We understand how important it is for your student to have a good experience whilst living in our accommodation. Sending someone you care about off to university is an exciting time, but can also present challenges and worries.

We have created this guide to provide you with information to hopefully ease some of those uncertainties. We are here to support your student in their move to York St John University.

We appreciate that throughout school you may have been able to liaise directly with teachers and other school staff about your student and their needs, but the leap to university marks a big change in this interaction. We are unable to give any information about a student either applying for a place at university or a student currently studying at the university to a third party, without the student's express permission due to data protection laws. This includes parents, guardians, spouses and siblings. We understand that this can be frustrating, so in order to speed up the process we ask to speak to the student directly if they have queries that relate to their application/accommodation.

We appreciate it might feel supportive to report a maintenance issue or flatmate problem to us on behalf of your student, however this can often complicate matters and prevent us from putting our support plans in place as quickly.

We understand that many students receive financial assistance from family, friends or other support networks and appreciate why, for that reason, it might be more beneficial for you to speak directly with us or the Finance Team about your student’s fees. However, even if you are financially contributing to their accommodation fees, we are still unable to speak to you about this without the student’s express permission.

You can help us by encouraging your student to become more independent as September approaches. Suggest they call or email us directly if they have any questions and continue to encourage them to speak to us after term has started.

We are aware that some students require additional support and that communicating with friends, family and other support networks is a key part of this; if this is the case, please contact us so we can discuss this further and put necessary consent measures in place.

We know when friends and family contact us they’re only trying to help, but it is important that we are protecting student data and it is a requirement by law.
We know it might be tempting to read the document for your student, but it is essential that the student themselves has read and understood the terms and conditions they are agreeing to. You can help us by making sure your student reads this documentation and by helping them to understand what each section means.

The Student Handbook is a guide designed to work alongside the Accommodation Agreement; the handbook outlines our expectations in more details and also provides other useful information, such as fire safety information, how we conduct routine inspections and the way we manage waste and recycling.

At York St John University we expect all students to be considerate and respectful housemates and neighbours, and behave in a way that reflects the university’s values. Section 8 of the Accommodation Agreement and section 3 of the Student Handbook provides a thorough outline of how we expect students to behave in our accommodation.

If students behave in a way that impacts negatively on others, or breaches the terms and conditions of the Accommodation Agreement, then disciplinary action will be taken under the Code of Discipline for students. If their behaviour is seriously affecting others, then students’ may be asked to move to another room, site or even be asked to leave university accommodation permanently.

THE STUDENT AGREEMENT AND HANDBOOK

When students accept a place in our accommodation they agree to be legally bound by the terms and conditions outlined in the accommodation licence. A copy of this licence is displayed on the Accommodation Hub when they accept the offer and can be downloaded from a link on the Accommodation Hub or from the Policies and Documents page on our website.

There are 10 sections in the Accommodation Agreement:

- Introduction – a summary of the document
- Definitions – a glossary of terms used throughout the document
- The agreement with us – an outline of the type of agreement the student is accepting and the terms of accepting the offer
- The period of residence – the period the student can expect the agreement to cover
- Paying accommodation charges – when the student should expect to pay the accommodation fees and what will happen if this is not paid correctly
- Moving rooms – the terms in place should the student wish to move rooms and a summary of circumstances in which we might require the student to move
- Ending this agreement – the student’s right to terminate the agreement
- Your responsibilities – the conduct we expect from the student whilst living in our accommodation
- Our responsibilities – what the student can expect from us whilst living in our accommodation
- General information – such as what will happen if there are events outside of our control
- Contact information – how to contact Accommodation Team and Security Team
ACCOMMODATION FEES AND STUDENT FINANCE

Accommodation fees are usually paid in 3 instalments, normally at the start of each term.

Our accommodation rent payments coincide with when most students receive their student loan.

1st instalment: 03/10/2021
2nd instalment: 03/01/2022
3rd instalment: 18/04/2022

We understand that going to university can sometimes be an overwhelming process and there is usually a lot of paperwork to complete – including applying for student loans. In our experience, we know that it can be easy to mix up the maintenance fee and tuition fee loan and assume that they are paid in the same way:

- An undergraduate tuition fee loan is paid directly to the university and never directly to the student
- The maintenance loan is paid directly to the student

Some students choose not to use the Student Finance system and fund their accommodation and/or studies independently; however, the majority of students pay for their accommodation fees using the maintenance fee loan. Despite this, the loan is technically for anything the student might need to ‘maintain’ themselves whilst at university, so it is up to them to manage.

This is something that has caught out students, friends and family before, so it is worth taking the time to familiarise yourself with these different payments and understand how your student intends to use their loan, if applicable.

At the end of this booklet you will find some information about the different support services available at the university. Included in this section is the contact information for the Funding Advice Team. You and your student might find it helpful to seek their advice if you are struggling to understand the different finance processes.
MOVING ROOMS OR LEAVING THE ACCOMMODATION AGREEMENT EARLY

We really hope your student enjoys living in our accommodation. That being said, if your student is unhappy where they are living, we do have processes in place to provide support.

Generally, room moves are not considered until the end of October, in order to allow students time to settle into their accommodation and decide if it is or isn't the right place for them. To support room moves, we have a separate room move policy in place, you can find the policy on our Policies and Documents webpage.

As it is a legally binding document, students will only be released from their Accommodation Agreement in certain circumstances. There is more information about our early departure process in section 7 of the Accommodation Agreement and in the Early Departure Policy, available on our Policies and Documents webpage.

There is also more information about early departures and room moves in section 3 of the Student Handbook.

SENDING POST TO A STUDENT

Writing or sending items to your student can be a great way to stay connected whilst they are away.

When sending anything to your student, please ensure you are clearly marking it with their name, flat/house number, building name, street (where applicable) and postcode.

- City Residence, Haxby Road, York YO31 8JY
- Limes Court, Heworth, York, YO31 0AE
- Garden Street, Lord Mayors Walk, YO31 7EX
- The Grange: Grange House and St Marys, Ramsay Close, Huntington Road, YO31 8SU
- The Grange: Baldwin House, Cruse, Muir, Lang, Robinson and Welch, Ramsay Close, Huntington Road, YO31 8ST
- St John's Central, Carmelite Street, York YO17AE
- The Brickworks, Halffield Road, Layerthorpe, York YO31 7AD
- 49 Clarence St, York, YO31 7EL

(If you wish to post anything to a University Managed House please check the individual address with your student).

When sending anything important or of value, we would recommend you post any items to the Porters' Lodge, instead of the individual flat our house. The Porters' Lodge is situated on the main campus, open Monday to Friday 7.00am-7.30pm and Saturday 8.00am-12.00pm. The staff will receive the parcel or letter and contact the student to inform them of its arrival.

Porters' Lodge
St Anthony’s House
Lord Mayor’s Walk
York St John University
YO31 7EX

Please note that we are not responsible for any missing parcels; missing parcels should be reported to the company responsible for delivery.
SECURITY

Our dedicated 24-hour Security Team are always there to keep your student safe. The Security Team are based on campus, just opposite the Holgate building. As well as monitoring the CCTV and fire alarm systems, they carry out patrols of all of our accommodation sites. The staff are all first aid trained and experienced at helping with problems out of hours.

T: 01904 876 444
M: 07885 201 182 (calls or text messages)
E: security@yorksj.ac.uk

RESIDENTIAL SUPPORT ASSISTANTS

We really value peer support and recognise that often issues can be resolved if a student has the opportunity to talk it through with another student who has probably experienced a similar thing! With this in mind we have Residential Support Assistants (RSAs) living in our accommodation, working with the Accommodation Team, to provide a safe, supportive and inclusive living environment.

RSAs are current students who have been given additional training on how to support students struggling with the transition to university, homesickness, flatmate issues etc. The RSAs are also key contributors to our student campaigns and events. Your student will be given the RSAs contact details before they start in September and will have many opportunities to chat and socialise with them throughout the year.

ACCOMMODATION TEAM

If your student has any general questions about their accommodation and living experience please encourage them to speak to the Accommodation Team.

The Accommodation Team are available Monday-Thursday 9:00am-5:00pm, Friday 9:00am-4:30pm.

Your student can also book an appointment to speak to us online.

T: 01904 876660
E: accommodation@yorksj.ac.uk

We aim to respond to emails within 2 working days.

RETURNING AFTER FIRST YEAR

We prioritise accommodation for first year undergraduates, so that we can ensure students living in York for the first time are fully supported in their transition to university life whilst getting to know a new city.

University is a learning opportunity and whilst the majority of that happens in the students lectures and seminars, learning to live independently is also part of that growth. Moving into private sector accommodation after first year is an exciting prospect and as a team we recognise this as an opportunity to support students as they continue to develop their independence.

There is a very limited amount of accommodation available for returning students who meet a specific set of criteria (section 9 of the Allocation Policy). Students will be invited to register their interest to return in semester 1 and they will be asked to demonstrate how they meet the criteria as part of this process.

All applicants will be considered on a case by case basis by a panel of Student Life representatives.
Whilst it is important student’s do not start looking for private accommodation too early, it is also important that they are aware that returning to university accommodation may not be an option for them. We have a series of webpages dedicated to information about accommodation after first year and we run workshops and drop-ins throughout the year to offer extra support. Find out more on our website about [accommodation after first year](#).

Once your student has settled into their accommodation, you might find it helpful to start having conversations about what life after their first year might look like, and pass on any house hunting advice you may have learned from your own life experiences.

If your student has any questions about accommodation after first year, please encourage them to speak to the Accommodation Team.

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**STUDENT SUPPORT SERVICES**

**Student Information Desk**

Your student’s first point of call for any queries about university life will be the Student Information Desk (SID). The team here can help with nearly any query they might have, and if they cannot help they certainly know who can. They can also book appointments with specialist teams for your student and point your student in the direction of useful documents and forms on the York St John University website.

Your student can email them on: SID@yorksj.ac.uk

**Student Funding Advice Team**

The Student Funding Advice Team provides information, advice and guidance on all funding-related issues. They can help with questions about government loans and university funds including the York St John University Student Support Fund.

The team offers support and advice on preparing for university and budgeting. Your student can email them on: fundingadvice@yorksj.ac.uk

**Blackbullion**

The Student Funding Advice Team have invested in a free online money tool called Blackbullion. Your student can complete mini courses about starting university, budgeting, saving and lots more.
STUDENT SUPPORT SERVICES

Finance Team
If your student has any queries about their accommodation or tuition payments then please have them contact: finance@yorksj.ac.uk
Please note that they cannot provide financial support, for this you would need to speak to the Funding Advice Team.

Disability Advice
Your student can contact the Disability Advice Team to discuss support at university. They can assist your student in communicating their needs to their tutors and signpost your student to Disabled Students’ Allowances (DSA) which they may be eligible for.
Your student can email them on disabilityadvice@yorksj.ac.uk

Chaplaincy
The Chaplain and the Chaplaincy team offer relaxed and informal support to all students, at any time. Your student does not need to be religious to go and see them, and nobody will ask them to be. Your student can find the Chaplain’s office by the Peace Garden, at the back of the Chaplaincy Centre.
Next to the office is a ‘Quiet Space’. This is a room where your student can get away from the hustle and bustle of university life, take some time out, or talk to someone in confidence who will listen to them carefully and without judgement. Students of all nationalities and cultures come to visit the Chaplain, some of whom have a faith, and many who do not.
If your student would like to find a local church or place of worship, the Chaplain can help them find something in York that fits with their preferences and tradition.
Your student can email them on chaplaincy@yorksj.ac.uk or they can find out more on our Health-Wellbeing pages webpages.

Students’ Union
Our Students’ Union building is a custom designed social hub in the centre of campus. Your student can grab a bite to eat, top up on caffeine, get a cold beer, find out what events are going on, meet their presidents, find out about sports and societies, as well as getting help and support around all aspects of student life.
T: 01904 629 816
E: su@yorksj.ac.uk

Careers and placements
Your student can talk to this team for expert advice on; finding a part-time job, volunteering opportunities, summer internships, work experience overseas, study abroad opportunities, professional placements or just a general chat about their ideas for the future.
They are easy to find, based at the LaunchPad in Holgate (HG013). Your student can email them on: careers@yorksj.ac.uk
Library and learning services
The Library and learning services team are based in the Fountains building. Our library is one of the best spaces on campus for your student to study in. There are 3 floors, including one silent floor where your student can access printers, books, Apple Macs, desktop computers, loan laptops and more.
There are a variety of teams in this area who can help your student with referencing, finding resources, digital training and more.
Library and learning services: support@yorksj.ac.uk
ITS: support@yorksj.ac.uk
Digital Training: digitaltraining@yorksj.ac.uk
Academic Liaison Team: academicliasonteam@yorksj.ac.uk
Study Development: studydevelopment@yorksj.ac.uk
Assistive Technology: assistivetech@yorksj.ac.uk

International Student Support
The International Student Support Team offers support to incoming and current international students. They can provide information about York and advice on studying in the UK. Their Global Campus programme of events celebrates the diversity of our broad community, and aims to increase inclusion, friendship and intercultural understanding. The programme includes social events, such as the weekly Global Café and trips around the UK. They are here to help students get the most out of their time at York St John, so we hope your student will get involved.
If your student has any questions relating to life as an international student at York St John University or just want to say hello to their friendly team, please email them on: iss@yorksj.ac.uk