

New Wharf Hall Your Essential Guide





Welcome to your new home

We hope you are excited to settle in to student life in New Wharf Hall and the city of Leicester.

Welcome to your halls of residence, your home at De Montfort University (DMU) for the next year. For many of you, this will be the first time you have lived away from home and we will work hard to create a safe and comfortable environment for you. We want you to think of your accommodation as your home, somewhere where you can relax, study and do whatever it is you enjoy doing. Living

in our accommodation is a great way to learn to live independently, make new friends and most importantly, have fun. It may be daunting at first, but remember that everyone is in the same boat!

In this guide you will find everything you need to know about life in New Wharf Hall. We've also included some handy tips about living with others and of course, a few ground rules to consider. We want to make sure that our accommodation is a great place for everyone to live, regardless of personality or interests.

Meet the team

The Hall Manager is responsible for the smooth running of the halls of residence and is your first point of contact. The Hall Managers' duties include: student support, reporting maintenance, monitoring health and safety standards as well as cleaning standards of the halls and dealing with disciplinary matters. Please note hall staff are not always available in the office although there is someone accessible 24 hours a day, through the security team.

Halls Management Team

If you've got any queries during your stay with us you can contact the halls team by email, phone (0116 250 6593) or just pop down to the office. Our reception is open 8.30am – 4.30pm (Mon – Fri) so whether you've lost your key, have a question about your room or just want a chat, the team are always around to help out.



Gareth Lloyd Halls Assistant

Care Takers

Domestic Team

Our caretakers are around every day to maintain the site. They will respond to any maintenance requests you send in. They will also be able to help if you get locked out of your room. Make sure you say hello when you see them out and about.

Our domestic team will assist in cleaning of the communal spaces in your

accommodation such as entrance lobbies, communal bathrooms and corridors. You are responsible for cleaning your room and your

kitchen. Ask one of the friendly team if you



Shaun Wood Caretaker



Kevin Richardson Caretaker



Jane Ward Domestic



Karen Jones Domestic



Jaqueline Laxton Domestic



have any questions about cleaning.

After hours and at weekends, the building attendants will be on site acting as a first point of contact for any concerns you might have. Based in the office they will be around Mon-Fri (4.30pm-7am) and 24 hours at the weekend.



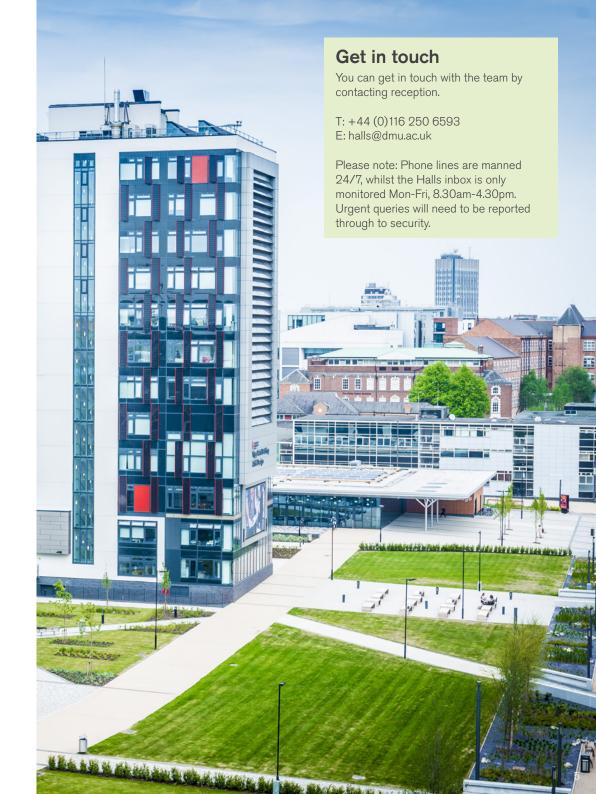
Emily Turlington Domestic



Manisha Asawla Domestic



Sarah Raven Accommodation Support Officer



Your deliveries

There are secure mailboxes in your halls for post. Large parcels and recorded deliveries, however, will be held in the office for collection with a valid ID card. You will be sent an email informing you that you have a parcel to collect.

To ensure that the halls team can identify your parcel, please ensure all deliveries are labelled correctly. As an example:

Full Name Block, floor, room no (i.e. A1-10) New Wharf Hall 42-48 Western Boulevard Leicester LE2 7BU

We have the right to refuse a delivery if parcels are incorrectly addressed or are suspected to contain items that are not permitted in the halls.

Please note that there may not always be a member of staff in the halls for parcel drop off or collection.

It is important that you collect parcels as soon as you can after you have been notified, especially if you have ordered large or perishable items. If you have not collected an item within five days of being notified, it will be returned to sender.

When you leave your accommodation, remember to inform people that you have moved (e.g. your bank), change all subscriptions and remove your hall address as the default postal address for any accounts

Take-out deliveries

We do understand that students like to indulge in the odd take-out from time to time. Please be advised that we are unable to accept these through the office and you will be need to meet your delivery driver outside for collection.



Your fob

You will be given a fob on arrival. Please keep them safe as they are used to gain access to the building and your flat. Keep them with you at all times and never give them out to anyone else. If you lose your fob you will need to notify the halls team as soon as possible and you will be charged for a replacement, as outlined in your accommodation terms and conditions.

Your ID card

Your ID card gives you access to all of the services provided by the university, along with access to many buildings on campus. It is a form of identification on campus so please keep it with you at all times. If you lose your card, contact the Student Gateway or email <code>smartcards@dmu.ac.uk</code> to arrange for a replacement.

Your accommodation

The Student Accommodation Code has been designed to protect your rights to safe, good quality university and further education college accommodation, wherever you are studying, and to make sure you get the best out of your time living in university or college residences. It outlines everything you should expect from your university managed accommodation as well as your responsibilities as tenants. For more information, visit

www.thesac.org.uk



Internet

Step 1: Find our network

Scan for available Wi-Fi networks and select Glide, or alternatively connect your device using an Ethernet cable.

If you can't see the Glide network, please select 'Glide_2.4'. If your device displays both network names Glide and Glide_2.4 then please continue to connect to the Glide network as this is optimized for your device.

Open a browser window, such as Google Chrome or Firefox. You should be re-directed to a Glide welcome screen.

Click get started.

Step 2: Select your service

For our free broadband product, click register. You will automatically be re-directed to a login page.

If your residence has upgrade options available and you would like to purchase an upgrade, click the basket next to the product of your choice. Review your order and click **continue**.

Step 3: Login In or create account

If you're an existing user, log in using your username and password.

If you're a new user click 'create account.'
Complete all fields and choose a memorable username and password. Accept the Terms and Conditions by clicking **I accept**.

Step 4: Setup a payment

If the services selected require payment. you will be asked to enter your payment and billing details

Click **pay now** to accept terms and conditions.

Step 5: Start browsing

If registration has been successful a confirmation screen is displayed and you will be logged in automatically.

You will receive an email confirming your username.

For more support please contact glide:

T: 0333 123 0115

E: studentsupport@glide.co.uk W: my.glidestudent.co.uk/support

Twitter: @GlideStudentHelp

Laundry

Washing machines are located in A Block ground floor. Download the Circuit Laundry app with a smart phone or collect a laundry card from the hall manager. Instructions for how to use the machines will be in the Welcome Pack. It costs \$2.30 for a wash and \$1.80 for a dry. If you notice any faults with any of the machines, you should report it directly to the office. If no member of staff is available, please report the fault directly to Circuit, contact details for which can be found on the notice board in the laundry room. You can find useful tips on how to do laundry online at www.circuit.co.uk/how-to-guides

Bicycles

Bicycles must not be stored in any part of the building, including your bedroom. Instead, they should be locked and secured in the designated storage area. Don't forget to register your bicycle with DMU's cycle registration scheme – you will even get a free bike lock from security, while stocks last.

Personalisation

You can make your room your own by putting up posters and pictures, but please try not to damage the paintwork (please use Blu Tack) and use the noticeboard provided. It's also important that all of the furniture and fittings you have been given remain in your room.

You may also be tempted to decorate your room with fairy lights, candles, incense or other burning materials however these items pose a fire risk and are not allowed in our accommodation.

Bills & TV

All bills are included in your rent, apart from a TV licence. For further information please visit www.tvlicensing.co.uk. You will need an indoor aerial as reception can be patchy, don't buy a TV licence until you arrive and know you can receive the channels you want. TV points are available in the kitchens but you will need to provide a co-axial cable lead.

Insurance

Contents insurance is provided by Endsleigh. Please note it does not cover accidental damage. Please visit www.endsleigh.co.uk/reviewcover for further details and to upgrade your cover.

Paying your fees

You will receive an invoice from Finance in October from which you will be able to select your payment plan. If you need to speak with Finance regarding paying your rent in halls, you can contact Karen Clarke via email at income@dmu.ac.uk.

You must inform your Hall Manager in writing if you intend to leave during your contract period. Under most circumstances, you will be liable for two month's early termination fee if you leave during your contract period (please refer to your terms and conditions for more information). If you need assistance with your student finance or your money situation generally, please contact our Student Finance and Welfare team at moneyandwelfare@dmu.ac.uk or, to make an appointment, visit the Student Gateway in Gateway House.

Voting

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





Living with others

Most of you will be living away from home for the first time. That is a big step towards learning to live independently and also an exciting opportunity to make friends. In order to make it a pleasant experience for everyone, we expect you to respect your neighbours and follow common courtesy such as cleaning up after cooking, using only your own kitchen utensils and food and being mindful of noise levels.

Cleaning

You are responsible for cleaning your bedroom and kitchen as well as defrosting of the freezers. Kitchens will be inspected and a checklist will be left to residents detailing what needs to be done in the event of poor level of hygiene and cleanliness. Cleaning charges will apply after three kitchen cleaning warnings and the cost will be divided between the flat occupants. See Terms and conditions for charges. Domestic assistants are responsible for the cleaning of showers, toilets and corridors. You can find recycling bins outside alongside general waste bins.

Kitchens tips:

- Divide up tasks such as cleaning and emptying the bins to ensure your kitchen is kept tidy - we suggest making a cleaning rotal
- Wash up and clear the work surface after you have prepared food
- Respect other people's property and label food if everyone gets mixed up.
- Use designated cupboards and fridge space to store belongings or food items.

Recycling

All bedroom and kitchen waste must be separated into recyclable waste and general waste. Mixed recycling bins are located in communal areas. You are required to use the recycling facilities correctly and read the guidance on what can and cannot be recycled.

Cleanliness

Not everyone will have the same standards of cleanliness. Make sure you talk about your preferences early on and make use of the cleaning rota provided in your kitchen. It is important that everyone takes responsibility for communal space. If you are struggling with mess and can't resolve the issue amongst yourselves, contact a member of the halls team.

Looking after your flatmates

Everyone has good days and bad days but if you notice a significant change in someone's behaviour this could be a sign that they are struggling. Some people will talk about their problems and may come to you for advice, while others may bottle it up. Either way, if you are worried about a friend or a flatmate please feel free talk to a member of the halls team for advice. There is lots of help and support is available for everyone. Supporting others can be difficult in itself so make sure you ask for support when you need it.

Guests

We appreciate that you may want to have guests visiting you throughout your stay here, however please be mindful of the other members of your flat. We have a no guest policy overnight however you're welcome to have visitors between 8.30am and midnight. Please remember that you are responsible for your guests.

Student Conduct

While we want you to enjoy your time here in accommodation, remember that you are a representative of the University and any inappropriate behavior could result in disciplinary action from the university's investigations team.

Discipline

You are expected to behave in a reasonable and sensible manner so the halls are an enjoyable place to live. Misconduct and antisocial behaviour will not be tolerated and you will face warnings, fines and possible termination of your tenancy if disciplinary action is taken. For more information visit dmu.ac.uk/studentregs

Noise

Remember to always be considerate of your neighbors when you are listening to music or arriving home late at night. Make sure that you keep noise to a minimum after 11.00pm and during exam periods to ensure that everyone is able to study in peace and get much-needed rest.

If you have a problem with a noisy neighbour it's important that you let a member of the halls team or security know, so that any issues can be resolved. If you are persistently noisy and cause disruption you will be given a formal warning.

Smoking

We operate a no smoking policy inside the accommodation. This extends to shisha pipes and e-cigarettes. If you choose to smoke, please:

- Smoke outside university buildings or in the smoking shelter, at least 10 metres away from doorways or open windows
- Make sure you put out your cigarette and dispose of it safely
- Do not smoke in areas where there are flammable items

Your damage deposit

Your £200 deposit paid before moving in is there to cover any damages, fines or charges incurred during your year in halls. Please report all damages, including those in communal areas, to the office. Any damages caused by misuse will be deducted either individually or collectively from your damage deposit in accordance with your accommodation's terms and conditions. While damage is monitored throughout the year, inspections are not carried out until the halls have been vacated at the end of the contract period.

The local community

Be considerate of the local community around you. It's not just students who live in this area, local residents also live close by. Be mindful of noise, especially late at night.

Pets

Student accommodation is unsuitable for pets of any kind. Please do not keep them inside your room or bring them into your accommodation.



The university does not tolerate illegal drug use. Possession, supply and the use of drugs covered by the Misuse of Drugs Act (1971) is against the law.

If you are caught using, supplying or handling illegal substances you will be reported to the police. You will be reported to the University investigations team, which could result in you being terminated from your course and receiving a substantial fine.

Remember that you are also responsible for the actions of any guests, so please keep this in mind when having your guests over.

Take responsibility for yourself and your friends to make sure nights out are safe and fun for everyone:

- Know your limits
- Eat and drink plenty of water before going out
- Never leave your drink unattended
- Be considerate of others

Remember drinking alcohol can compromise judgment. When drinking becomes more than sociable this could be a sign of a problem. Always remember that help and support is available should you feel you need it.

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Health and **Safety**

Fire safety

Familiarise yourself with the premises, fire escape routes, alarm systems and evacuation procedures. Failure to evacuate on activation of a fire alarm will be treated as a disciplinary matter. Weekly fire alarm tests will take place on a Wednesday where you will not need to evacuate (unless the alarm continues to sound).

If you activate the fire alarm as a result of carelessness or negligence, you will receive a written warning and may incur charges from any damage caused. Repeat offenders or serious cases of negligence will be handed over to our university's investigation team. Malicious instigation of a fire alarm or tampering with fire equipment will also be treated as a disciplinary matter and may lead to criminal proceedings. It is prohibited to wedge or prop fire doors open.

Flat/bedroom inspections

Flat/bedroom inspections will take place throughout your tenancy to monitor health and safety and cleaning standards. You will be given an inspection sheet with a set time to rectify any issues raised. Please keep your corridors and stairwells free from any obstructions.

Electrical equipment

Staff test all electrical equipment and personal items, and reserve the right to disconnect anything shown to be unsafe. If your equipment fails a test, you have five days to repair or remove it. The voltage of mains electricity in the UK is 240v. The standard plug (BS 1363) in the UK is a three-pin model. It is advisable not to bring any electrical items that need mains power unless they are dual voltage 110-120/220-240v.

Cooking tips:

- Read the instruction booklets to your oven and hob to make sure you are comfortable with how to use them
- Make sure that grill pans are left clean to stop any leftover food catching fire
- While cooking under the grill, never close the
- Never leave your cooking unattended, even if it's for a minute.
- Remember to turn off the oven or hob after you've finished using it
- Please refrain from using tin foil in the ovens

Health and safety tips

- Do not tamper with any fire safety equipment, including fire alarms
- Do not place items of clothing on heaters as this causes them to burn out and need repairing or replacing
- Health and safety signage, information and instructions must be strictly adhered to at all times
- Do not leave items in the corridors or block the fire exits

Heating

Switch on the heater using the wall switch. Your heater is set at 21°C during the day and 18°C overnight. The day setting is from 7am to 10pm and night setting is from 10pm to 7am hours. You can increase the temperature to 21°C by pressing the '+' button on the heater at night. This gives two hours of boost heating. At the end of two hours it will reset back to economy setting of 18°C. You need to press the '+' button again to keep it to the maximum temperature setting of 21°C.

Notice: Please do not place anything on the heater. This will cause the radiator unit to overheat and can cause a fire.



Repairs and Maintenance

Report any items in need of repair as soon as possible using the repair form, which is kept outside the hall manager's office. Alternatively, you can report repairs through to the halls by email: halls@dmu.ac.uk. The caretaker will usually visit the same day to assess the repair and where possible, repair it.

In some cases, however, a contractor may need to be called or parts ordered, which may take a few days. You will be kept informed of the progress. During the academic year, routine maintenance will be carried out by contractors. Where possible, you will be given 24 hours' notice prior to the work being carried out.

For out-of-hours emergency repairs, you should contact security.

to resolve the request or ensure that it is returned to a safe or usable state:

- Within 1 hour for emergency work
- Within 4 hours for urgent work
- Within 5 days for important work
- Within 20 days for routine work

Staff Access

University staff will enter your room to carry out repairs, health and safety checks, or in emergency situations. Prior notice is usually given but when this is not possible, they will knock before entering and leave a courtesy note if you are not in.

Additional Information

First aid

If you have a minor injury or feel unwell and want some advice, we have staff that are first aid trained who can advise you. It is important that in an emergency situation you call 999 straight away. If possible, once the emergency services have been called, let reception know so that our teams are aware of the situation.

Registering with a GP

It is important to register with a GP whilst you are at DMU. You can find a list of GP Practices near you through the NHS webpages. nhs.uk/service-search/find-a-gp

De Montfort Surgery is on campus and is an NHS general practitioners' surgery which provides medical care for students and some local residents.

demontfortsurgery.co.uk/ patient-registration-form

Families and friends

Please note that if your family or friends choose to contact us, we will not confirm your details with them. We appreciate that parents/guardians and loved ones might have concerns of their own but, owing to General Data Protection Regulations, we are unable to tell them anything without your consent.

Supermarkets

With just a few minutes' walk from New Wharf hall, you will find the nearest Tesco superstore. Alternatively there is a smaller local Tesco express store on your way to campus!

Catering

DMU's official catering partner Chartwells operate a number of the food outlets across the campus, as well as providing click & collect and delivery services through the new app, look for **Time2Eat** in the Apple iOS or Google Android app stores, download and enter code 'demontfort'.

Absences

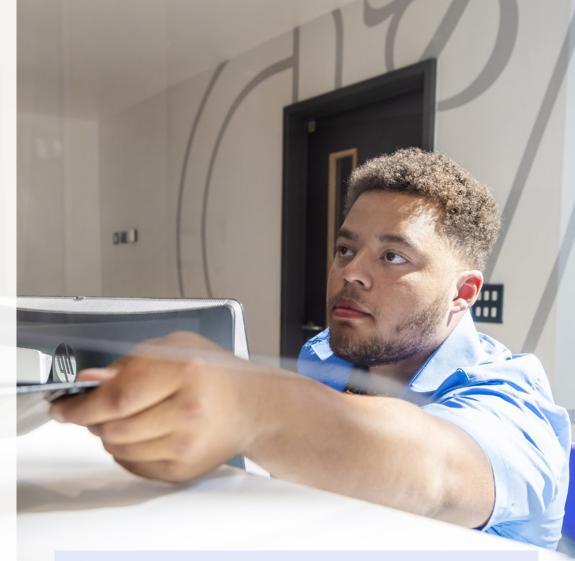
If you are planning on being away from your accommodation please inform us by emailing halls@dmu.ac.uk. We will require access during the period you are away for health and safety compliance checks. Retrospective claims will not be accepted and damage charges while absent will apply if we are not informed. If your room is vacated for a long period, please ensure you:

- Lock your doors and windows
- Ensure you room is clean and tidy
- Remove any perishables
- Ensure your taps are switched off

Moving out

You will need to ensure your rent is paid, even if you move out before the contract end date. To ensure that you don't get charged when moving out, make sure that you:

- Make sure your room is clean, vacuumed and dusted
- Remove all your belongings
- Take all rubbish to the waste bins outside
- Remove all of your belongings and food from the kitchen, including food in the fridge and freezer
- Make sure all of the furniture is undamaged and in the same place as you found it when you arrived
- Lock your bedroom door when you leave
- Return your keys to the office in Bede hall
- Ensure your rent is up to date and paid.



Useful contacts

- DMU Halls office: 0116 250 6593 or at halls@dmu.ac.uk
- DMU Security: 0116 257 7642 or security@dmu.ac.uk
- Police: DMU's campus police officer can be contacted Monday to Friday 9am to 5pm.
 Contact details can be found on the hall notice boards.
- Student Gateway: 0116 257 7595 or email studentgateway@dmu.ac.uk
- Accommodation office: 0116 257 7577 or accommodation@dmu.ac.uk
- Income: income@dmu.ac.uk

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Additional Support

Moving to university and living away from home is a lot of change and people respond to this in different ways. Support and advice are always available for those feeling overwhelmed.

Student finance and welfare

If you are experiencing problems with money, the student finance and welfare team are here to provide advice and guidance on all aspects of funding and financial help. For example, if you are having problems with your application for funding from the Student Loan Company, or perhaps you have received funding but are struggling to make payments and need help with budgeting.

Welfare officer appointment

Trained welfare officers can help advise on a range of financial welfare issues, including debt advice, money management, housing concerns and benefits. These appointments can only be booked via members of staff so please book a 'Quick Query' first, or contact the team.

Disability support and advice

This service is here to help advise and guide students with physical and sensory disabilities, medical conditions and specific learning differences through all the services that we offer at DMU, as well as helping students who would like to apply for the Disabled Students Allowance (DSA). For further information about all the different appointments and support that we offer, please refer to the HealthyDMU Hub.

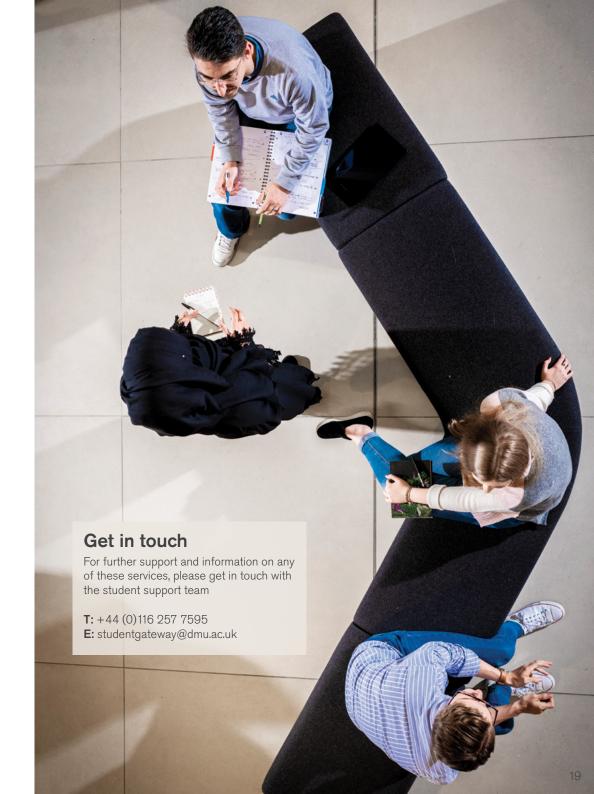
International student support

Moving to a new country can be complicated, so we're here to help international students. The international student support team are your first port of call for advice about traveling to campus, welcome activities and help settling in to life in Leicester. You can also refer to the International Student Guide for lots of useful information such as how to open a bank account or register with the police, as well as planned campus and social events.

DSU Advice

DSU Advice is a free, confidential and independent service for current DMU students. Book an appointment by email or by submitting an online form. Appointments are 30-minutes maximum. Telephone appointments are available on request. Before we offer an appointment, we may require further information to ensure we can provide the best possible service.

For more information, visit demontfortsu.com/support/advice/getintouch



Be Smart Be Safe

Be Smart Be Safe is a joint initiative between DMU and the campus police team. DMU is committed to working in partnership with its students, its staff and the local community to create a safe environment for study, work and leisure. We have forged a close working relationship with Leicestershire Constabulary and its local neighbourhood team. This dynamic partnership means that DMU is a safe campus. We intend to keep it that way.

Security

We have a proactive 24/7 security team ready to respond to your concerns with a police officer dedicated to the campus. They are supported by the neighbourhood policing team working from the nearby Hinckley Road Police Station. Members of our security team, the Student Services Department and the campus police officer regularly patrol halls of residence and campus buildings. We are there to help you make the most of the opportunities presented by the university without fear of harassment, crime or anti-social behaviour.

Getting home safely

Whether you've stayed late in the library, or attended an event on campus it's always important to consider how you are going to get back to your accommodation ahead of time. Here's some tips to help ensure you have the best possible experience without compromising your safety:

- Before going out make sure you have your phone, keys and enough money on you to get home.
- Let a friend know where you're going, and tell them what time you expect to be back.
- Stay alert to your surroundings; listening to music or using your phone can make you less aware of potential hazards around you

Keep your door locked

Don't let anyone follow you through a door you've unlocked on campus, or in the halls of residence, unless they have the same key or access card as you. They think you are too shy to ask, and you probably are. You may have to force yourself, but always ask - if they are genuine they will want you to ask. Don't take excuses like they are visiting a friend, they've forgotten their key or they're collecting something - that something may be yours. Burglars like students to leave a door or window open - in a domestic house they may find one computer, in a student house they may find several, plus lots of other expensive electrical goods. Lock up whenever you go out, with deadbolts if you have them, and remind your housemates to do the same. In a hall of residence, lock your bedroom door even if you are only going down the corridor. Not all visitors are honest.

Valuables

Handbags, laptop computers, mobile phones and electrical goods are easily stolen and easily sold. Keep yours safe. Don't leave them lying around, even for a minute.



Useful tips

- Use cash-machines during the day and never write down your PIN.
- Keep cards and cheque books separate.
- Note down your card details so you can cancel them quickly
- Be vigilant when using your mobile phone.
 If your phone is stolen, call your network or 08701 123 123 to immobilise it.
- Mark your property with the initials of the university (DMU) and your student ID number - this makes it harder for a burglar to sell stolen goods and can help the police to return items to you.
- Protect yourself with insurance by keeping lists of the make, model and serial numbers of your electronic items to help police track them down if they are stolen.
- Register your property free at www.immobilise.com

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10 minutes King Richards Road St. Augustine Rd 40 5 minutes 10 minutes Filbert St Filbert St E

Campus Map

KEY

- 2 Art Factory (DMU International College)
- Bede Hall (hall of residence)
- 4 Bede House
- 5 Campus Centre Building
- Castle Court and Rose House (private hall of residence)
- 7 Castle Inn
- 8 Chantry Building
- 9 Clephan Building and Courtyard Studios (Arts, Design and Humanities, The Centre for English Language Learning, Computing, Engineering and Media)
- Edith Murphy House
 (Health and Life Sciences)
- 11 Eric Wood Building and Learning Zone
- 12 Estates Development Building
- Estates Services Building, including Security Office
- 14 Food Village
- 15 Forensic Science Facility
- **Gateway House** (Computing, Engineering and Media, Student Gateway)
- The Glassworks (private hall of residence)
- Hawthorn Building
 (Health and Life Sciences)
- 19 Heritage Centre (based within Hawthorn Building)
- 20 Heritage House
- 21 Hugh Aston Building (Business and Law)
 - Innovation Centre
- John Whitehead Building
- 24 Kimberlin Library
- **Leicester Castle** (Business and Law)
 - Leicester Media School
 (Computing, Engineering and Media)

- Liberty Park (private hall of residence)
- 28 Main campus car park
- 29 Mill Studios
 - (Computing, Engineering and Media)
- Newarke Point (private hall of residence)
- 1 New Wharf (hall of residence)
- PACE Building (Performance Arts Centre for Excellence, Arts, Design and Humanities)
 - Portland Building
- 34 Queen's Building

(Computing, Engineering and Media)

- Stephen Lawrence Research Centre
- 36 The Gallery
 - The Grange (private hall of residence)
- The Greenhouse and Accommodation Office
- The Philip Tasker Building
 (DMU International College)
- The Queen Elizabeth II
 Diamond Jubilee Leisure Centre
- The Venue@DMU
- 42 The Watershed
- 43 Trinity House
- Vijay Patel Building
 - (Arts, Design and Humanities, The Confucius Institute and The Gallery)
- Waterway Gardens (hall of residence)
- Merlin Heights (private hall of residence)
- Newarke Street (private hall of residence)
- The Magazine Gateway
- Pedestrianised area
- Catering Outlets

The content of this document is correct at the time of going to press.

You are advised to check our website before making an application in case there are any changes to the course you are interested in, as the contents of the website will always take precedence.

De Montfort University The Gateway Leicester LE1 9BH

T: +44 (0)116 250 6593 E: halls@dmu.ac.uk

W: dmu.ac.uk/accommodation