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Hello, it’s so good to see you!

Welcome home. This is your very own guide to help you with moving in and making the most of your student living experience. We hope that you’ll love where you live and enjoy making memories here.

We’re really pleased that you’ve chosen YSJ. We really aim for you to feel at home, so if there’s anything that we can help you with then please us know.

You are situated in a prime location so have a walk into the city to find your favourite spots. You could take a selfie or two in front of the Minster, Clifford’s Tower, whilst you’re shopping down The Shambles or eating at Spark! The opportunities are endless in York.

York is a vibrant and friendly city situated in the North of England with an array of things to see and do. There are endless cafes, bars, restaurants and sightseeing hot spots to discover.

The campus is only around a 10 minute walk away where you’ll find everything you need and more for your studies. Find some time to get your bearings and have a look around the University grounds.

A key part of the University is our Students’ Union (www.ysjsu.com). Find out who your President’s are and what their roles are.

You can also meet your housemates there for a drink or you could have a coffee on the top floor whilst writing an assignment. The SU is much more than just a bar so keep an eye on their social media to find out what’s going on each week.

Living in University Accommodation means having the chance to meet people from different backgrounds, and make friends for life. This can sometimes be a daunting experience, but we are on hand to ensure that you love where you live!
EXPECTATIONS

Conduct

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.

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 invoked and fines imposed. 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.

Student safety

Student safety is a top priority for us and it is important that all health and safety requirements are adhered to. All of our buildings comply with the Universities UK Code of Practice which, amongst other things, aims to ensure that students are provided with a safe environment in which to live.

The campus and accommodation sites are considered a safe environment; however you shouldn’t take unnecessary risks while walking to and from your accommodation.

Safety in your accommodation

For many of you this may be your first time living by yourself. Make sure you are protecting yourself and your belongings, especially while you are adjusting to your new home.

— Lock your room door and windows whenever you leave. Make sure that all external doors are locked at all times even if you are in the property

— Do not lend your keys to anyone else or get a copy of your keys cut for someone else

— Make sure you are not letting anyone you do not know into the accommodation
#YSJHOME

We aim for your living environment to be the very best it can be. By adhering to our rules, this should make sure your experience in our accommodation is a safe and enjoyable one. We ask you to be respectful to your home and to one another. If you have any living concerns including; noise or illegal activity then please contact us and the Security Team.

Report an Accommodation Issue

You can use our anonymous online reporting system if you don’t feel comfortable in talking to your housemates about the issues or discussing it with a member of staff. It should not be used in emergency situations and we ask that you provide us with as much detail as possible. Unclear or inaccurate information may prevent us from resolving your concern.

Prohibited items

For safety reasons, candles, electrical heaters and fireworks are not permitted. In addition, weapons of any description, including replica weapons, must not be brought onto University premises at any time, irrespective of whether or not they are legally held.

Parties

In the interests of the community, parties are not permitted in University residences.

Smoking

The University Smoking Policy does not allow smoking inside any of its premises either on campus or at any residential sites. This also applies to all types of electronic cigarettes.
FOOD GLORIOUS FOOD

Map it out

Try typing in ‘Supermarkets in York’ on Google Maps and you’ll see the array of shops located around the city.

Feel free to use the maps on the next couple of pages to help you when travelling to your first food shop. Indulge in all of the different restaurants around the city. You can also check out these sites for more options:

www.indieyork.co.uk
www.sparkyork.org
www.visityork.org/eat-and-drink/world-street-food

York Food Guide

York has a fantastic reputation for its magnitude of food outlets. Whether you fancy a picnic in one of the local parks or a lavish dining experience in one of the trendy restaurants by the river... York has it all.
RESTAURANTS

1. Everest Gurkha Nepalese
   Tibetan restaurant
   Open Tue-Sun: 5pm-10pm
   Address: 7 Fossgate, YO1 9TA

2. The Monkey & the Dog
   Thai restaurant and takeaway
   Open Mon-Sat: 5pm-10pm
   Address: 15 Clarence Street, YO31 7EL

3. Happy Valley
   Open Mon-Sun: 12-2pm & 6-11.30pm
   Address: 47 Fossgate, YO1 9TF

4. Mumbai Lounge
   Open Mon-Sat: 12-2pm & 6-11.30pm
   Address: 47 Fossgate, YO1 9TF

5. Barbanan
   Indian restaurant and takeaway
   Address: 58 Walmgate, YO1 9TL

6. Ippuku Tea House
   Japanese tea house and cafe
   Open Mon-Sun: varying times
   Address: 115 Baille Street, YO1 8QJ

Any suggestions?
If you have any suggestions for places you’d like to add to this list please email us at rest@york.ac.uk.
HOUSEMATES

You will meet a lot of people whilst studying at University but your housemates may be some of the first people you’ll introduce yourself to. It’s so important to get to know one another so here are some icebreakers to get you started!

Icebreakers!

All you need: A pen, sticky notes & your imagination

You all need to write down a famous person on your sticky note then stick it on the person’s head who’s on your left. From there, you need to all take turns in a circle asking YES or NO questions only, such as:

- Is the person in the royal family?
- Are they a singer?
- Am I older than 18?

TWO TRUTHS & ONE LIE

All you need: Your imagination

Take turns in a circle saying two truths about yourself and one lie then everybody needs to vote on which statement they believe is a lie. This game really helps to find out random facts about your housemates in a short space of time.

Social Suggestions

Join us at our social events run by the RSA’s and accommodation team. Find out more about them by following our social media and joining the Facebook site groups! You could also try the following:

- Have a movie night with popcorn and blankets
- Head to the Students’ Union for a drink or event
- Order a takeaway and play a card game
- Go for a picnic
- Cook a meal together. Perhaps a special dish of yours or have a go at Yorkshire Puddings? (see page 18)
IMPORTANT CONTACTS

Security

Our dedicated 24 hour Security Team are always there to keep you safe so please call them:

Emergency
T: 01904 876444
T: 07885201182 (you can text or call this number)

Non Emergency
E: security@yorksj.ac.uk

Accommodation

The Accommodation Team is the central team to your living experience. Please feel free to contact us if you have any general questions about your accommodation such as; your contract length, if you’re experiencing issues with your housemates etc.
T: 01904 876660
E: accommodation@yorksj.ac.uk

There will be our Residential Support Assistants living at each site too who you can contact for support.

Repairs & 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. Otherwise, please see the below.

For general maintenance queries such as; a leaking tap, broken light, faulty door then please contact:
E: repairs@yorksj.ac.uk

If you’re experiencing issues with your internet, please email Optify:
T: 0333 308000
E: care@optifyyourworld.com

If a washing machine or dryer is faulty then please call Goodman Sparks on:
T: 0114 2589614

There may be times when the Maintenance Team require access to accommodation for planned maintenance, for example to test water temperatures. In these instances you will be given at least 24 hours’ notice to your University email.
CHECKLIST

We've made a checklist for you to take a look at before you head to the shops. These are just suggestions but we believe everything below will help you to live happily in our accommodation:

TOP TIP: If you don’t want to take this booklet out with you then please take a photo of this page!

— Cooking pans
— Tea towels
— Kitchen accessories: whisk, cutlery, spatulas, serving spoons, scissors
— Cleaning essentials: Antibacterial surface spray, washing up liquid for your dirty pots,
— Plates, bowls, containers to store food in to freeze
— Laundry essentials: washing detergent (can be found in gel or liquid form) and fabric conditioner for the washing machine
— Tinfoil for your baking sheets/trays and to wrap leftover food in
— Coathangers
— Washing basket to store your clothes in and carry to the laundry room
— Bathroom towels
— Homely items: pictures, throws/covers for your bed, cushions, bedroom decorations
— A game to play with your housemates such as; a pack of cards, UNO, monopoly
— First Aid Kit: we recommend always having a supply of plasters, antiseptic cream, painkillers such as paracetamol, cough medicine and a thermometer. You can find these on Amazon, in major supermarkets and Boots
ACCOMMODATION

ACCOMMODATION FACILITIES

We want you to make the most of the facilities we have to offer on site. Here’s a few bits of advice to help you when using the equipment:

Kitchen

— You must never leave your cooking unattended
— You must only use the kettle to boil water for cooking or making drinks
— Fridge/Freezer etiquette: Please don’t buy tonnes of food that takes up all of the room. You need to be courteous to your housemates
— Clean up your dirty pots once you’ve cooked and eaten
— Bins: There is an orange bin to discard food in and there’s a general waste bin. There is also a charity bin on site so if you have any belongings or clothes that you’d like to donate then please use it

Bathroom

— Please discard of any toilet roll in the toilet rather than the bathroom bin
— Do not flush anything down the toilet apart from toilet roll
— Sanitary products must be binned so we recommend buying small bin liners for these
— Make sure that the taps and showers are fully switched off

Wifi

All York St John University accommodation sites will be WiFi enabled. If you experience difficulties with your device, you can pick up an ethernet cable from the IT Helpdesk in Fountains Learning Centre. You can log a job here if you’re having IT difficulties.

In the UK electrical sockets have three rectangular holes for the three square plug prongs so you may need an adaptor for any electrical appliances you have.

The main voltage is 240v and the frequency is 50Hz. If you need an adaptor you can buy one from most electrical stores and pharmacies, such as Boots or Superdrug.
ESSENTIAL INFORMATION

Residential Support Assistants

RSAs will be living at your accommodation site and are there to support you whilst living in halls. They are second or third year YSJ student’s so know both the city and University really well. They will also be able to signpost you to the right people if they can’t answer your question themselves.

Post

All post will be delivered directly to your mailbox inside your building. If you order parcels which will not fit in your mailbox or you cannot be sure you will be in to collect it then please have them delivered to the Porter’s Lodge. The Porter’s will then email you once your parcel is ready to collect.

When ordering parcels, use your name, accommodation address and add:

The Porter’s Lodge,
St. Anthony’s House
York St. John University
York
YO31 7EX

Cleaning

Due to COVID-19 our domestics team will not be cleaning inside of the flats/houses. Therefore, we recommend using a cleaning rota to make sure you’re living in a positive and clean environment.

Room Moves

If you are unhappy in your accommodation, please speak to a member of the Accommodation Team and/or your RSA. It may be that we are able to help and avoid a room move.

In general, rooms moves are not considered until mid-October. 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.

Visitors

You will be allowed visitors to your flat but you will need to follow public health advice. Make sure you check the government website before inviting someone to visit and be courteous of your housemates.
USE THE CORRECT BIN

The more you recycle the less goes to landfill

WHAT GOES IN...

General Waste Bin
- Plastic bags
- Crisp foil
- Snack wrappers
- Used Pizza boxes
- Take away cups

Food Waste Bin
- Food Leftovers
- Egg shells
- Peelings & Cores
- Coffee grounds
- Plate scrapings
- Tea bags

Recycling Bin
- Leaflets and Brochures
- Empty tins
- Empty plastic bottles
- Empty clean food containers
- Paper & Card
- Empty drink cans
- Magazines
- Cardboard
  (apart from used Pizza boxes)
Insurance

We have arranged free contents insurance for all students staying in our accommodation. This is through our partner, Endsleigh. To check what is covered, please visit our Accommodation ‘Policies and Documents’ page on the YSJ Website.

Television Licence

In the UK all televisions must be licensed so if you have a television in your own room in University Accommodation you will have to purchase your own separate licence.

You also need a TV Licence to watch television on other devices. Head to https://www.tvlicensing.co.uk/ to buy a licence and to find out further information. The cost is approximately £155 a year. You can be heavily fined for having an unlicensed television. If you have a television in your own room in University Accommodation you will have to purchase your own separate licence.

Laundry

Step by step:

01 Separate your dirty laundry into two piles; darks and whites
02 Put one of the piles in your laundry basket and carry it down to the laundry room
03 If there’s a free machine then load the laundry and choose your preferred setting
04 Next, you need to pay using British coins and set it to GO!
05 Set a timer on your phone for how long the wash will take then once it rings, go and collect your washing straightaway.
06 Then, you can either hang your clothes in your room with the window wide open (best to do in Summer) but we’d recommend moving it to the dryer

Bike Storage

All of the accommodation sites have external bicycle storage but you will need to buy your own lock. Bikes must not be stored inside the accommodation; doing so could result in charges.
COVID-19

This pandemic has meant that you won’t be having the most typical start to University life but we’ve got everything in place to keep you safe and we still aim for social distanced/online events to take place.

If you are quarantining, we appreciate that this is a difficult time for you all. We have a list of things to keep you occupied during your 2 week quarantine period:

— Get to know your housemates
— Bake a cake
— Read a new book
— Start a new TV series (try Amazon Prime and Netflix)
— Get better at painting/drawing
— Research York and the surrounding areas such as Leeds or Knaresborough then make a list of places you’d like to visit
— Organise a cleaning rota which will help your house clean and tidy to create a happy living environment
— Join our Facebook site groups to meet people in your accommodation

You can find all of the latest information and guidelines for COVID-19 via the official Government website:

www.gov.uk

We recommend to keep checking our University website for any further updates too

Reducing Covid Transmission

Except in emergency situations, when you report a maintenance job to the facilities helpline:
1. A technician will take a copy of your phone number & will give you an estimated time of arrival
2. When they arrive, you will need to leave the room in a sanitary condition with the window open or ventilation where possible.
3. They will always wear PPE &/or a face covering as appropriate to the nature of the task.

Sing & Wash

Washing your hands for at least 20 seconds will remove dirt and prevent viruses and bacteria from spreading. To make sure that you’re washing your hands for long enough, why not sing this song!

If you’re happy and you know it, wash your hands

If you’re happy and you know it, wash your hands

If you’re happy and you know it and you really want to show it

If you’re happy and you know it, wash your hands! (x2)
Health & Wellbeing

Your health and wellbeing is very important to us. We have a dedicated Wellbeing team on campus who offer a range of psychological help including counselling, welfare advice, mental health support and self-help materials.

Please feel free to contact them on: wellbeing@yorksj.ac.uk if you need to talk to somebody.

An important task for when you arrive is to sign up to our medical centre. You can do this easily online via the YSJ Medical Centre website. International students studying for over 6 months are eligible to register permanently with the Health Centre. You should do this during Welcome Week. International students staying for less than 6 months can register as a temporary resident. You do not need to do anything until you need to make an appointment at the Health Centre.

Anyone resident in the UK is eligible for free NHS General Practice (GP) healthcare and Accident & Emergency healthcare. Other NHS hospital care is only free for certain people - make sure you know whether you are covered or if you need medical insurance.

As mentioned on our Checklist, we highly recommend buying a first aid kit so you’re prepared for any minor accidents, injuries or illnesses such as; a common cold or a graze.

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.

— 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

— Eat properly and make sure you are getting enough sleep. If you are tired it can be harder to process your emotions.

— If you do not want to share your thoughts with your housemates, talk to the Wellbeing Team. Accommodation Team or your RSAs

THE NUMBER FOR EMERGENCY SERVICES IN THE UK IS 999

THIS INCLUDES; THE POLICE, AMBULANCE & FIRE SERVICES
YORKSHIRE PUDDINGS

HOW TO MAKE 12 YORKSHIRE PUDDINGS

INGREDIENTS

• 140g plain flour (this is about 200ml)
• 4 eggs
• 200ml milk
• sunflower oil, for cooking

1. Heat oven to 230C/fan 210C/gas
2. Drizzle a little sunflower oil evenly into two 4-hole Yorkshire pudding tins or two 12-hole non-stick muffin tins & place in the oven to heat through
3. To make the batter, tip 140g plain flour into a bowl and beat in 4 eggs until smooth
4. Gradually add 200ml milk and carry on beating until the mix is completely lump-free. Season with salt and pepper
5. Pour the batter into a jug, then remove the hot tins from the oven. Carefully and evenly pour the batter into the holes
6. Place the tins back in the oven and leave undisturbed for 20-25 mins until the puddings have puffed up and browned
Please do not wait until you become unwell before you register with us.

You cannot book an appointment unless you are registered.

Find the surgery in Quad East on campus

REGISTER NOW!
Complete the form and join the surgery now:
www.yorkstudenthealthcentre.co.uk

CALL US:
01904 439101

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This booklet can be provided in other formats; let us know of your requirements.