or no cost at all. Whether you’re interested in traditional sports such as football, netball or badminton, or want to try something a bit more niche like dance fitness or bubble football, Let’s Do Leicester has it all.
The project makes use of the University’s excellent facilities across both on campus and in halls. You don’t need a membership and all equipment is supplied. Just turn up to a session and join in! Look out for more information on Facebook and Browzer, or speak to an RA.
Purchasing food and drink

Meal Plan
If you have opted for our Optional Meal Plan you’ll receive your meal plan allowance in three instalments, in line with the University terms:

• Term 1 = 15 weeks £577.50
• Term 2 = 16 weeks £616.00
• Term 3 = 8 weeks £308.00
• Total = 39 weeks £1,501.50

Remember that if you run out of money, you can top up your account. Any money left will roll over into the next term, and even if you have money left at the end of the year you can continue to spend it for the rest of your time at the University.

You can use your allowance on food in any of the University outlets on campus or in the Oadby Student Village. The only restriction is that you can’t spend your allowance on alcohol – sorry!

Cashless payments
Register for a Upay Chilli account and take advantage of exclusive deals and discounts in all of our outlets. Pay using your U card or make life easy by downloading the app to make cashless payments – it couldn’t be simpler! Build up loyalty points to spend in our outlets, we’ll even give you 250 points when you register. It’s a win-win!

PAYG
If you don’t have a Meal Plan or an account, you can still use all of our food outlets on a pay as you go basis.
Campus chi

Enjoy a traditional English breakfast or choose from a range of hot meals, including international dishes from around the world. Make sure you try our famous burritos! Eat in and enjoy the buzzing atmosphere, or takeaway.

• Monday – Friday, 8.00am – 3.00pm*
• Food is served until 2.30pm

delicious

A deli style sandwich and baguette bar, self-service salad bar, jacket potatoes, hot pastries, soups, pre-made salads, rice and noodle pots, confectionery, a large selection of hot and cold drinks, newspapers, hampers, grocires, gifts, cards – delicious has it all!

• Monday – Friday, 8.00am – 7.00pm*
• Deli Bar – food is served until 3.00pm

Library Café

Enjoy our top quality Lavazza coffees, fresh homemade soups, paninis and cakes. In the Library café we try to use products which are Fairtrade, organic and local, where possible. It’s a great central place to eat and drink even in the evening with its later opening hours.

• Monday – Friday, 8.00am – 10.00pm
• Saturday, Sunday and Bank Holidays, 9.00am – 10.00pm*

The I.V.

If you have access to the Maurice Shock Building, the I.V. is a central point where you can pick up a wide range of drinks, newspapers, snacks, filled rolls, hot food, breakfast baguettes, freshly baked cakes and jacket potatoes.

• Monday – Friday, 9.15am – 4.00pm*

Attenborough Café

Attenborough Café is a contemporary café bar which offers a range of speciality coffees and teas, freshly-made paninis, sandwiches, jacket potatoes, soup, light snacks, cakes and confectionery, as well as alcoholic drinks. Enjoy a modern seating area, friendly staff and a welcoming atmosphere.

• Monday – Friday, 10.00am – 4.30pm*

Café North

Café North sells a selection of quality food including sandwiches, jacket potatoes with hot/cold filling, homemade cakes, sausage rolls, choc/crisps, Cornish pasties and a selection of hot drinks.

• Monday – Friday, 9.30am – 4.00pm*

New Centre for Medicine café

Based in the new Centre for Medicine, it’s a local café where you can find a wide range of sandwiches, salads, hot snacks and drinks. We even sell Starbucks coffees! You will need access to enjoy the café delights.

• Monday – Friday, 8.30am – 5.30pm*

* All opening hours are Term Time and subject to change.

Continued overleaf >
Union outlets

Union St. Food Market
This Summer, we’ve swapped our Union Shop for an exciting, vibrant and dynamic space, combining street-food and communal seating with live entertainment in a transformation completely with you in mind. You’ll be the first set of students to try it out and will be spoilt for choice from a self-serve salad bar, soup station, pies & pasties, bagels and a number of other tasty hot and cold snacks. Now that’s exciting.
• Monday – Friday, 8.30am – 6.00pm*

Union Diner
The Union Diner is your central eatery in the Percy Gee building, serving up quality, affordable meals and snacks from an ultra modern menu. With fry-ups and baps in the morning, a massive range of scrumptious mains and specials through lunchtime and beyond, and a tasty snack menu to see you through into the evening, you can bet the Diner’s menu caters for every one of your social encounters. All the Diner’s ingredients are locally sourced where possible, and there’s a wide selection of healthy options, including vegetarian, gluten-free and Halal dishes. With an awesome collection of locally sourced craft ales and beers, and regular offers on draught lager and cider, the Diner is also the perfect spot if it’s just a few chilled drinks with friends on the cards.
• Monday – Friday, 8.30am – 6.00pm*

Starbucks
One of the beautiful things about walking into The Square in our Percy Gee Building, apart from all of the funky furniture, is the wonderful, welcoming sight of our very own Starbucks. From a much needed caffeine kick before heading to a lecture, to sitting back and relaxing with a latte with friends – Starbucks will prove to be a godsend during your studies. And when the weather’s good, nothing beats catching some rays on the outside Terrace while sipping an ice-cold Frappuccino.
• Monday – Friday, 8.30am – 6.00pm
• Saturday, 10.00am – 4.00pm*

Supermarkets
The nearest supermarket to City Living accommodation is the Morrisons store located on Freemen’s Park. You can find a wide range of smaller shops ideal for essential items on Queens Road.

Asda bus
We have a bus available to take you to the nearest Asda store every Monday, which leaves from Nixon Court at 5.30pm, 6.00pm and 6.30pm.

Clarendon Park
In City Living you are also right next to the popular student area of Clarendon Park. The main street running through the centre of Clarendon Park is Queens Road, which has a vibrant and lively feel with multiple cafés, restaurants, bars and shops for you to take advantage of.

* All opening hours are Term Time and subject to change.

Many of our outlets are Coeliac UK accredited with a whole range of gluten free food available.
Welcome to your room

We want you to treat your room as your home for the next year. Below is all of the information you need to know about your room, which will help you to settle in as soon as possible.

Personalising your room
You can make your room your own by putting up posters and pictures, but please try not to damage the paintwork and use the noticeboard provided. It’s also important that all of the furniture and fittings you have been given remain in your room.

Keys
The key that you have been given opens the front door of your building, your flat door and your bedroom door. Make sure you look after your key as you will be charged £30 to replace it if you lose it. Your key is your own responsibility, so when you vacate your accommodation it is important that you hand it back in to reception yourself.

Insurance
Your room includes basic contents insurance with Endsleigh. You can check the details of your policy by visiting endsleigh.co.uk/reviewcover and quoting the policy number HH1264. It is important that you know what is covered and if you want any additional cover, you can add this on.

Internet
Your internet provider is Ask4. Follow the instructions in your welcome pack on how to connect to the wireless network. You can also connect to Wifi in communal areas throughout City Living. If you have any problems connecting to the internet, please contact Ask4 directly.

Continued overleaf
Rent
You can see details of the dates your payments for accommodation are due by logging in to your online account. You should make your payments online at epay.le.ac.uk. Make sure you make your payments before the deadlines given or you may be charged a late fee. If you have any queries about paying your rent, please contact the Fees Payment department directly.
E: feespayments@le.ac.uk
T: +44 (0)116 252 3733

Contract
You can view your accommodation contract at any time by logging in to your online account. You can view all the details of your contract including your departure date and Terms and Conditions of Residence.

TV licence
If you plan to watch TV in your room, you will need to buy a TV licence. More information can be found online at www.tvlicensing.co.uk.

Access to your room
We will only access your room without notice if there is an emergency situation. You will always be notified by email if we need to access your room for maintenance purposes. We have a protocol and are authorised to enter a room if there is no response after knocking three times.

Continued overleaf
Visitors

Visitors are allowed in accordance with your residence agreement. Any visitors you may have are your responsibility and must be accompanied within University accommodation and grounds at all times. Our fire regulations allow for a maximum of two people to use a single bedroom for overnight stays. Visitors are allowed to stay for a maximum period of 48 hours within a 7 day period, or two such consecutive periods over a Saturday and Sunday. You are allowed up to six such visits within any two month period. Our staff are required to report any abuse of the facilities. Subletting is strictly prohibited.

It is important that you remember to be considerate of your other housemates when you have visitors. It’s always best to check with them first before inviting a visitor to stay.

Bills

All bills are included in your rent, apart from a TV licence.

Vacating your room

When the time comes to vacate your room please take the following steps:

- Make sure your room is clean, vacuumed and dusted
- Remove all pictures/posters from the wall without causing any damage
- Take all rubbish to the waste bins outside
- Make sure all of the furniture is undamaged and in the same place as you found it when you arrived
- Remove all of your belongings and food from the kitchen, including food in the fridge and freezer
- Clean all communal areas, including kitchens
- Return your room key to the City Living reception
- Make sure that you have vacated your room by 9.30am of your departure date

Remember that we have plenty of British Heart Foundation donation points around our accommodation site. Donate any unwanted items and they will be put to good use!
Kitchen and communal areas

Kitchens

Top tips for sharing a kitchen

• Draw up a rota with your flatmates to divide tasks like cleaning and emptying the bins
• Wash up and clear the work surface after you have prepared food
• Respect other people’s property and label food if everyone gets mixed up

You can find more top tips, including ready-made rotas and guides for how to use all of your appliances online at www.yourleicesterliving.co.uk.

Cleaning

No one likes cleaning, but creating a rota and making sure you clean up after yourself will make cleaning easy. Simple steps like regularly taking out the rubbish and throwing away out of date food will keep your kitchen an enjoyable space for everyone. Cleaners will visit your communal areas once a week, but areas must be left tidy enough for them to be able to clean properly.

If you’ve never cleaned before, don’t panic! We know that uni is a learning curve for everyone so we’ve created some top tips for cleaning online at www.yourleicesterliving.co.uk.
Facilities at accommodation

Laundry
Check out your facilities map to find out where your nearest laundrette is located. It costs £2.60 for a wash and £1.20 to tumble dry.

If you notice any faults with any of the machines, you should report it directly to the laundry company customer care line on 0800 032 0070.

If you’re worried about turning all your clothes pink or shrinking them, don’t panic! You can find useful tips on how to do laundry online at www.yourleicesterliving.co.uk.

Bins
The facilities map shows you the location of all of the waste bins around City Living. These include general waste and recycling. You will have received a facilities map with this guide in your welcome pack, but you can also collect another from reception if you have misplaced yours.

British Heart Foundation
There are also British Heart Foundation bins where you can donate any unwanted items.

Continued overleaf
Post

Any general post that you receive will be delivered to an agreed area in your block. This could be post boxes or if there are no post boxes in your building, it will be your kitchen table. Any parcels, registered post or large items will be kept at the City Living reception. You will be notified when you can come and collect your item. Remember to bring photo ID with you, such as your student card, to collect your items.

Make sure that your post is addressed correctly. Use the following template to make sure your post doesn’t get lost.

Hall addresses

- **Nixon Court**: 33 Putney Road, Leicester, LE2 7TG
- **Freemen’s Common**: 153/167 Welford Road, Leicester, LE2 6BF

Template

- Your name
- Your room number, your block (Followed by your hall address)

Example

- [Name here]
  Room 2, Block A
  Nixon Court
  33 Putney Road
  Leicester
  LE2 7TG

A few things to consider...

- Parcels delivered as ‘Next day delivery’ e.g. through the Amazon PRIME service may take a day or two to process in our reception, so bear this in mind when ordering items and paying extra.
- There are Amazon collection lockers in the Students’ Union building on campus.
- It is important that you collect parcels as soon as you can once you have been notified, especially if you have ordered large or perishable items. If you have not collected an item within two weeks of being notified, it will be returned to sender.
- Make sure that all post is paid for fully before it arrives, especially if it is arriving from overseas.
- We will not accept any suspicious parcels, or parcels that contain illegal substances. This includes items that are banned from University accommodation.
- Remember that any electrical items should be PAT tested.
- When you leave your accommodation, remember to inform people that you have moved (e.g. the bank), change all subscriptions and remove your hall address as the default postal address for any accounts.
Smoking

We operate a No Smoking policy in our accommodation, this includes electronic cigarettes. If you are caught smoking anywhere inside University property you will be charged £100.

If you choose to smoke, please:

- Smoke outside University buildings, away from doorways or open windows
- Make sure you put out your cigarette and dispose of it safely
- Do not smoke in areas where there are flammable items

Health

When you arrive in our accommodation it is important that you register with the local doctor’s surgery. You can find the Victoria Park Health Centre right next to main campus on Victoria Park.

Victoria Park Health Centre
203 Victoria Park Road
Leicester LE2 1XD
T: +44 (0)116 215 1105
www.victoriaparkhealthcentre.co.uk

More information about university run support services can be found on page 35.

Snow and Ice policy

Our Snow and Ice policy can be found online at www.le.ac.uk/accommodation. Please always take extra care when there is snow or ice on the ground and use paths that have been gritted.

Pets

You are not allowed to keep pets or animals of any kind in our accommodation (this excludes assisted living animals).
Fire safety

We know that for most people, coming to university is the first time living away from home and learning to cook for yourself. Everyone burns their toast from time to time, but leaving cooking unattended is the most common cause of kitchen fires and unwanted fire alarms.

Cooking safety tips

- Read the instruction booklets to your oven and hob to make sure you are comfortable with how to use them*
- Make sure that grill pans are left clean to stop any leftover food catching fire
- While cooking under the grill never close the grill door
- Never leave your cooking unattended

You may also be tempted to decorate your room with fairy lights, candles, incense or other burning materials however these items are considered dangerous and are not allowed in our accommodation. If you are caught using any of these items you will be charged.

We also do not allow BBQs anywhere on University grounds.

Our accommodation is fitted with fire detection systems to provide the highest level of safety. If you are caught tampering with any fire equipment, you will be charged. This includes covering smoke detectors, obstructing fire doors, tampering with fire extinguishers and maliciously setting off fire alarms.

All charges can be found online at www.le.ac.uk/accommodation.

* Instruction booklets for all appliances in your accommodation can be found at www.yourleicesterliving.co.uk as well as basic cooking tips and simple recipe ideas.
Behaviour and conduct

We want our accommodation to be a comfortable living environment for all of our residents, so it is important that you always act appropriately and consider fellow students, University staff and the local community. Remember that you are a representative of the University and any inappropriate behaviour could result in disciplinary action by the ResLife team, Academic Departments and even the Registrar if necessary.

Noise

Remember to always be considerate of your neighbours when you are listening to music or arriving home late at night. Make sure that you keep noise to a minimum after 11pm and we have a No Noise Policy during University exam periods to ensure that everyone is able to study in peace and get much needed rest.

If you have a problem with a noisy neighbour it’s important that you let a member of the ResLife team know, so that any issues can be resolved. Contact the City Living reception with any noise complaints and a member of the team will aim to respond within 30 minutes.

If you are persistently noisy and cause disruption you will be given a formal warning. Our full discipline procedure can be found online at www.le.ac.uk/accommodation.

Anti-social behaviour

We want you to enjoy yourself and have a good time, but it is important that you act appropriately and be considerate of others at all times.

Please be aware that the University has regulations on behaviour and conduct, which can be found online.

Any disruption or anti-social behaviour could result in a formal warning.
Damage

You must report any damage to facilities within your accommodation as soon as possible so that we can repair or replace items. If you cause damage maliciously or with intent you will be charged. When you live in a shared community you accept joint responsibility for the communal areas and that any damage caused will be charged to the group unless it is clearly linked to an individual.

If you do break anything, you can find a list of charges online at [www.le.ac.uk/accommodation](http://www.le.ac.uk/accommodation).

Any damage within our accommodation can be reported via the online maintenance form at [www.le.ac.uk/maintenanceform](http://www.le.ac.uk/maintenanceform).

Drugs

The University does not tolerate illegal drug use. Possession, supply and the use of drugs covered by the Misuse of Drugs Act (1971) is against the law.

If you are caught using, supplying or handling illegal substances you will be reported to the police. You will be reported to University discipline committee which could result in you being terminated from your course and receiving a substantial fine.

Remember that you are also responsible for the actions of any visitors, so if you allow the misuse of substances within your accommodation you are also committing a criminal offence under Section 8 of the Misuse of Drugs Act (1971). The University will always consider whether to take its own further disciplinary action once any legal process has run its course.

We have a number of support services available and we aim to signpost you to appropriate services if necessary. Please contact the ResLife team if you would like help in accessing any services.

New psychoactive substances

Any parcels or packages delivered to accommodation that we suspect contains psychoactive substances will be returned to sender.

Any residents found distributing legal highs will be reported to the police.
Support and advice

Residence Life
Our ResLife team is there to support you throughout your time in our accommodation. If they feel that you will benefit from further support, they may signpost you to one of the following university services, which are available to all students.

Student Welfare Service
The Student Welfare Service offers general and specialist advice on a wide range of issues including finance, immigration and leaving care. They provide a practical service designed to meet the needs of all students and the service is located in the Charles Wilson Building.

T: +44 (0)116 223 1185
E: welfare@le.ac.uk
www.le.ac.uk/welfare

Continued overleaf
AccessAbility Centre

If you have a specific learning difficulty, long term condition (including mental health) or disability, you can get support from the AccessAbility Centre. You can make an appointment to discuss any support that you may require, including help with applying for Disabled Students’ Allowance. The open access centre acts as a resource base and is a relaxed place for you to work with specialised computer software available to use, for example screen enlargement and speech output. The service is located in the David Wilson Library.

T: +44 (0)116 252 5002
E: accessable@le.ac.uk
www.le.ac.uk/accessability

Student Counselling and Mental Wellbeing Service

This service offers support for students who are finding it difficult to cope with issues in their personal life, including stress and anxiety. This support can be through face to face appointments or group activities and the service is located in the Charles Wilson Building. As a university, we promote a healthy environment where mental health and wellbeing is understood and supported.

T: +44 (0)116 223 1780
E: counselling@le.ac.uk
E: mentalwelbeing@le.ac.uk
www.le.ac.uk/counselling

Remember that you can always chat to a member of the Residence Life Team for advice on accessing any of these services.
Transport in Leicester

**Buses**
Arriva run the 80/80a bus service throughout term time between the Oadby Student Village, University campus and the city centre, ideal if you want to visit friends living in Oadby or take a trip into the city centre. The 47 bus service also runs from University Road into the city centre.

**Cycling**
City Living has a large a number of secure indoor cycle storage. You can buy keys for just £5 from shop.le.ac.uk which you will be able to collect from City Living reception. You can find out where you nearest bike store is located by looking at the facilities map or asking at reception. Remember to register your student ID with the security lodge on campus so that you can take advantage of the underground bike store beneath the library.

**Car Parking**
If you would like to bring your car to halls you will need to fill out a registration form for a parking permit on shop.le.ac.uk. The permit is free of charge but there are a limited number of parking spaces available in Nixon Court. We cannot guarantee that a parking space will always be available, even if you do have a permit. There is also no parking available on the main campus.

There is no student parking available at Freemen’s Common.

For environmental reasons, the University wishes to discourage students from bringing their cars to Leicester.

**Walking**
Walking to main campus takes about 10 minutes, depending on how fast you walk!

**Taxis**
Leicester has a number of local taxi companies, including black cabs however the University of Leicester Students’ Union recommends using Swift Fox Cabs.
Contact information

Stay connected
/citylivinghalls
www.browzer.co.uk/le/cityliving
/citylivingaccommodation

Email
Your university email is our main form of contact with you. We send regular emails, usually once a month, to keep you informed of social events going on in City Living. This is also how we notify you of any planned maintenance work taking place around the site or in your building, so it’s important that you check your emails regularly.

Maintenance
If you have a maintenance issue in your accommodation, you can report it online at www.le.ac.uk/maintenanceform. We deal with maintenance requests in order of priority using the scale below:

Priority Definitions
- **Priority A** – Emergency Repairs: These repairs are those which if unattended would cause a danger to health, a risk to the safety of the residences or serious damage to the building. We aim to deal with these within 24 hours of becoming aware of the problem.
- **Priority B** – Urgent Repairs: Repairs which affect the comfort or convenience of the resident/s. We aim to deal with these within five working days of becoming aware of the problem.
- **Priority C** – Non Urgent day-to-day repairs: These are reactive repairs which do not fall into either of the above categories and which can wait a short while before they are dealt with. We aim to deal with these within twenty eight working days of becoming aware of the problem.
- **Priority D** – Planned maintenance programme: These would be desirable improvements which would be considered in the programme of major work planned by the university.

Complaints and Feedback
If you’re pleased with our service or there is something that you are not happy with in your accommodation, it’s important that you let us know. If you have a problem please speak to a member of the ResLife team or email accommodation@le.ac.uk. You can find our full complaints procedure online at www.le.ac.uk/accommodation.

Contact details
City Living reception
E: cl-reception@le.ac.uk
T: +44 (0)116 223 1485
Location: Nixon Court
Opening hours: 24 hours

Security 24/7
T: +44 (0)116 252 2023

Local police (non-emergency)
T: 101

In an emergency always call 999.

To report a maintenance problem please visit: www.le.ac.uk/maintenanceform
This guide was published in September 2016. The University of Leicester endeavours to ensure that the content of its prospectus, programme specification, website content and all other materials are complete and accurate. On occasion it may be necessary to make some alterations to particular aspects of a course or module, and where these are minor, for example altering the lecture timetable or location, then we will ensure that you have as much notice as possible of the change to ensure that the disruption to your studies is minimised.

However, in exceptional circumstances it may be necessary for the University to cancel or change a programme or part of the specification more substantially. For example, due to the unavailability of key teaching staff, changes or developments in knowledge or teaching methods, the way in which assessment is carried out, or where a course or part of it is over-subscribed to the extent that the quality of teaching would be affected to the detriment of students. In these circumstances, we will contact you as soon as possible and in any event will give you [30 days] written notice before the relevant change is due to take place. Where this occurs, we will also and in consultation with you, offer you an alternative course or programme (as appropriate) or the opportunity to cancel your contract with the University and obtain a refund of any advance payments that you have made.