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YORK  
ST JOHN  
UNIVERSITY

# Accommodation

# Introduction

This guide has been designed to work alongside your Accommodation Agreement, outline our expectations and provide you with other useful information. We hope it will help you to make the most of your experience of living in student accommodation.

At York St John University, we are proud to be part of The Student Accommodation Code. The Student Accommodation Code has been developed by Universities UK and GuildHE to make sure you get the best out of your time living in university accommodation. The code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your university accommodation as well as your responsibilities as a tenant.



This includes the following

# 6 areas

- A safe environment: such as emergency information and escape routes
- Maintenance
- The contract with your university
- A clean environment: such as recycling and energy efficiency
- Access to wellbeing services
- A living environment free from anti-social behaviour

# Your accommodation agreement

It is important to remember that the Accommodation Licence you agree to when accepting your accommodation is a legally binding document between yourself and the University.

**There are 11 sections in your accommodation agreement:**

- **Introduction** – a summary of the document
- **Definitions** – a glossary of terms used throughout the document
- **Your agreement with us** – an outline of the type of agreement you are accepting and the terms of accepting the offer
- **Your period of residence** – the period you can expect the agreement to cover
- **Paying accommodation charges** – when you should expect to pay your accommodation fees and what will happen if this is not paid correctly
- **Ending this agreement** – your right to terminate your agreement
- **Moving rooms** – the terms in place should you wish to move rooms and a summary of circumstances in which we might require you to move
- **Your responsibilities** – the conduct we expect from you whilst living in our accommodation
- **Our responsibilities** – what you 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 the Accommodation team and the Security team

While it may be tempting to ignore the Accommodation Agreement terms and conditions when accepting a room offer, you should make sure you read this document carefully and keep a copy to refer to. The Accommodation Agreement can be referred to should you or the university feel that either party has not upheld these terms and conditions.

Failure to read the Accommodation Agreement does not stop it from being legally binding. Whilst it might make for a bit of a lengthy read, it really is worth reading it over.

If you do have any questions about your Accommodation Agreement, please do not hesitate to contact us. We have included a list of main contacts at the end of this document.

# Expectations

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 your Accommodation Terms and Conditions provides a thorough outline of how we expect you to behave in our accommodation. We have summarised some of the key points below, but do make sure you have familiarised yourself with all of the expectations in the agreement.

## Cleaning

You are responsible for maintaining the cleanliness in your flat/house. You are expected to keep your room in a clean, tidy, and hygienic condition. It is the shared responsibility for you and your housemates to do the same for any communal areas of the accommodation.

If a cleanliness issue is reported to us, a disciplinary warning will be sent to all residents requesting that the issue is resolved within a specific time frame.

A spot check will take place to confirm that the reported issues has been dealt with. If this is not the case residents may face a financial penalty as stated in our disciplinary policy.

If it is deemed that there is a health and safety risk to consider, our Campus Services team will attend to clean the accommodation. The cost of this will be recovered from the responsible party. If the cleanliness issue is in a shared area of the accommodation and we are unable to identify a responsible party, the cost of cleaning will be divided amongst all residents.



## Damage

We are aware that accidents can happen, so the sooner we know about a problem, the sooner we can arrange for it to be repaired.

Whilst we do not charge students for damage that is considered to be fair wear and tear, deliberate or malicious damage will be investigated and charges will be made against those responsible.

As with cleanliness issues, where the individual cannot be identified, then communal charges may be applied to all occupants.

## Illegal substances

You are **not** permitted to use or possess any illegal drug (including cannabis) or allow anyone else to use or possess illegal drugs in your accommodation.

You might have the opinion that some drugs should be legalised or that our laws are too harsh. However, this does not change the fact that they are illegal and considered a prohibited item in your accommodation.

If you are found in your accommodation, to be using or in possession of illegal drugs in accommodation, your agreement may be terminated and you will be subject to disciplinary action by the University.

If we suspect that you are involved in dealing or supplying illegal drugs, you will be reported to the police.

## Smoking

Smoking inside our accommodation is prohibited. If you do smoke, please make sure you are smoking outside and away from entrances. It is recommended that you smoke at least 1.5 metres away from a building.

## Noise

We want to make sure that our accommodation is a pleasant environment for everyone, including local residents living near to our accommodation sites. As such, you must not make excessive noise at any time of the day or night, and must ensure any noise audible outside your room between 11:00pm and 08:00am is minimal.

We recognise that people may have different tolerance levels when it comes to noise and that this could be a source of disagreement. If your housemate is making too much noise, we recommend starting with a friendly chat, it might just be that they have not realised how loud they are.

However, if noise issues are excessive or persistent you should report this to the Security team.

## Parties

We know that having fun is a key part of university life and you will want to spend time with your friends in your accommodation. However, in the interest of the university community, parties are not permitted anywhere in the accommodation.

# Expectations

## Prohibited items

Candles, electrical heaters and weapons of any description (including replicas) are not permitted anywhere in the accommodation.

Cooking equipment is not permitted in bedrooms, this includes smaller items such as kettles and toasters.

You must not bring any items that may present a safety risk to yourself or others.

## Presenting your student id card

You should present your YSJ Student ID card when asked. This is for your safety and the safety of others. Giving a false identity or refusing to show your ID may prevent staff from following up on emergencies.

## Guests

Whilst you are welcome to have visitors, there are some basic rules which should be followed:

- Overnight visitors are only permitted for a maximum of 2 nights in any 1 week and must be over the age of 18 years
- You are responsible for the behaviour of your guests and should not leave them in your accommodation unaccompanied
- You will be held responsible for any damage caused by your visitors

## Keys and fobs

Please keep all keys and fobs secure. It is important that they remain in your possession. Never lend your key or fob to anyone even if they are friends, family or flatmates. Always report lost or stolen keys or fobs to the Porters' Lodge on campus as soon as you realise they are missing. There will be a charge for replacement keys and/or lock changes.

## Misconduct in accommodation

The Accommodation team will investigate general accommodation focused issues such as noise complaints or cleanliness concerns. More serious issues such as proven acts of criminality, bullying and harassment will be investigated by our Casework team.

There are times where the Accommodation team may be required to intervene in instances of misconduct in our accommodation. York St John University has disciplinary processes in place to make sure we deal with issues as efficiently and fairly as possible.

To make these processes easier to understand, we have created a document that highlights the behaviour that we deem to be misconduct and the disciplinary steps that will be taken in response.

A copy of this will be published on our Accommodation Policies and Documents webpage:

[www.yorksj.ac.uk/policies-and-documents/accommodation](http://www.yorksj.ac.uk/policies-and-documents/accommodation)

This guide will be sent to you by email at the beginning of the academic year.

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

## Moving rooms

Students can request to move rooms during their tenancy. In general, room moves are only viable about a month after Arrivals Weekend as we rarely have empty rooms available at the start of the academic year. The room move process is subject to availability so if your request is granted we may not be able to move you to your first preference.

[www.yorksj.ac.uk/policies-and-documents/accommodation/#early-departure-policy](http://www.yorksj.ac.uk/policies-and-documents/accommodation/#early-departure-policy)

If the reason for the room move request is due to issues within your accommodation, please speak to a member of the Accommodation team or a Residential Support Assistant.

It may be that we are able to help and avoid a room move. You can read our tips on communal living and dealing with homesickness further on within this guide.

## Planned access by staff

For planned visits we would normally give at least 24 hours' notice via university email. However, there are a few instances where notice will not be provided, such as:

- Emergencies
- Welfare or safety concerns
- In response to a complaint (for example, a noise complaint)
- Monthly inspections of communal areas
- Access for repairs or maintenance issues. If you have reported a maintenance or repair issue, this will be deemed as authorisation for a contractor to enter your accommodation

## Routine inspections

Inspections of the communal areas of your accommodation will be conducted on a quarterly basis throughout the academic year. If issues are raised around the general cleanliness of the property, then bedrooms will also be checked.

Students are not given a definitive date of these inspections, but a general date range of when the inspections will commence will be communicated via email.

During the inspection the team will be looking for anything that may indicate you are not following the requirements of your contract. This will include the overall standard of cleanliness, damage, evidence of smoking or drug use, unreported maintenance issues and general safety concerns.

If you have any concerns surrounding your accommodation not following the requirements of your Accommodation Agreement, please get in contact with the Accommodation team who will be able to assist. Campus Services will visit your accommodation monthly to do basic spot checking of your communal areas. They will also provide extra food waste bags and vacuum bags if necessary.

# Expectations

## Leaving your agreement early

We really hope you enjoy living in York and in your student accommodation. However, if you are thinking about leaving your accommodation please speak to a member of the Accommodation team or your Residential Support Assistant as soon as possible.

As it is a legally binding document, you will only be released from your Accommodation Agreement in certain circumstances. You can find more information about this in section 7 of your Accommodation Agreement and in the [Early Departure Policy](#).

Within the first 2 weeks of your agreement you can vacate at any time. Your agreement will terminate at the end of the 14 days (or on the date on which you return your keys, if later) and you will not be required to pay beyond that date.

After the first 14 days, if you are withdrawing from the University or suspending your studies, you will be released from your agreement subject to the terms outlined in section 7.1 of your Accommodation Agreement and section 1 of the [Early Departure Policy](#).

If you are remaining a student at York St John University, but still want to leave your accommodation, you will only be released from the agreement in exceptional circumstances, such as on grounds of health or if you experience a significant change in your personal circumstances. You will still be required to pay the accommodation fees for the full duration of the period of residence, unless we agree to release you. If we agree to release you, you will be subject to the terms outlined in section 7.5 of your Accommodation Agreement and section 2 of the [Early Departure Policy](#).



## Returning after first year

You are guaranteed accommodation for your first year of study as an undergraduate student at York St John University, as long as you meet our deadlines. After your first year, most students are expected to move into the private sector.

It is never too early to start thinking about your accommodation options going into your second year and beyond. Moving into independent accommodation is an exciting opportunity and, whilst it can be a little daunting at times, we are here to help. We have a series of webpages dedicated to information about accommodation after first year and we run drop-ins throughout the year to offer extra support. Find out more on our website about [accommodation after first year](#).

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 you will be asked to demonstrate how you meet the criteria as part of this process. All applicants will be considered on a case by case basis by a panel of staff from relevant teams at the University.

We recommend you start looking for private housing towards the end of semester 1.

If you have any questions about accommodation after first year, please speak to the Accommodation team.

# Instalment dates

You'll usually pay your accommodation fees in 3 instalments, normally at the start of each term.

Our accommodation rent payments coincide with when most students receive their Student loan. Our rent instalment dates for 2024/2025 are:

**1st instalment:  
23 October 2024**

**2nd instalment:  
13 January 2025**

**3rd instalment:  
28 April 2025**

During the online induction, you will be asked set up a direct debit for your rent payments. If you'd like to change these details at any point you can do so via your eVision account or by emailing [finance@yorksj.ac.uk](mailto:finance@yorksj.ac.uk).

Please note: if you do need to change your bank details, you will need to do this with at least 2 weeks' notice.

The £200 payment made to secure your room is not a traditional deposit; the £200 is an advanced rent payment which is then deducted off your first rent instalment.



# Important contacts

## Security

Our dedicated 24 hour Security team are always there to keep you 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 Security team are there to support you. They can assist with reports of parties, noise levels, inappropriate behaviour from housemates and more. If you ever feel worried or concerned in your accommodation, please do not hesitate to contact them. It is also important to note that all of our security officers are first aid trained and would be the first point of contact for any immediate incidents.

T: 01904 876 444

M: 07885 201 182 (calls or text messages)

**Non Emergency:**  
[security@yorksj.ac.uk](mailto:security@yorksj.ac.uk)

## Accommodation team

If you have any general questions about your accommodation and living experience please speak to the Accommodation team.

The Accommodation team are available during our designated Accommodation Drop-In Sessions. These run Monday to Friday 10.00am to 11.00am and 3.00pm to 4.00pm.

These sessions take place at the Holgate Information Desk. Any changes to our drop-in schedule or location will be communicated by email to your York St John student email address.

You can also contact us via email or telephone.

E: [accommodation@yorksj.ac.uk](mailto:accommodation@yorksj.ac.uk)

T: 01904 876660

## Residential Support Assistants (RSAs)

We have Residential Support Assistants (RSAs) who live in our accommodation. Our RSAs work with the Accommodation team to provide a safe, supportive and inclusive living environment.

Once a week during term time, our RSAs visit our accommodation sites during their night duty shifts. During these visits, our RSAs are available to speak to students and offer advice on things like homesickness or issues between flatmates.

They can also signpost students to different student support services at the university, such as the Welfare or Funding Advice team.

The key thing is that our RSAs are all students, so if you are struggling a little with the transition to university life, the chances are they have been through it too. They are able to offer advice and relate to your student experience on a peer to peer understanding.

Throughout the year, our RSAs will also be getting involved in campaigns and events which students are able to get involved in.

We will publish information about your specific RSAs on our website and social media pages before you arrive.

# Important contacts

## Repairs and maintenance

We are responsible for providing you with secure accommodation, which includes maintenance. In an emergency or out of hours, please contact the Security team.

### University Halls of residence

If a maintenance issue occurs (non-emergency), please email:

[repairs@yorksj.ac.uk](mailto:repairs@yorksj.ac.uk). In your report, please include: your full name, student ID number, contact number, accommodation address and details on the maintenance issue. Please feel free to include photos on your email as this might be helpful for our teams.

1. The reception team will then pass this report onto our Estates team. The job will be allocated to maintenance personnel.
2. Usually, the maintenance person will try to contact you for entry beforehand if you have provided a contact number.
3. The maintenance person will attend to the job as soon as possible and will let our team know if there are any major outstanding issues where disruption will be caused. Please note: the Maintenance team need to prioritise jobs in accordance with how urgent they are; if your issue is minor, such as a broken lightbulb, it may take a little longer for them to attend if something more pressing needs attending to.

### University Managed Houses

Arrangements can vary so please check the specific property guide for your house.

The maintenance person will attend to the job as soon as possible and will let our team know if there are any major outstanding issues where disruption will be caused. Please note: contractors need to prioritise jobs in accordance with how urgent they are; if your issue is minor, such as a broken lightbulb, it may take a little longer for them to attend if something more pressing needs responding to.

If you are experiencing issues that are not getting resolved, please email [accommodation@yorksj.ac.uk](mailto:accommodation@yorksj.ac.uk)



# Fire safety

For your safety, all of our accommodation is set up with a fire detection device. Tampering with the detection device is a fire safety breach and will result in disciplinary action by the university, including fines.

As part of your online induction you will watch a fire safety video; there will also be a fire safety booklet in the communal area of your flat/house.

## Fire safety check list

- Ensure all fire doors are closed to stop a fire spreading; do not prop open fire safety doors at any time
- Turn off and unplug electrical appliances that are not being used
- Check the oven, grill and hob are all turned off when not in use
- Make sure all of the exits are clear.

## IF THE FIRE ALARM SOUNDS

Leave the building immediately in a calm and efficient manner and proceed the Assembly Point indicated on your site. You must follow any instruction by the Residential Support Assistants, University Security or other staff, or Fire Officers. Deliberate failure to evacuate the building when a fire alarm is sounded will result in a fine and is potentially life threatening.



## Cooking safely

- Keep tea towels, cloths and plastic boards away from the oven and hob
- Double check the oven is fully turned off when you have finished cooking
- Check toasters are clean and placed away from curtains, tea towels and paper towels/kitchen roll
- Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite and cause a fire
- Keep electric devices away from the sink and make sure the wires and plugs do not come in contact with the water
- Do not place metals in the microwave
- Do not cook under the influence of alcohol or illegal substances
- Never leave cooking unattended
- All cooking should take place in the kitchen. You are prohibited from keeping and using appliances such as kettles, hot plates and microwaves in your room

## What if a pan catches fire?

- Don't take risks. Get everyone out of the kitchen, close the door and call the Fire and Rescue Service/Security on 999 and/or 07885 201 182
- If it is safe to do so, turn off the heat but do not move the pan
- Never throw water on the pan
- If possible use the fire blanket provided to cover the pan, but only if it is safe to do so

# Waste and recycling

York St John University is committed to managing waste sustainably and we encourage all students to recycle where possible.

## Food waste

- ✓ Tea bags and coffee grounds
- ✓ Egg shells
- ✓ Raw and cooked food (including meat, dairy and breads)
- ✗ Food packaging

Your food waste should be put in your kitchen's orange waste caddies and then emptied into the bins labelled "FOOD WASTE" in the outdoor bin stores.

## Glass

- ✓ Clean, dry, empty glass bottles and jars
- ✗ Broken glass\*

Glass should be separated and put in the bins labelled "GLASS ONLY" in the outdoor bin stores.

\*Broken glass should be either wrapped in newspaper or put in a taped-up box and placed in your general waste bin.

## Dry mixed recycling

- ✓ Clean, dry, empty plastic bottles
- ✓ Clean, dry, empty aluminium cans
- ✓ Clean, dry paper or card
- ✗ Food
- ✗ Wet or dirty rubbish

Please avoid using black bin bags. Clear bin bags are available for free in the laundry rooms.

## General waste

This is the waste that is left after separating food, glass, and mixed recycling – such as tissues, Tetra Pak cartons, food pouches, used tissues and paper towels, polystyrene food containers and disposable coffee cups. Please avoid using black bin bags. Clear bin bags are available for free in the laundry rooms.

## British Heart Foundation Donation

- ✓ Clothing, shoes and accessories
- ✓ Homewares
- ✓ Small electricals (kettle, toaster, hair dryer, etc)
- ✓ Books, CDs, DVDs
- ✗ Duvets and pillows
- ✗ Clothes hangers
- ✗ Knives

Whether you are clearing out your room or have a few items to donate, our British Heart Foundation donation banks are located at all student accommodation sites and on campus next to the Porter's Lodge. You can put your items in normal carrier bags before placing in the bank. Please do not leave items (bagged or unbagged) next to the donation banks as these will not be accepted.

## Batteries and vapes

Battery and disposable vape recycling bins are located in the Porter's Lodge



## Laundry

Each site has a laundry room equipped with washing and drying machines. You will need to pay by contactless or card payment to use these facilities.

Our laundry services include washing powder which is dispensed into the washing machines on time of payment.

These services are accessible with your key or fob. Instructions on how to operate the washing machines are on display in each laundry room.



## Bike storage

All accommodation sites and most University Managed Houses have external cycle storage, but you will need to buy your own lock. Bikes must not be stored inside accommodation as they pose a fire safety risk, doing so could result in disciplinary charges.

Bikes are not covered by your basic contents insurance. Please visit the Endsleigh website if you would like to extend your cover: [www.endsleigh.co.uk](http://www.endsleigh.co.uk)

Cycling is a very efficient and eco-friendly way of travelling across the city. The university has over 300 bike racks located across the campus offering both open and closed facilities. So, if you would like to ride your bike to lectures then there is plenty of space for you to do so.

## Post

All post will be delivered directly to your mailbox inside your building.

When getting anything delivered, please ensure you are clearly marking it with your 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, YO1 7AE
- **The Brickworks**, Hallfield Road, Layerthorpe, York YO31 7AD
- **49 Clarence St**, York, YO31 7EL
- **Abode**, Percy's Lane, York YO1 9PN
- **The Coal Yard**, 11 Mansfield Street, York, YO31 7AJ

If you order parcels which will not fit in your mailbox or you cannot be sure you will be in to collect, you can have them delivered to the Porters' Lodge regardless of which building you live in.

We also recommend having any important documents or anything of value sent to the Porters' Lodge. When ordering parcels, use your name, accommodation address and then add 'c/o Porters' Lodge, St Anthony's House YO31 7EX'. This will ensure your parcel will be delivered to Porters' Lodge, where they will email you when it has arrived.

**The University Porters' Lodge is open at the following times:**

**Monday to Friday: 7.00am to 6.30pm**

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



# Tv Licence

If you watch or record live programmes, whether on a TV or an electronic device, you will need to have a TV Licence. This also includes the usage of BBC iPlayer.

TV Licences are not included in your accommodation fees, with the exception of some University Managed Houses, so you will need to get one.

Please remember that in student accommodation one license will not cover the whole flat, so you will need one per person. It costs £169.50 for a colour TV Licence and £57 for a black and white TV Licence. In some cases, you may be entitled to a reduced fee TV Licence. Please be aware that you can be heavily fined for having an unlicensed television.

You can visit the TV Licensing website for further information:  
[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

# Wifi

Wifi is provided in all of our university halls of residence by either Optify or Wifinity. If you are experiencing internet connection issues you will need to contact them directly. It is important to take note of any case or reference number provided during the call or in an email response.

## Optify

T: 0333 308 0000

E: [care@optify.net](mailto:care@optify.net)

## Wifinity

T: 02080 901 290

E: [support@wifinity.co.uk](mailto:support@wifinity.co.uk)

Please allow Optify/Wifinity a reasonable timeframe within which to respond to any problems. If a satisfactory resolution has not been provided within 5-7 working days, please escalate the issue to the University IT support team by using their [online report system](#).

The wifi provision in University Managed Houses may differ, if you are experiencing internet connections in one of our UMHs please email [accommodation@yorksj.ac.uk](mailto:accommodation@yorksj.ac.uk)



# Endsleigh Insurance

The university has arranged basic insurance for your contents with Endsleigh. This insurance covers your room contents for fire, theft and flood (in room). It does not cover for accidental damage or any damage which occurs outside of your room.

Once you've arrived, you can check what's covered by [registering here](#). There are options available if you would like to extend your cover; you can find out about Endsleigh's other [packages here](#).

# Health services

It is important that you understand the health services available in York so you know where to seek help if you need it.

## York St John University Medical Centre

We encourage you to enrol at the Medical Centre on campus so that you can have easy access to health services should you become unwell. You can enrol before arrivals weekend on the Medical Centre's website and you can also enrol when you get here.

The Medical Centre is part of the York Medical Group which means that, once you have enrolled, you will also be able to book appointments at their other clinics.

To find more information about their services, opening times and other clinics visit: [www.yorkmedicalgroup.co.uk](http://www.yorkmedicalgroup.co.uk)

You can also visit our [Student Health Centre](#) for any updates on their services.

## York Sexual Health Centre

Located just next to the Monkgate Medical Centre is the York Sexual Health Clinic (YorSexualHealth). They provide a range of services and resources such as:

- A full range of contraception including free condoms
- STI tests and treatments
- HIV testing, treatment and support
- Care and management following sexual assault
- Hepatitis B screening/vaccination
- Complex care

More information about their services and opening times can be found at:

[www.yorsexualhealth.org.uk](http://www.yorsexualhealth.org.uk)

## Mental health

The Wellbeing team provide emotional and psychological support to students. This includes:

- Counselling
- Mental health advice
- Welfare advice
- Mindfulness sessions

They provide a confidential service and work with students on a wide range of issues. If you'd like to talk to somebody or ask for advice, please email [wellbeing@yorksj.ac.uk](mailto:wellbeing@yorksj.ac.uk)

There's lots of other resources and alternative services on the [Wellbeing and Welfare Support](#) of our website, including out of hours support.

## Emergencies

If you have an injury or illness which requires immediate attention but is not life-threatening, you can visit the Urgent Care Centre. This is for things like suspected broken bones and sprains, minor burns, rashes and cuts.

The Urgent Care Centre is located in the Accident and Emergency (A&E) Department at York Hospital. The reception staff will direct people to either the Urgent Care Centre or Accident and Emergency upon arrival.

**Address: York Hospital**  
**Wigginton Road YO31 8H**

## NHS 111 non-emergency

111 is the NHS non-emergency number which can be used for medical help or advice in a nonlife-threatening situation. The service is staffed by trained advisers supported by nurses and paramedics. The NHS recommends dialling the 111 service if:

- You need medical help fast but it is not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You do not know who to call or you do not have a GP
- You need health information or reassurance about what to do next



# Living with others

Living with people can be a great experience, but sometimes practical things can get in the way. We are all different and it is inevitable that these differences might sometimes cause a bit of friction. The important thing is how issues are dealt with if they arise.

## Expectations

Everyone is different and may have certain expectations of how to live within a shared space. That being said, every resident is equally responsible in keeping the communal areas clean and tidy for the benefit of all. There will be tasks that need to be done so consider starting a cleaning rota with responsibilities shared equally.

You may decide as a household to sometimes buy shared food and cooking utensils/equipment but if not, please do not take or use other residents' items without permission.

If you think there are items that you will regularly use communally such as washing up liquid, toilet rolls, tea, coffee and milk, it may help to set up a communal fund that you all contribute to in an agreed time frame and rate per month.

## Respect one another

There can be disagreements regarding expectations and behaviors within a household. Communication with the people you live with is key to help solve disputes.

If something is bothering you, try and talk to the person about it. Letting things build up, or talking about it with people who are not directly involved, can make a situation worse.

If you need to talk to your housemate then do so calmly and in a non-confrontational way, as this can avoid arguments. We suggest getting a drink or cooking together. We would always advise that you try to resolve issues amongst yourselves first, but if you think you need you are able to contact our team or other student support services at the university.

## Have fun!

It can be easy sometimes to focus on the negatives, but remember university is a time for having fun! It can be a good idea to schedule in time doing a house activity, whether that is weekly, fortnightly or monthly. This could be visiting a tourist attraction, having a meal together or having a film night.



## Homesickness

Being homesick is a normal experience when transitioning to university life. If you feel homesick it is important to remember that you are probably not the only one feeling that way. Here are some things you can do to help:

- Talk to your housemates, they can probably relate and might have a few of their own helpful tips
- Personalise your new room, make your accommodation feel comfortable
- Keep busy
- Join a society or try a new sport, explore the city centre with your housemates
- Eat properly and make sure you are getting enough sleep. If you are tired it can be harder to process your emotions. Being unwell can make you feel worse, so it is much better to look after yourself
- If you do not want to share your thoughts with your housemates, talk to the Wellbeing team, the Accommodation team or a Residential Support Assistant.

## RSA tips on living with your flatmates:

- At least once a week, plan a night in with your flatmates, whether you all order a group takeaway or cook a meal together. This way, you can all catch up and it is a great bonding session, especially for those who prefer to stay in rather than go out.
- Do a weekly cleaning rota for communal areas where each flatmate is assigned to a different task a week (taking out bins, cleaning hobs on the cooker, etc.). This way, your accommodation will remain clean, and nobody will be stuck with the same old boring task.
- Make sure you respect each of your flatmates and remember that there are other people living with you. For example, don't constantly play loud music, bring loads of people over often, or leave your litter and dishes out for other people to deal with.
- Ensure that each of your flatmates feels included and welcome – invite them out, or even do the weekly shopping together.
- The first month is key so push yourself out of your comfort zone if you find it difficult to socialise and get to know who you are living with.

# Student support services

## Information services

Your first point of call for any queries about university life will be the Information Desks in Holgate and Fountains. The team here can help with nearly any query you might have, and if they cannot help they certainly know who can. They can also book appointments with specialist teams for you and point you in the direction of useful documents and forms on the York St John University website. You can email them on [support@yorksj.ac.uk](mailto:support@yorksj.ac.uk).

## Porters Lodge

York St John University's Portering team provide a range of services for staff and students.

The team are located in Porters Lodge, St Anthony's House, Lord Mayor's Walk. Porters Lodge is open Monday to Friday 7:00am to 6:30pm.

The Portering team offer the following services:

- Room set up for events
- Internal and external mail service
- Waste and recycling, including confidential waste disposal
- Handling key issues and replacements

## Global campus

The [Global Campus](#) team offers support to incoming and current international students. They are here to help you succeed, from the day you first consider studying with us until the day you graduate. They provide information about York and advice on studying in the UK. Their Global Campus programme of events celebrates the diversity of our broad community, helping to increase inclusion, friendship and intercultural understanding. The programme includes regular events and weekly socials as well as trips around the UK. They are here to help you get the most out of your time at York St John, so please get involved. If you have any questions or just want to say hello to their friendly team, please email them on: [globalcampus@yorksj.ac.uk](mailto:globalcampus@yorksj.ac.uk)

## Library and learning services

The Library and learning services team are based in the Fountains Learning Centre. Our library is one of the best spaces on campus for you to study in. There are 3 floors, including one silent floor where you can access printers, books, Apple Macs, desktop computers, loan laptops and more. There are a variety of teams in this area who can help you with referencing, finding resources, digital training and more.

Library and learning services:

[support@yorksj.ac.uk](mailto:support@yorksj.ac.uk)

Digital Training:

[digitaltraining@yorksj.ac.uk](mailto:digitaltraining@yorksj.ac.uk)

Academic Liason team:

[academicliasonteam@yorksj.ac.uk](mailto:academicliasonteam@yorksj.ac.uk)

Study Development:

[studydevelopment@yorksj.ac.uk](mailto:studydevelopment@yorksj.ac.uk)

Assistive Technology:

[assistivetech@yorksj.ac.uk](mailto:assistivetech@yorksj.ac.uk)

You can find further information on the library, study and digital skills support here:

[yorksj.ac.uk/students/study-skills](http://yorksj.ac.uk/students/study-skills)

## Careers and placements

Come and 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 your ideas for the future.

They are easy to find, based at the LaunchPad in Holgate (HG013). You can email them on: [careers@yorksj.ac.uk](mailto:ccareers@yorksj.ac.uk)

## Finance team

If you have any queries about your bank account linked to the university or concerns about your accommodation payments, please contact: [finance@yorksj.ac.uk](mailto:finance@yorksj.ac.uk)

Please note that they cannot provide financial support, for this you will need to speak to the Funding Advice team.

## Funding advice

The Student Funding Advice team provides students with a wide range of independent and confidential advice and guidance on all aspects of student funding. They can help with questions about government loans and the university's bursaries and scholarships. The team also manages the YSJ Student Support Fund.

The team can be contacted on [fundingadvice@yorksj.ac.uk](mailto:fundingadvice@yorksj.ac.uk) or you can attend either a online or in-person drop-in, please visit [yorksj.ac.uk/students/your-finances](http://yorksj.ac.uk/students/your-finances) Your Finances for more information.

## Blackbullion

York St John has invested in an online money education tool called Blackbullion. It can help you prepare for the financial reality of university life before landing on campus by completing online lessons about starting university, budgeting, saving and lots more. This online tool is designed so that you can learn at your own pace and develop your skills to help make the best financial decisions in the future. You can also prepare a budget by using the online Budget Calculator. You can register for free on [www.blackbullion.com](http://www.blackbullion.com)

# Student support services

## Wellbeing

Our Wellbeing team consists of skilled and experienced accredited Counsellors and Mental Health Practitioners. They can offer you support with your mental health and emotional wellbeing. Their specialist support can help you with a range of issues including relationships, bereavement, stress, anxiety, depression, and other mental health concerns you may have. Their team can offer counselling and mental health advice, of up to 6 sessions per academic year. If they believe you may benefit from additional support, their team will work with you to find you appropriate services and resources.

For more information and to self-refer for support from the Wellbeing team please follow this link:

[yorksj.ac.uk/wellbeingregistration](http://yorksj.ac.uk/wellbeingregistration)

For general enquiries for the Wellbeing team please email:  
[wellbeingenquiries@yorksj.ac.uk](mailto:wellbeingenquiries@yorksj.ac.uk)

We also offer self-help resources:  
[yorksj.ac.uk/selfhelp](http://yorksj.ac.uk/selfhelp)

If you need immediate support, crisis resources can be found at:  
[yorksj.ac.uk/needhelpnow](http://yorksj.ac.uk/needhelpnow)

## Victimisation, bully, harassment and hate crime

We take reports of such incidents very seriously. Any student behavior that contravenes the University's [Student Dignity and Respect Policy](#) should be reported via our [Report and Support online platform](#). Reports can be made anonymously or flagged to a Welfare Advisor. Official complaints of this nature would be investigated by our Casework team.

## Welfare

Welfare Advisors offer support with practical challenges that may be impacting you or your studies. The types of issues that welfare advisors can support with include sexual assault, domestic violence, pregnancy, caring responsibilities, bullying and harassment, police or crime matters, and other issues.

For more information and to book an appointment with a Welfare Advisor please follow this link:  
[yorksj.ac.uk/welfare](http://yorksj.ac.uk/welfare)

For general enquiries for the Welfare team please email: [welfareenquiries@yorksj.ac.uk](mailto:welfareenquiries@yorksj.ac.uk)

Their services are open on Monday to Friday from 9.00am to 5.00pm. Outside of these hours support can be found via HealthAssured 24/7 phone line, or please check the website for alternative resources.

## HealthAssured

HealthAssured is our Student Assistance Programme. They can offer free wellbeing/welfare support related to many of your concerns including mental health support such as bereavement, relationship advice, mood help, future planning, and practical concerns such as financial, legal, medical, or tax information and housing concerns.

The HealthAssured SAP helpline is available 24/7: 0800 028 3766

Much more information can be found at this link:

[yorksj.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources/health-assured-service](http://yorksj.ac.uk/health-and-wellbeing/wellbeing-support/self-help-resources/health-assured-service)

## Chaplaincy

The Chaplain and the Chaplaincy team offer relaxed and informal support to all students, at any time. You do not need to be religious to go and see them, and nobody will ask you to be. You 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 you 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 you 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 you would like to find a local church or place of worship, they can help you find something in York that fits with your preferences and tradition.

Your student can email them on: [chaplaincy@yorksj.ac.uk](mailto:chaplaincy@yorksj.ac.uk) or you can find out more on our [Health and Wellbeing](#) webpages.

## Disability Advice team

You can contact the Disability Advice team for advice and support with:

- Disabled Student Allowances (DSAs)
- Exam adjustments
- Study related adjustments
- Signposting to and liaison with specialist support services and academic departments

Disability Advisers can also work with you to create a Learning Support Plan (LSP). This is shared with your course tutors, it includes any adjustments you would benefit from with your studies for example, exam adjustments and gives your tutors some brief information about your support requirements. You can email them on:  
[disabilityadvice@yorksj.ac.uk](mailto:disabilityadvice@yorksj.ac.uk)

# Student support services

## YSJActive

The team at YSJActive are a team of fitness professionals with various qualifications and backgrounds, offering a high quality, inclusive and sustainable service for students, staff and the wider community. Their services and facilities include: the YSJActive Gym on Lord Mayors Walk, a 57-acre Haxby Road Sports Campus comprising of eight grass pitches, three 3G pitches, a three-court indoor tennis centre, indoor sports barn, 100m sprint track, a cafe and social space and a specialist strength and conditioning suite.

Fitness Classes and Personal Training are available as well as support for student activities (research and sport clubs), programs for special populations and those with specific medical conditions and allotment space for associated programs.

E: [ysjactive@yorksj.ac.uk](mailto:ysjactive@yorksj.ac.uk)

W: [yorksj.ac.uk/ysjactive](http://yorksj.ac.uk/ysjactive)

Facebook: YSJActive

Instagram: @YSJActive

Twitter: @YSJActive

## Students' Union

The Students' Union aim to provide students with a host of services! In their custom designed social hub in the centre of campus you can grab a bite to eat, top up on caffeine or get a cold beer in our Bar and Lounge spaces.

The Presidents and Part-time Officers, as well as other student roles such as course reps, work hard to represent your interests as students with the university at all levels to make sure that you are get the best experience you can. They are also involved in campaigns to promote causes important to the student body.

Organised via the SU, there are around 50 different Sports and Societies (full list here: [ysjsu.com](http://ysjsu.com) activities) that you can join for weekly activities, socials and competitive play.

They offer independent and impartial advice for students to help them in their time studying. This might be related to academic matters, including formal processes such as appeals, academic misconduct, complaints and academic misconduct. They also provide support relating to issues such as suspending your studies and exceptional circumstances.

T: 01904 629 816

E: [su@yorksj.ac.uk](mailto:su@yorksj.ac.uk)

# Accommodation social media

For up to date information about Accommodation and events and campaigns running throughout the year, make sure to follow us on social media:

Instagram: @ysjaccommodation

Facebook: York St John Accommodation





Est.  
**1841**

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