UNIVERSITY OF LEICESTER

THE VILLAGE

ACCOMMODATION GUIDE 2019/20
We hope you are excited to settle in to student life in The Village 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 a great way to learn to live independently, make new friends and most importantly, have fun. It may be daunting at first, but remember that everyone is in the same boat!

In this guide you will find everything you need to know about life in The Village. We’ve also included some handy tips about living with others and of course, a few ground rules to consider. We want to make sure that our accommodation is a great place for everyone to live, regardless of personality or interests. With our fantastic events calendar you will have plenty of opportunities to try new things and take part, no matter what you’re in to.
Meet the team

RESIDENCE LIFE TEAM
Residential Advisers
We are your Residential Advisers and we are current students who work as part of the Residence Life Team to help you settle in to The Village, be a friendly face throughout the year and promote a sense of community. We also organise the social calendar for The Village, so make sure you come along to our events and get to know us. We always wear green Residential Adviser hoodies, so we are easy to spot!

Accommodation Team
If you’ve got any queries during your stay with us you can contact the Accommodation Team by email, phone or just pop into The Village Reception. Our reception is open 24 hours so whether you’ve lost your key, have a question about your room or just want a cup of tea and a chat, the team are always around to help out.

FACILITIES TEAM
Housekeeping Team
Our Housekeepers and Domestic Assistants provide an assisted clean of the communal spaces in your accommodation such as entrance lobbies, communal bathrooms and corridors. You are responsible for cleaning your room, ensuite (if you have one) and your kitchen. Ask one of the friendly team if you have any questions about cleaning.

Facilities Assistants
Our Facilities Assistants are around every day maintaining the site. They will respond to any maintenance requests you send in. They will also be able to help if you get locked out of your room. Make sure you say hello when you see them out and about.

GET IN TOUCH
You can get in touch with the Residence Life Team at any time by contacting The Village reception, where we are based.

University Security
We have overnight University Security who patrol the area and are on call for any issues. They can respond to any problems you have and work closely with our 24 hour reception.

Management Team
When issues can’t be solved by the RAs or the Accommodation Team, we have senior managers who can step in and help. The team of managers oversee Residence Life and the Accommodation Team.
Make use of our great study spaces

THE VILLAGE HUB
Find our colour themed study rooms on the first floor, all fully equipped with computers, screens and whiteboards. Great for group work and studying with friends or even if you just want a change of scenery from the library.

OLIVE BANKS STUDY SUITE
Another ideal spot for catching up with work. Access the rooms at any time using your student card. We have a fully equipped computer suite and a quiet study area kitted out with comfy chairs.

PLEASE NOTE THAT THESE STUDY SPACES ARE NOT AVAILABLE UNTIL TERM STARTS IN SEPTEMBER.

Find your favourite place to knuckle down to work – we have great spaces right here on your doorstep! During exam time we add additional study spaces in each hall, normally within the social areas.

Get involved in our jam packed social calendar!

Our events don’t just run during Freshers, we run events all year round. Whether you want to continue with a hobby or discover a new one, it’s a great way to get to know your neighbours and your RAs. Look out for popular returning events like Let’s Get Cooking and large events like May Day Fun Day.

You’ll receive emails from us giving you all of the details about upcoming events, so don’t forget to check your university emails regularly. Each block also has an events calendar which is updated throughout the year. Find all you need to know about Residence Life events posted on our Browzer site: www.browzer.co.uk/le
Chill out and relax

Make sure you check out all of the social spaces and facilities across The Village.

BOOK OUT SOCIAL SPACE
Book out any of the social space around The Village for events. Pop into reception or email to check availability and book a space.

MUSIC AND DANCE ROOMS
Our music rooms 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. Our dance studio has a sprung floor and speakers and is located above The Village reception in the Rothley and Oakham room. To book a music or dance room, contact The Village reception at least 24 hours in advance.

HIRE DVDS, GAMES, CONSOLES AND MORE FROM RECEPTION
Choose from our library of DVDs, games and consoles. We also have board games, phone chargers, pool cues and table tennis equipment. All you need to do is bring along your student card to reception and hand it in as a deposit. If there’s anything you want to see added to our library just let us know!

DEDICATED BBQS
Make use of the dedicated BBQ stations around The Village. These are brick stands with a metal grill top which can be used for disposable BBQs. Make sure you follow the safety instructions on the BBQ stand and on the BBQ box.

SPORT
Roger Bettles Sports Centre
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. There is also the Danielle Brown Sports Centre on main campus. More information about facilities and membership can be found online at www.le.ac.uk/sports.

Indoor sports... outdoors
If you fancy a game of table tennis or foosball, you’ll find a number of outdoor tables around The Village. We also provide any equipment you may need.

SOCIAL AREAS
Please note that these social areas are not available until term starts in September.

Digby House
- Pool table
- Piano
- TV and games console

Beaumont House
- Table tennis
- Piano
- Dartboard
- TV and games console

John Foster
- Pool table
- Piano
- Music room
- TV and games console

The Village Hub
Explore all of our fantastic facilities at The Village Hub. This is the heart of The Village and where many of our Residence Life events take place.

- Pool table
- Piano
- Two fully equipped music rooms
- TV and games console
- Cinema room – hire DVDs from reception or bring your own! Open all day, or available to book at reception. Look out for movie marathon events throughout the year.
- Study rooms – the rooms upstairs in the Hub are designed for study but can also be used to chill out and catch up with friends.
Hidden gems – explore The Village

The Village is full of hidden gems waiting to be discovered. Explore your surroundings and make the most of living in this beautiful space!

EXPLORE THE GREEN SPACE
The Village is surrounded by beautiful green space. Make the most of the outdoor space around you and don’t forget you can visit the University of Leicester Botanic Garden just next door.

UNIVERSITY OF LEICESTER BOTANIC GARDEN
Make sure you take advantage of living right next door to the Botanic Garden. It is free to enter and is the perfect place to wander and explore. There are sculptures, water fountains and greenhouses full of plant collections. Take a walk, relax on a bench and admire the beautiful surroundings.

ALLOTMENT
Our allotment is located behind The Coppice. Join in with our weekly allotment sessions growing fruit and veg or getting involved in craft projects. The allotment is a peaceful corner of The Village where you can visit to relax and unwind.

SECRET GARDEN
Hidden behind Digby Hall’s Inglewood House is a secret garden waiting to be explored! Take the time to discover this hidden gem and help us by telling us how we can transform the garden into a secret paradise.
Purchasing food and drink

SUPERMARKETS
The nearest supermarket to The Village is an Asda superstore located on Leicester Road. It’s approximately 10 minutes’ walk away. There’s also a Co-op on London Road on the way to University campus.

ONLINE SHOPPING ORDERS
If you prefer to order your shopping online, there are plenty of supermarkets who will deliver your shopping to you. Check the details of your address in the post section on page 26.

ON THE MEAL PLAN?
Here’s everything you need to know!
If your accommodation includes the Meal Plan in your rent, you’ll receive your allowance in three instalments in line with the University terms:

<table>
<thead>
<tr>
<th>Term</th>
<th>No. of Weeks</th>
<th>Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>15</td>
<td>£630</td>
</tr>
<tr>
<td>Term 2</td>
<td>16</td>
<td>£672</td>
</tr>
<tr>
<td>Term 3</td>
<td>8</td>
<td>£336</td>
</tr>
<tr>
<td>Total</td>
<td>39</td>
<td>£1,638</td>
</tr>
</tbody>
</table>

If you have any money left at the end of the term, it rolls over and will stay in your account until you use it; so you’re never going to lose out.

How does it work?
Your account will be topped up each term, and you can spend this allowance in any Here for U outlets on campus and in The Village. It is your responsibility to budget your allowance for the term.

How to access your Meal Plan
To make sure you can access your Meal Plan straight away make sure you have completed your University online registration on MyStudentRecord. Once you have completed this you will be given a University IT account which is used to log in to the Meal Plan app.

Using the app
You can use your University card to pay at the tills, or you can download the Upay app from the App Store or Google Play.

You will need to go to www.hereforu.org/im-in from your mobile device if you are going to use the app. You will need to use your University username and password to sign in and you should be prompted use the app or load the website. If you have already downloaded the app on your device, click on load app and this will automatically sign you into the app.

Once you have signed in, there is a box which shows 'Meal Plan' with your balance on there. Don’t worry about the balance at the top of the page.

To pay at the tills, click on the ‘Pay Now’ icon, and a QR code should appear. The till operator will scan the code and the funds will then be deducted from your Meal Plan balance. Your first balance will be uploaded the day before you arrive into halls.

Using your student card
You can also use your Meal Plan via your student card. You will receive this when you arrive in accommodation and collect your key or if you require a Visa check you will collect it on campus.
Student living

LIVING WITH OTHERS
For most people living in halls will be the first time living away from home and living with other people. This can be challenging and often a huge change from what you are used to.

Respect each other
It’s important to be considerate when living with others. People have different habits, different routines, different hobbies and different personalities. Living with others will often mean compromising and adapting in order to live together comfortably.

Talk to each other
Sit down and chat when you move in and discuss house rules so that everyone is on the same page. Make sure you talk to each other and address any problems directly. Don’t leave problems unresolved. Leaving notes, sending texts, posting on social media or making sarcastic comments can make the situation worse. When you’re living so close together it is likely you will have disagreements. If this does happen, remain calm and talk through problems. If you need help resolving an issue, contact a member of the Residence Life Team who can help mediate the situation.

Cleanliness
Not everyone will have the same standards of cleanliness. Make sure you talk about your preferences early on and make use of the cleaning rota provided in your kitchen. It is important that everyone takes responsibility for communal space. If you are struggling with mess and can’t resolve the issue amongst yourselves, contact a member of the Residence Life Team who can help mediate the situation and solve any problems.

Look after your mates
Everyone has good days and bad days but if you notice a significant change in someone’s behaviour this could be a sign that they are struggling. Some people will talk about their problems and may come to you for advice, others may bottle it up. Either way, if you are worried about a friend or a flatmate talk to an RA or reception for advice. There is lots of help and support is available for everyone. Supporting others can be difficult in itself so make sure you ask for support when you need.

Guests
Make sure you follow the visitors policy which is explained on page 18 and is part of your accommodation terms and conditions. It is also important to discuss boundaries with your flatmates to make sure everyone feels comfortable. This includes having partners and friends to stay as well as inviting groups of people over. Be considerate of others and let each other know if you’re inviting people over.

Remember the communal space belongs to everyone in the flat.

LOCAL COMMUNITY

Neighbours
Be considerate of the local community around you. It’s not just students who live in this area, local residents also live close by. Be mindful of noise, especially late at night.

Litter
Help to keep your community clean by putting rubbish in the bins around the site. There are dedicated bin stores for you to empty waste and recycling from your kitchens.

Volunteering
Get involved in our volunteering opportunities with the local community. Take the chance to give back and contribute to projects which will make a difference. Look out for opportunities on our event calendars.
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.

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.

INTERNET
Your internet provider is Ask4. Follow the instructions on how to connect to the wireless network. You can also connect to Wifi in communal areas throughout the Oadby Student Village. If you have any problems connecting to the internet, please contact Ask4 directly.

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.

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 Student Fees and Income Management directly.

e: feesandincome@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.

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.
**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](http://www.tvlicensing.co.uk).

**VOTING**
Make sure you are registered to vote in elections at your new address by registering online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

**ACCESS TO YOUR ROOM**
We will only access your room without notice if there is an emergency situation or if you have submitted a maintenance request and we require access to fix the problem. We have a protocol and are authorised to enter a room if there is no response after knocking three times.

**VISITORS AND OVERNIGHT GUESTS**
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 seven 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**
- **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!**
- **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**
- **Lock your bedroom door when you leave**
- **Return your room key to The Village reception**
- **Make sure that you have vacated your room by 9.30am of your departure date**

Charges may be made if you fail to complete all of these steps.

**NEED SOMETHING REPAIRING?**
If something in your room or flat is broken you can report it by filling in a maintenance form online at [www.le.ac.uk/maintenanceform](http://www.le.ac.uk/maintenanceform).

Once you have submitted the form you will receive a confirmation email and reference number. If you feel like a repair hasn't been done, contact reception.

We deal with maintenance requests in order of priority using the scale below:

**Priority Definition**
- **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 attend to these within one hour of becoming aware of the problem and four hours to make safe. Depending on the nature of the issue and parts required it may take longer to solve the issue fully.
- **Priority B – Urgent Repairs:** These repairs will be where any faults cause operational problems if not attended to quickly or which may develop into emergency if not remedied. We aim to attend within four hours and make safe within eight hours of becoming aware of the problem.
- **Priority C – Routine Repairs:** These are reactive repairs which do not fall into either of the above categories and not considered as immediately detrimental and is not causing significant operational problems. We aim to attend these within five working days and completed within twenty 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 minor or major work planned by the university.

You can find more information at [www.le.ac.uk/accommodation](http://www.le.ac.uk/accommodation).
Cleaning and washing

KITCHENS

Top tips for sharing a kitchen

• Use the rota provided in your kitchen 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.browzer.co.uk/le.

The rota provided in your kitchen is a good start to dividing up chores. If you need a replacement rota you can ask for one at reception. If cleanliness becomes an issues, contact an RA or reception and our teams can help mediate and resolve any problems.

Cleaning

As well as being responsible for keeping your bedroom clean it is your responsibility to keep your kitchen and bathroom clean. 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. Remember not to block sinks with leftover food as this will create maintenance problems.

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.browzer.co.uk/le.

Accommodation provides an assisted clean of communal spaces including entrance lobbies, communal bathrooms and toilets, corridors, staircases and lifts.

If mess gets out of hand in communal areas, cleaning or damage charges can be raised. Charges are applied to the flat as a whole meaning everyone has to pay.

For more information on cleaning and damage charges see the accommodation website: www.le.ac.uk/accommodation

LAUNDRY

On arrival you will be given a laundry card which you will need to top up online before using the machines. Check out your 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.browzer.co.uk/le.
During your time in The Village, your seemingly small actions will have a large impact on not only the University of Leicester but on the lifespan of our planet.

‘Responsible Consumption’ is one of the United Nations Sustainable Development Goals (SDGs), which aim to achieve true environmental, economic and social sustainable development worldwide and were adopted by all UN Member States in 2015. At the University of Leicester we aim to embed all of the 17 Goals in our ethos and actions.

**BINS**

Make sure that you remove rubbish on a regular basis. This will prevent pests and unpleasant smells from the bins, making communal spaces much nicer for everyone. Keep your bin level low by using reusable items and avoiding single-use plastics. The less waste you produce the less often you will need to take the bins out!

**WASTE**

Our audits suggest that approximately 15% of what is being disposed could be diverted from general waste to recycling. 150 tonnes of recyclables such as plastic bottles, drinks cans, food cans and paper could go for recycling rather than landfill, which means that approximately £15,000 of costs could be diverted elsewhere.

We also found that 10% of the general waste bin is made up of unused food. Let’s reduce food waste by ensuring that we shop smart and cook smart; you can save on your food costs, and we can avoid it going to landfill.

**RECYCLING**

All bedroom and kitchen waste must be separated into recyclable waste and general waste. Mixed recycling bins are located in communal areas. You are required to use the recycling facilities correctly and read the guidance on what can and cannot be recycled.

**Tip:** Make sure that your recyclables are clean before you put them in the recycling bin. This is makes a big difference as recyclable packaging will get sent to landfill if it is dirty.

**Tip:** Make a good habit of moving rubbish to the outside bins regularly as this helps keep your halls clean.
REDUCE AND REUSE BEFORE RECYCLING

Whilst recycling is vital, it is more important to avoid discarding items in the first place. We can do this by:

- Choosing reusable items – carry your water bottle, coffee cup and a bag for life habitually!
- Avoiding single use plastic and excess packaging
- Ensuring that food shopping does not result in waste. Try cooking only the amount you will eat, and freezing leftovers or excess goods such as bread or milk
- Plan your week to avoid unnecessary purchases and before you do buy anything first ask ‘do I really need it?’

CHARITY COLLECTION BINS

There are British Heart Foundation bins across the site where you can donate any unwanted items.

ENERGY

Being aware of your energy consumption is an easy way to reduce your environmental impact. The University is committed to reducing our carbon emissions impact across the estate, and encourage students to reduce energy and water consumption by helping them to participate in number of carbon reduction initiatives. Energy is our largest contributor of CO₂ emissions and we estimate through best practice measures (with your help) we would be able to save approx. 470,000kg of CO₂ annually, which equates to approx. £100K savings in cost.

Know your carbon and energy footprint for your accommodation

You will find a Display Energy certificate within the foyer of your halls, which provides an energy rating of the building from A to G, where ‘A’ is very efficient and ‘G’ is the least efficient. The rating is derived from actual energy used in the building over the last 12 months.

<table>
<thead>
<tr>
<th>More energy efficient</th>
<th>Less energy efficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 0-25</td>
<td>G Over 150</td>
</tr>
<tr>
<td>B 26-50</td>
<td>F 5%</td>
</tr>
<tr>
<td>C 51-75</td>
<td>E 17%</td>
</tr>
<tr>
<td>D 76-100</td>
<td>D 26%</td>
</tr>
<tr>
<td>E 101-125</td>
<td>C 46%</td>
</tr>
<tr>
<td>F 126-150</td>
<td>B 6%</td>
</tr>
<tr>
<td>G 160+</td>
<td>A 0%</td>
</tr>
</tbody>
</table>

Top tips to reduce energy

Many of us have heard these before, but do we actually do them? In your new halls of residence, you have the opportunity to create good habits from the start!

- Don’t overfill the kettle for just one drink
- Standby mode on electrical appliances means they are still using 20-25% power so turn them off when not in use
- Turn-off your computer when not in use….screen-savers are not energy-saving devices!
- Draw your curtains as it gets dark. Sounds obvious, but curtains can stop a huge amount of heat from escaping through your windows
- Put a lid on it. Saucepans with lids on heat much quicker, using less energy in the process
- Unplug equipment once fully charged. Mobile phones and laptops keep drawing electricity even when the battery is full

These are good skills to build which you can use elsewhere on the University campus, at home, and can carry into your future accommodation.

Do you have any energy saving ideas – speak to us at carbon@leicester.ac.uk

WATER

Reduce your water consumption by:

- Only using a washing machine on full-load which will save water, energy and money too. Ninety percent of the energy that washing machines use goes toward heating the water, so switch to a cooler wash temperature
- Remembering not to leave tap running whilst cleaning your teeth or washing vegetables
- Shortening the length of your showers
- Reporting any leaky taps or showers in your halls via the maintenance form

If you have any questions, want to learn more about the SDGs or would like to take part in sustainability related activities, join the University’s Plan-It Change Society and Social Impact Team Facebook groups or check out the website www.le.ac.uk/sdgs
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 Village reception. You will be notified via email when you can come and collect your item.

Please make sure you wait for notification from reception as even if you have received confirmation from the sender, we may not have processed it yet. 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.

- Name
- Room, Flat, Block
- Hall/House
- Address

If your hall/house is part of **Beaumont**, your address is: Beaumont, Stoughton Drive South, Oadby, Leicester LE2 2NA

If your hall/house is part of **Digby**, your address is: Digby, Stoughton Drive South, Oadby, Leicester LE2 2NB

If your hall/house is part of **Gilbert Murray**, your address is: Gilbert Murray, Manor Road, Oadby, Leicester LE2 2LA

If your hall/house is part of **John Foster**, your address is: John Foster, Manor Road, Oadby, Leicester, LE2 2LG

If your hall/house is part of **Stamford**, your address is: Stamford, Stoughton Drive South, Oadby, Leicester, LE2 2ND

**For example:**

Pat Wright

e.g. Room 2, Flat 1, Block 1

Knighton Court

Beaumont

Stoughton Drive South

Oadby

Leicester

LE2 2NA

**A few things to consider...**

- Parcels delivered as ‘Next day delivery’ (e.g. through Amazon Prime) may take a day or two to process in our reception, so bear this in mind when ordering items and paying extra.
- It is important that you collect parcels as soon as you can after 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. your bank), change all subscriptions and remove your hall address as the default postal address for any accounts.

**ORDERING FROM AMAZON? USE OUR AMAZON LOCKER, PAPAYA!**

Amazon Lockers are self-service kiosks where you can receive or return Amazon parcels. Our Amazon locker is located in the John Foster Facilities Building on the lower ground floor.

**How to use your Amazon Locker**

Firstly, you need to add the Amazon Locker to your Amazon address book. This is really important. Manually changing the delivery address for your parcel will not work – you will not receive the order.

1. Go to [www.amazon.co.uk/addpapaya](http://www.amazon.co.uk/addpapaya)
2. When prompted, sign in to your Amazon account.
3. Once you’re signed in, the Amazon Locker will automatically be added to your address book

Select the Locker from your address book at checkout to have parcels delivered to the Locker – as you would normally for your home address. You can even use Amazon Lockers to return your parcel – just select ‘return from this address’ as part of the returns process and drop the parcel off.

Once the parcel is delivered to the locker, you will receive an email with a unique code and barcode. Upon arrival at the Locker, either enter the pickup code or scan the barcode to retrieve your package.

Once delivered you will have three business days to collect your package, after which time it will be returned and you will receive a full refund.

Just remember, all items must be within the size (42cm x 35cm x 32cm) and weight (4.5kg) restrictions.

**Customer Service Hotline:** 0800 496 2459

If something goes wrong: [amazon-locker-uk-technical@amazon.com](mailto:amazon-locker-uk-technical@amazon.com)
Your safety is our top priority, so it is important that you read the following guidelines to make sure that you and your neighbours stay safe during your time with us.

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

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.

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
w: www.victoriaparkhealthcentre.co.uk
Meningitis information: www.nhs.uk

More information about university run support services can be found on page 43.

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 or any item that breaches our fire safety policy, you will be charged £100.

Dedicated BBQ stations are available on site to use disposable BBQs. Make sure you follow the safety instructions at the BBQ station and on the BBQ packaging.

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

**ELECTRICAL SUPPLY AND EQUIPMENT**

Make sure that you do not overload electrical sockets by plugging in loads of appliances in one go. Do not use items such as kettles, toasters, hot plates and irons in your bedroom.

Fridges are not allowed in bedrooms, except for medical reasons. If a student requires a fridge for medical reasons this will be provided by accommodation. Students are not to bring their own in any case. Do not use electrical appliances in corridors. Please ensure that all of your appliances are safe to use (check for the CE mark or the BS kitemark). If you plug appliances into communal areas they are your responsibility. The electrical supply in the UK is 230 volts. If you have any electrical equipment from outside the UK it may not be compatible so it is important that you check before using it.

All electrical appliances supplied by the University are PAT tested on a yearly basis.

Please report any faults with electrical items using the online maintenance form www.le.ac.uk/maintenanceform.

We may remove any personal electrical equipment if we think it is dangerous.

**FIRST AID**

If you have a minor injury or feel unwell and want some advice, we have staff that are first aid trained who can advise you and put on a plaster if needed! It is important that in an emergency situation you call 999 straight away. If possible, once the emergency services have been called, let reception know so that our teams are aware of the situation.

Instruction booklets for all appliances in your accommodation can be found at www.browzer.co.uk/le as well as basic cooking tips and simple recipe ideas.
Keep yourself safe and secure

STAY SAFE AND FOLLOW THESE TIPS

• Close and lock doors and windows, think of your bedroom door as your front door.

• Walk in groups at night or use a taxi if you’re travelling alone.

• Use a D-lock to secure your bike, these can be bought for £10 from the Estates and Campus Services Support Office on campus (next to the entrance to the Peter Williams Lecture Theatre).

• Do not leave valuables on show and register your belongings with www.immobilise.co.uk.

• Enjoy alcohol responsibly and never leave your drink unattended. Alcohol can compromise your judgement, avoid taking unnecessary risks and always use common sense.

• Add the phone numbers for security and reception to your phone
  Security: 0116 252 2888 (Emergencies only)
  0116 252 2023 (24/7 helpline)
  The Village Reception: 0116 223 1493

ONLINE ACTIVITY

Social media is part of everyday life and a great way to keep in touch with friends and family. However, it’s worth considering the following advice when using social media and online services.

• Be mindful of privacy settings and don’t make it easy for people to find out confidential information

• Be considerate about what you post. Remember that your online footprint can follow you beyond university

• Address issues with flatmates or individuals directly rather than via social media. Posts relating to flatmates or individuals can be misinterpreted and make the situation worse. Contact a member of the Residence Life Team if you are experiencing issues with flatmates.

The University takes all forms of harassment seriously and the same consequences will apply to behaviour online.

GETTING HOME SAFELY

Whether you’ve stayed late in the library, or attended an event on campus it’s always important to consider how you are going to get back to your accommodation ahead of time. Here’s some tips to help ensure you have the best possible experience without compromising your safety:

• Before going out make sure you have your phone, keys and enough money on you to get home.

• Let a friend know where you’re going, and tell them what time you expect to be back.
Taxis
- Save a couple of Leicester-based taxi company numbers in your phone.
- Pre-book a licensed taxi and avoid unlicensed vehicles.
- Put your allocated taxi money in a separate pocket or in a different part of your wallet. This way you may be less likely to spend it.
- When using services such as Uber, make sure you get in the right car. Before you get in the car, check that license plate, driver photo, and driver name all match what's listed in the app. Uber rides can only be requested through the app, so never get in a car with a driver who claims to be with Uber and offers a ride.

Walking
- Always make sure you plan your route ahead of time, and stick to paths with street lights.
- Walk with a friend or in small groups. If you have to walk alone, make sure you let a friend or family member know where you’re going and the time you expect to arrive.
- Stay alert to your surroundings; listening to music or using your phone can make you less aware of potential hazards around you.

Public transport
- Wait in well-lit areas, and near other people if possible.
- Try to stay with friends, or sit near the driver on buses.
- Have the change for your fare ready before the bus arrives so that your purse or wallet is out of sight.
- Always check timetables for the last bus or train back, make sure you know which stop you need to get off at, and the route back to your accommodation from that stop.

What to do if you feel unsafe
- In an emergency situation always call 999.
- If you want support or need assistance at any time of the day you can call reception.
- Be sure to contact somebody. Whether it’s a friend, family member, or reception, they can give guidance or support if you feel uneasy or unsafe at any point on your journey.

REPORT IT
We take all kinds of harassment very seriously – whether it’s sexual harassment, racism, homophobia, transphobia, disability discrimination, religious discrimination or any other form of harassment. If you have experienced harassment, either online, on campus, in accommodation, or in the city, please use the online reporting system reportandsupport.le.ac.uk. This allows for anonymous reporting if you prefer. Please note that if you choose to report anonymously we will not be able to offer direct advice or begin any formal processes. You can also visit the Student Hub on the First Floor of the Students’ Union where someone will be able to assist you.

SUPPORT IS AVAILABLE
We have a number of confidential support services if you need any help, advice or support about any issues. Check out the help pages at www.le.ac.uk/need-help where you can find a list of all the support services available to you.
We want to help you feel as comfortable and safe as possible, so make sure you get in touch if you need support.

C-CARD
What is the C-Card scheme?
The Leicester, Leicestershire and Rutland C-Card scheme is a condom distribution scheme, which provides registered young people, aged 24 and under with a C-Card that gives them quick and easy access to free condoms from a range of venues. It is a confidential service which also offers information and advice about sexual health and relationships.

You can get free condoms using your card anywhere you see the C-Card logo. The Village reception is a registered distribution point; so is the Students’ Union reception in the Percy Gee building and the Advice Service.

Registration takes about 10 minutes. You will be asked a few simple questions to ensure that you are safe, competent to consent and know how to use a condom. All the information is confidential and will not be passed on to anybody else.

Once the C-Card is issued, you will be entitled to free condom and information packs from any participating distribution point.
To find out where your nearest registration and/or distribution point is please see https://leicestersexualhealth.nhs.uk/c-card
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 Residence Life 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 11.00pm 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 Residence Life team know, so that any issues can be resolved. Contact The Village reception with any noise complaints.

If you are persistently noisy and cause disruption you will be given 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, with intent or through negligence, 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

Any damage within our accommodation can be reported via the online maintenance form at www.le.ac.uk/maintenanceform

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.

University regulations can be found at www2.le.ac.uk/offices/sas2/regulations.
FORMAL PROCESSES

Complaints and Feedback

We are committed to providing a high level of customer service. We work hard to ensure an excellent experience for all students who are living with us and are continuing to develop and improve our services. All feedback is extremely important to us.

With over 4,000 residents living with us, it is inevitable that from time to time maintenance issues, community issues and complaints will arise in our accommodation. To ensure we are able to respond to these issues as quickly as possible, please follow the procedure on the right. Full details of the complaints procedure and policies can be found online at www.le.ac.uk/accommodation.

Residential charges appeals process

Residents may be notified that charges are being applied to their account after a breach in the Terms and Conditions of Residence. These include, but are not limited to, charges for breaching the Universities smoking policy, tampering with fire equipment, causing damage to University property or not upholding your responsibility to keep the inside of the accommodation and shared facilities in a clean and tidy condition at all times and to carry out your share of cleaning of shared facilities.

If you wish to appeal any charge you must give written notice of the appeal to the Accommodation Team (accommodation@le.ac.uk) no later than 7 days after the date of the Charge Notice. If we do not receive written notice by this date we assume you accept responsibility for the charge and will add the amount to your residence account.

A full list of charges as well as the appeals process and guidance can be found online at www.le.ac.uk/accommodation.

Failure to attend meetings

Failure to attend formal meetings will result in decisions being made without your input based on the evidence available.

Do you have a problem at your accommodation and want to make a complaint?

(Please note that only the student who holds the accommodation contract with us can make a complaint i.e. your parent cannot make a complaint on your behalf.)

Do you have a maintenance issue?
Please make sure you have submitted a maintenance form.

STEP 1:
INFORMAL RESIDENTIAL COMPLAINTS
Contact the Accommodation Team directly to get a quick response.

STEP 2:
FORMAL RESIDENTIAL COMPLAINTS
If you are not satisfied with the response, please submit a Student Residential Complaint Form.
Send the complaints form to accommodation@le.ac.uk
FAO: Residential Services Manager

STEP 3:
FORMAL RESIDENTIAL COMPLAINTS APPEAL
If you are still not satisfied with the response to your complaint it will be reviewed by the Head of Campus Services Operations.
If you are still not satisfied with the response please let us know to signpost for further review.
If you need any additional support during your time at university you can contact the University’s Student Support Service.
Alcohol and drugs

**ALCOHOL**
Take responsibility for yourself and your mates to make sure nights out are safe and fun for everyone:

- Know your limits
- Eat and drink plenty of water before going out
- Never leave your drink unattended
- Be considerate of others

Remember drinking alcohol can compromise judgement.

When drinking becomes more than sociable this could be a sign of a problem. Help and support is available.

**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 Residence Life team if you would like help in accessing any services.

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

Any residents found distributing any psychoactive substances will be reported to the police.

Help is available: If you’re experiencing issues relating to substance misuse or alcohol, or you are aware of a friend who is, contact an RA, reception or one of the managers who will direct you to the best support and advice.
Transition into student life

Moving to University and living away from home is a lot of change in a short space of time. It is normal to feel overwhelmed at times but support and advice is always available to help you through difficult times.

SETTLING IN
It may take you a while to get used to living away from home. Get to know your flatmates when you move in but remember not everyone will become friends with the people they live with. It might be that you get on better with friends you make through your course or other hobbies. Even if this is the case, you will be spending a lot of time sharing communal space so it’s good to be friendly, make conversation and be considerate of each other.

FEELING HOMESICK
It is natural for everyone to feel homesick and it can happen at any time during your stay. It may be worse in the first few weeks or when things aren’t going so well. If you are feeling low it’s important to talk about how you feel either to your flatmates, friends and family. Or you can speak to our team whether it’s an RA, reception or manager. Sometimes all you need is a cup of tea and chat.

SUPPORT IS AVAILABLE
If you’re struggling with any aspect of university life, support is available. Make sure you speak to an RA, reception or manager.

We can signpost you to other services in the University, whether it’s an academic or personal issue. You are not alone and everyone needs some support at times so don’t be afraid to ask.

PARENTS
If parents contact us we will not confirm your details. We appreciate that your parents might have concerns but we won’t tell them anything without your consent.

EVENTS IN HALLS
We put on a huge calendar of events throughout your time in halls. There’s something going on every day so make sure you come along. It’s a great way to meet new people and try new things. Look out for the event calendars in your block that change every month. If you want to know more about our events ask an RA or our reception team.

LET’S CATCH UP
Each term you will receive a visit to your room from a member of the Residence Life Team just to check how you’re doing. Look out for a postcard under your door to inform you of your visit. Don’t worry if you’re not in, we’ll leave a note and check back another time. We will pop into your room anyway even if you are out just to check everything is ok.
LET’S GET COOKING
Go from cooking zero to culinary hero! Look out for our popular weekly event where you can learn how to cook lots of tasty meals. Sign up for a place or find out more at reception.

RESIDENCE LIFE
Remember that you can always chat to a member of the Residence Life Team for advice on accessing any of the services listed to the right.

Our Residence Life 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 SERVICES CENTRE
Central point for information and advice for all students. If you need support with your mental health or need someone to talk to, help with finances and budgeting, advice about personal issues, Visa and Immigration advice, careers guidance and support, or student ID cards, letters and documents.

Term-time
Monday to Thursday 8.30am-6.30pm
Friday 8.30am - 4.30pm

Vacations
Monday to Friday 9am-5pm
Except during University Closures over Christmas and Easter periods

STUDENT WELFARE SERVICE
The Student Welfare Service offers general and specialist advice on a wide range of issues including finance, leaving care, unexpected incidents and other personal issues. 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
w: www.le.ac.uk/welfare

ACCESSIBILITY 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: accessible@le.ac.uk
w: 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
w: www.le.ac.uk/counselling

SU ADVICE SERVICE
This is an independent, free service that focuses on academic, housing and signposting support. Located on the first floor of the Percy Gee Building (on the balcony opposite Starbucks).

Open 10.00am – 4.00pm Monday to Friday.

t: +44 (0)116 223 1132
e: advice@le.ac.uk
w: www.leicesterunion.com/support

REPORTING INCIDENTS
You are able to let us know about something that has happened to you or someone you know, either anonymously or by leaving your contact email, by answering the questions on our online, anonymous reporting system: reportandsupport.le.ac.uk

SAFETY AND SECURITY
Provide support on main campus.
Open 24/7.

t: 0116 252 2023
EMERGENCIES: 0116 252 2888
BUSES

VILLAGE SHUTTLE BUS
During term-time, a student-only shuttle service runs between The Village and the main University campus. To use this service, you will need to buy a one-term ticket at shop.le.ac.uk - this will be added to your Student ID card so you can just swipe your card each time you use the bus. There is no pay-as-you-go option. For an up-to-date timetable, please visit www.browzer.co.uk/le/shuttle-bus

REGULAR BUS SERVICES
The Arriva U1/U2/U3 bendy-bus runs between The Village and Leicester city centre, via University Road, every 15-25 minutes. The Arriva 31/31A bus runs between Oadby (bus stop opposite Asda) and Leicester city centre, passing the end of Victoria Park, every 10-15 minutes. For full timetables visit www.arrivabus.co.uk/leicester

CYCLING
The Village has a large amount of bike racks. There is a cycle lane that connects The Village with the main campus via London Road which takes approximately 15 minutes. Remember to register for the underground bike park at www.le.ac.uk/bikepark 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 £50 and there is only a limited number of parking spaces available in the The Village. 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.

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

WALKING
Walking to main campus takes between 45-50 minutes, depending on how fast you walk! Oadby town is also just a 10 minute walk away.

TAXIS/UBER
Leicester has a number of local taxi companies, including black cabs and Uber. A taxi from Oadby to main campus should cost £5 – £6 and the journey usually takes around 10 minutes.

CONTACT DETAILS
The Village reception e: accommodation@le.ac.uk t: +44 (0)116 223 1493 Location: Manor Road 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

STAY CONNECTED
/oadbystudentvillage
www.browser.co.uk/le
/oadbystudentvillage

EMAIL
Your university email is our main form of contact with you. We send regular emails, usually weekly, to keep you informed of social events going on in The Village. 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.

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 Residence Life team or email accommodation@le.ac.uk. You can find our full complaints procedure online at www.le.ac.uk/accommodation
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>18</td>
</tr>
<tr>
<td>Anti-social behaviour</td>
<td>37</td>
</tr>
<tr>
<td>Bikes</td>
<td>46</td>
</tr>
<tr>
<td>Bills</td>
<td>18</td>
</tr>
<tr>
<td>Bins</td>
<td>23</td>
</tr>
<tr>
<td>British Heart Foundation</td>
<td>24</td>
</tr>
<tr>
<td>C-Card</td>
<td>35</td>
</tr>
<tr>
<td>Cleaning</td>
<td>20</td>
</tr>
<tr>
<td>Complaints</td>
<td>47</td>
</tr>
<tr>
<td>Contact</td>
<td>47</td>
</tr>
<tr>
<td>Contract</td>
<td>17</td>
</tr>
<tr>
<td>Damage</td>
<td>37</td>
</tr>
<tr>
<td>Drugs</td>
<td>40</td>
</tr>
<tr>
<td>Electrical supply and equipment</td>
<td>30</td>
</tr>
<tr>
<td>Events</td>
<td>7</td>
</tr>
<tr>
<td>Fire safety</td>
<td>29</td>
</tr>
<tr>
<td>Food</td>
<td>12</td>
</tr>
<tr>
<td>Health</td>
<td>29</td>
</tr>
<tr>
<td>Internet</td>
<td>17</td>
</tr>
<tr>
<td>Insurance</td>
<td>17</td>
</tr>
<tr>
<td>Keys</td>
<td>17</td>
</tr>
<tr>
<td>Kitchens</td>
<td>20</td>
</tr>
<tr>
<td>Laundry</td>
<td>20</td>
</tr>
<tr>
<td>Maintenance</td>
<td>19</td>
</tr>
<tr>
<td>Music rooms</td>
<td>8</td>
</tr>
<tr>
<td>Noise</td>
<td>37</td>
</tr>
<tr>
<td>Olive Banks Study Suite</td>
<td>6</td>
</tr>
<tr>
<td>Online safety</td>
<td>33</td>
</tr>
<tr>
<td>Parking</td>
<td>46</td>
</tr>
<tr>
<td>Pets</td>
<td>29</td>
</tr>
<tr>
<td>Post</td>
<td>26</td>
</tr>
<tr>
<td>Recycling</td>
<td>23</td>
</tr>
<tr>
<td>Rent</td>
<td>17</td>
</tr>
<tr>
<td>Safety tips</td>
<td>33</td>
</tr>
<tr>
<td>Smoking</td>
<td>29</td>
</tr>
<tr>
<td>Snow and ice policy</td>
<td>29</td>
</tr>
<tr>
<td>Sport</td>
<td>8</td>
</tr>
<tr>
<td>Study space</td>
<td>6</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>12</td>
</tr>
<tr>
<td>Support services</td>
<td>44</td>
</tr>
<tr>
<td>The Village Hub</td>
<td>6</td>
</tr>
<tr>
<td>TV license</td>
<td>18</td>
</tr>
<tr>
<td>Transport</td>
<td>46</td>
</tr>
<tr>
<td>Vacating accommodation</td>
<td>18</td>
</tr>
<tr>
<td>Voting</td>
<td>18</td>
</tr>
</tbody>
</table>
Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone.

**GET THE APP**

**WIFI CONNECTION**
1. Connect to “ASK4 Wireless” WiFi network
2. Go to signup.ask4.com
3. Follow Signup Wizard

**WIRED CONNECTION**
1. Connect Ethernet cable from computer to wall socket
2. Go to signup.ask4.com
3. Follow Signup Wizard

**ENDSLEIGH**

Moving into student accommodation?

Review your contents insurance

University of Leicester has arranged some contents insurance for you with Endsleigh, the No.1 student insurance provider.

Your policy number for this insurance cover is HH1264.

Review your cover to:
- Check what’s covered
- Review key exclusions and limitations
- Check your policy excesses
- Learn how to make a claim
- Extend and personalise your cover

Valuable items such as laptops, phones and other gadgets may not be protected in all instances under this policy, it’s important to check, because you never know when the unexpected could happen.

Review your cover at endsleigh.co.uk/reviewcover
Stay Safe
Enjoy your time at university

1. Look after yourself
   - Enjoy alcohol sensibly
   - What goes online stays online
   - Travelling alone? Consider a cab

2. Look after your stuff
   - Register your valuables with immobilise.com
   - Got a bike? Use a D-lock to secure it
   - Leaving your room? Lock your doors and windows

3. Think of your neighbours
   - On the way home, keep the noise down
   - Shopping trollies are not chariots!
   - Remember you are a representative of the university

University of Leicester Security
0116 252 2023 available 24/7

FOMO? TRY Browzer

Browzer - University of Leicester’s student platform designed to make your life that little bit better

- Want to know about the latest events? Got it!
- Want the best deals on campus? Got them!
- Need some advice? Got you covered.

Student Life is better with Browzer, browzer.co.uk/le

leics.police.uk/students
GET THE UPAY APP

The quick and easy way to pay at The University of Leicester.
You can now pay with ease for your food, drink, stationery and university memorabilia with the UPAY app.
Download Upay Chilli today!

Available on iOS and Android devices

So what’s the catch?
There really is no ‘catch’. The purpose of the app is to give you maximum benefits and flexibility of spending while at the University of Leicester.

Who can use the app?
Any student or member of staff at the University of Leicester. That’s all the requirements.

IF you are on the Meal Plan, we have already set up an account for you and you should have received an email on how to access it, if you have not, please email upay@hereforu.org

OK, ENOUGH QUESTIONS. HERE’S HOW TO SIGN UP!

1. OPT IN
On a University computer visit https://upayule.ac.uk
Follow the on-screen instructions.
Student sign up: useID@student.leicester.ac.uk
Staff sign up: useID@leicester.ac.uk

2. SAYING YES
By also agreeing to the terms and conditions, this will create your Upay Chilli account.

3. LOG IN
After receiving an email (this may take up to an hour) click on the following link to log-in www.hereforu.org/im-in
Your login details will be the same as your university log in.

4. AND THAT’S IT!
If you do have more questions regarding Upay Chilli, we’ll be happy to answer them.
Visit hereforu.org and check out our frequently asked questions to find out more or direct your questions to info@hereforu.org

IT’S THE GO TO APP BECAUSE...

• You use the app’s unique QR code at till point to pay.
• Earn 5% back in loyalty value for every £1 you spend in all ‘Here for U’ catering and retail outlets.* Rewarding you for your loyalty!
• View promotions and offers available to you.
• No need to carry cash around.
• Your money rolls over – into the next day, next week, next term and even next academic year! It’s your money, we don’t take it away from you.
• Reduce your waiting time in queues.
• Click and Collect order service is available to you.
• See real-time statements to keep you on track of your spending.
• Top up on the go, anywhere, through the app.
• Auto top-ups, so you’re never below an amount chosen by you.
• Link your staff or student ID card to your Upay account for easy contactless payment.

*View all of our outlets at www.hereforu.org

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