

## Accommodation Services

# Useful Information for Students with Families

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We understand that moving your family to a new city or country and environment is exciting but can be stressful and we will endeavour to help make the transition as straightforward as possible for you all. We hope the following information will assist you as you familiarise yourself with your new surroundings and will be helpful in settling you and your family into your new home. Further information can be found in the [Residents Handbook and Tenancy Terms & Conditions](#) including family fun activities from our [ResLife Team](#).

## General Information

### Bedding

To make things a little easier for you

### Electricity Supply

It is your responsibility to register an account for the electricity supply to your flat, it is not included in your rent. You will need to register with your electricity supplier, the Customer Service Team at Reception will send you details to help you do this. tenancy, you must also contact your electricity supplier with your final meter reading, and they will provide you with your final account.

### Top tips on Saving Energy

Please follow links below:

- <https://www.ncl.ac.uk/accommodation/current-students/reslife/#resaction>
- [How to save energy at home – 24 energy-saving tips you need to know | Ideal Home](#)
- [Help with energy costs | The Money Edit](#)
- [How to cut the cost of your energy bills](#)

To review and re-programme your heating to help you save energy, contact Customer Services at Bowden Court reception to:

- Obtain a copy of the timer manual and arrange to set your timer appropriate to you  
or
- Request a University colleague to visit your home and check the timings your heating is currently running

### Water supply

The Customer Services Team at your reception will send you information on how to contact Northumbrian Water at the start of your tenancy. It is your responsibility to ensure that you have set up an account with Northumbrian Water. At the end of your tenancy, you must contact [Northumbrian Water](#) to provide them with your final meter reading.

**ResLife Top Tip:** If you have a partner who is not a University student and they need to open a bank account, you can make a joint application for your water bill account. The water bill can

then be used as proof of address when opening a bank account.

## Council Tax

Council Tax is collected by local authorities. Some properties are exempt from Council Tax, and some people do not have to pay it. Most students are entitled to some form of exemption or discount, but this depends on individual circumstances. For more information, please follow this [link](#).

Further details can be found on the Newcastle City Council website [here](#).

## Satellite TV

Televisions are not provided within the accommodation. The facility to access satellite television is installed in all flats. It may need to be connected, if so, please contact reception to discuss this. You will require your own receiver to enable you to receive your chosen channels. To receive the basic English channels without Satellite TV, there is an aerial/antenna which should be plugged into the aerial socket. If you require any maintenance to your satellite dish or aerial/antenna, please inform reception. If the problem lies with University equipment we will pay the invoice, however, if the problem lies with your own equipment, you will be liable for the cost. If you would like to pay for and receive Sky TV, please contact [www.sky.com](http://www.sky.com) to set up an account and to decide which package you would prefer. Please note that you will require a [TV licence](#) to watch live TV from any channel or BBC catch-up services.

## Laundry Facilities

A washing machine is supplied in your flat for your personal use. Please refer to the instructions provided.

## Schools

You may also need to organise childcare or schools for your children. Newcastle City Council will have details of local childcare facilities and schools under the [Education & Learning](#) section on their website. Local schools will operate either a two or three tier system, please find below details of the tiers:

### **Two Tier**

Nursery 3-4 years old Primary 4-11 years old Secondary 11-16 years old

### **Three Tier**

Nursery 3-4 years old First 4-9yrs old Middle 9-13 years old High 13-16 years old

## Infants and children

Whilst on University premises, as a parent or guardian you are responsible for the safety and supervision of your children at all times. For helpful advice, tips, and support, visit the NSPCC website: [Keeping children safe | NSPCC](#)

There is also a 'No Ball Games' policy on site, we appreciate you taking time to ensure that this policy is adhered to by your children to help keep them safe and avoid any accidents. Please ensure your children are familiar with basic road safety particularly when riding bicycles. The playground on site is for children aged 4-7 years, children must be supervised at all times in and outside buildings.

The University is not responsible for any damage to vehicles parked on site; therefore, we ask that children refrain from playing near parked cars as damage may occur. Small children may not be seen by drivers entering the car park, please ensure you supervise children whenever they are in areas used by cars.

A good relationship with local residents is something we are proud of. As many local residents are elderly, peace and quiet is of immense value to them, we respect this and actively discourage children from playing in the area to the right of block 33.

## Newcastle University Students Union

There are some great NUSU (Newcastle University Student Union) [societies](#) to join; there also many events which take place in and around Newcastle which you and your family can get involved in. Why not take a look at these links:

[www.nusu.co.uk/getinvolved/societies/list/all/](http://www.nusu.co.uk/getinvolved/societies/list/all/) and [www.getintonewcastle.co.uk](http://www.getintonewcastle.co.uk)  
[www.northeastfamilyfun.co.uk](http://www.northeastfamilyfun.co.uk). The [Student Advice Centre](#) at NUSU also have specialist advisers available for resources and advice.

## Travel Options

### Car Parking

Information on parking options and booking parking permits can be found on our [website](#).

### Bus Travel

For information on local bus routes visit [www.nexus.org.uk/bus](http://www.nexus.org.uk/bus). Our ResLife Team will also run orientation sessions and be on hand to answer any questions. They can be contacted at [ResLifeKPSV@newcastle.ac.uk](mailto:ResLifeKPSV@newcastle.ac.uk)

### Metro Travel

The Metro system are trains that run above and below ground, they are very regular, and the Metro station (South Gosforth) is a few minutes' walk from Bowsden Court. The station most convenient for campus is the Haymarket which is four stops from South Gosforth. You can purchase your student Metro card at the Haymarket station. Children under five travel free on all public transport in Tyne and Wear. Children between 5 and 15 can apply for an Under 16 Pop Card [www.nexus.org.uk/concessions/under-16s](http://www.nexus.org.uk/concessions/under-16s)

Metro Saver – One zone will cover travel to Newcastle [www.nexus.org.uk/metro](http://www.nexus.org.uk/metro)

### Cycle

There is a safe direct recommended route between South Gosforth and Newcastle City Centre [Getting around | Newcastle City Council](#). Bowsden Court has secure bicycle storage facilities available, further information regarding this service is available [here](#).

### Window locks

Window locks must always remain attached to windows as this is a Health and Safety requirement. Please ensure this is adhered to in the interest of your family's safety.

Please ensure children do not climb or push at window restrictors for their own safety. Windows are fitted with restrictors to prevent over-opening, and these must not be removed at any time. This would be dealt with under the Universities disciplinary procedure and if found to have been tampered with, this could lead to a fine of £50.

### **Registering with a Doctor/GP**

New residents should only register with a Doctor (known in the UK as a GP or General Practitioner) when they come to live in Newcastle. If you have yet to move into your accommodation and are still living at home, please refrain from registering until you arrive in Newcastle.

You can register with a Doctor online by clicking the link below:

[Student GP Registration | Home](#)

### **Collecting your Biometric Residence Permit**

When you apply for your visa outside of the UK, for a programme longer than 6 months, you will either be issued with a 90-day vignette in your passport to allow you to enter the UK, or you may be given an e Visa which you can access through the [UKVI View and Prove your immigration status web pages](#).

If you are issued with a 90-day vignette, you will also be issued with a Biometric Residence Permit (BRP) card, which you should collect on your arrival in the UK. Residents should collect their BRP card as soon as they can on arrival in Newcastle, more information is available [here](#).

### **Opening a Bank Account**

International students who wish to open a UK bank account may need a letter of introduction from the University to give to the bank when they apply to open an account. If you require a bank letter, you can obtain this from the Student Services helpdesk on level 2 King's Gate. More information regarding this process is available [here](#).

### **Prams, pushchairs and bikes**

You will be issued a key for the designated point of storage. Items will need to be in the designated areas to avoid hazards. Your staircase is a fire exit and must be always kept clear. As this is a Health and Safety requirement, please ensure the above is adhered to as this is for your family's safety and that of other residents. Should items be found on the staircase this would come under the Universities disciplinary procedure and could lead to a fine of £50. Please refer to your [Residents Handbook and Tenancy Terms & Conditions](#) for further information.

### **Who to Contact**

We hope you feel at home and enjoy your time at Bowsden Court. Please get to know the Customer Service Team at Reception who will be happy to help with any information you require about Bowsden Court or the local area.

You can pop into Reception or call on 0191 208 6817 during office hours, alternatively for out of hours contact our Estate Security Staff on 0191 208 6817.

Your ResLife Team, who provide guidance and support as you settle into your new home can also be contacted at [ResLifeKPSV@newcastle.ac.uk](mailto:ResLifeKPSV@newcastle.ac.uk)

If you have any queries relating to tenancies, extensions of stay, payment of rent please contact Accommodation Services, located in King's Gate on campus, telephone 0191 208 3333 or online at [www.ncl.ac.uk/accommodation/contact/#services](http://www.ncl.ac.uk/accommodation/contact/#services)

Further information is available in your [Residents Handbook and Tenancy Terms & Conditions](#)

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