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 a 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.
Meet the team

Residence Life Team

Meet the 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 Nixon Court, be a friendly face throughout the year and promote a sense of community. We also organise the City Living social calendar, 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 Nixon Court 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.

Get in touch

You can get in touch with the Residence Life Team at any time by contacting City Living Reception, where we are based.

t: +44 (0)116 223 1485
e: accommodation@le.ac.uk
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.

**Porters**
Our porters 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.

**Security**
We have overnight 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.
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.

/citylivinghalls

www.browzer.co.uk/le

/citylivingaccommodation
Events

You will have seen our social event calendar for the first few weeks. 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 day trips to popular local destinations like Bradgate Park (Explore Leicestershire).

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. You can also find all you need to know about Residence Life events posted on our Browzer site: www.browzer.co.uk/le.

Communal areas

There are plenty of communal areas across City Living. These areas are where many of our Residence Life 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.
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.

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. The facilities in Oadby are also available to City Living residents.

e: accommodation@le.ac.uk

Piano
Nixon Court has a piano in the downstairs common room which is free for anyone to use and practice on.
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. The facilities in Oadby are also available to City Living residents.

e: accommodation@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

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.

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 22.

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.
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 17 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.
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.
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.

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 the Fees Payment department directly.

e: feespayments@le.ac.uk

t: +44 (0)116 252 3733

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 City Living. If you have any problems connecting to the internet, please contact Ask4 directly.

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.
Voting

Make sure you are registered to vote in elections at your new address by registering online at www.gov.uk/register-to-vote.

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.

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.

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 1 hour of becoming aware of the problem and 4 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 4 hours and make safe within 8 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 5 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
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 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.

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
- Return your room key to the City Living 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.

Bills

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

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.
Facilities at City Living

Laundry

On arrival you will be given a laundry card which you will need to top up online before using the machines. 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.

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. Food waste is not recycled in Leicester so make sure your items are clean and dry before recycling.

Make sure that you remove your recycling to the outside bins on a regular basis.

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 your produce the less often you will need to take the bins out!

British Heart Foundation

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

**Hall addresses**

- **Nixon Court:** 33 Putney Road, Leicester, LE2 7TG

**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.
Safety information

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

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 37.

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

We also do not allow BBQs.

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. 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 security lodge on campus.

• 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)

  City Living Reception: 0116 223 1485

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.
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 Students’ Union reporting system and email zerotolerance@le.ac.uk. You can also visit the Student Hub on the First Floor of the SU where someone will be able to assist you.

In an emergency situation always call 999.

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 #LeicsTalk pages on the Students’ Union website www.leicesterunion.com/support/leicstalk where you can find a list of all the support services available to you or you can email leicstalk@le.ac.uk.

We want to help you feel as comfortable and safe as possible, so make sure you get in touch if you need support.
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 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 Residence Life team know, so that any issues can be resolved. Contact the City Living reception with any noise complaints.

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.

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

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.

If you are not satisfied with the response, please submit a Student Residential Complaint Form.

**STEP 2: FORMAL RESIDENTIAL COMPLAINTS**
Send the complaints form to accommodation@le.ac.uk
FAO: Residential Support Manager

**STEP 3: FORMAL RESIDENTIAL COMPLAINTS APPEAL**
If you are still not satisfied with the response to your complaint it will reviewed by the Head of Residential Services.

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.

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**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 (left). 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.
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 for 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 works 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.

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.
Residence Life

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 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
w: www.le.ac.uk/welfare

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
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
e: mentalwelbeing@le.ac.uk
w: www.le.ac.uk/counselling

Education Unit

Free, confidential academic advice on issues relating to education e.g. mitigating circumstances. Located in the Percy Gee Building (on the balcony opposite Starbucks). Open 10.00am – 4.00pm Monday to Friday.

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

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

Buses
Bus services are available 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. Bus services also run from University Road into the city centre.

Cycling
City Living has a large a number of bike racks. 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.

Taxis / Uber
Leicester has a number of local taxi companies, including black cabs and Uber.

Car Parking
There is no student parking available at Nixon Court or on campus.
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 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.

Contact details

City Living reception

e: accommodation@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

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.

Stay connected

Facebook: /citylivinghalls
Google: www.browzer.co.uk/le
Instagram: /citylivingaccommodation
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Get Connected

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

GET THE APP

Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone

support.ask4.com
Moving into student accommodation?

Review your contents insurance

University of Leicester has arranged some contents insurance cover 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

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

leics.police.uk/students
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
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://upay.le.ac.uk
Follow the on-screen instructions:
Student sign up: userID@student.leicester.ac.uk
Staff sign up: userID@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 log-in 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

Follow us on social media
@HereforULEics #HereforULEics
This document was published in September 2018. 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 25 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. Full Terms and Conditions and Senate Regulations governing our teaching programmes can be found here: www.le.ac.uk/offer-terms.

Accommodation Team
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Tel: +44 (0)116 252 2428
Email: accommodation@le.ac.uk
Website: www.le.ac.uk/accommodation

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