



Helping you settle in.

Accommodation & Residential Life Team.

**University of
Northampton**

UoN

About us.

The Accommodation and Residential Life team provides support to students living in university halls of residence, dealing with every element of student life on campus and in your accommodation.

Whether it's welfare support from our full-time Advisors and Officers, peer advice from our student assistants, or event ideas from our Student Coordinators, a member of the team is always on hand to help. Members of our accommodation team can assist with room transfers, guest requests and a host of other issues or tasks related to your halls of residence. Our Private accommodation officer can help you find a room in the private sector once you leave halls at the end of your first year (although we do offer some spaces in halls to returning students too!).



Residential Life Team.

We deal with everything; whether you're homesick, tired of having noodles for the 3rd week in a row, have an issue with your flatmates, or just need someone to chat to - we are the people who can help. We understand that it can be hard to make the leap to independent living and adjusting to university life so we're here to make that transition a bit easier.

Based at all three of our sites (Boughton Green Road, St. Johns and Waterside), we are here to listen to your concerns and share in your successes as well. We work closely with both internal and external support series so if we can't solve an issue, we can direct you to someone who can. You can find us in The Student Village Reception (Boughton Green Road/Waterside) or main reception (St Johns) ready with a listening ear and a smile whenever you need.

Residential Life Assistants

Residential Life Assistants are current students who have each experienced the highs and lows of being a 1st year at UoN, ready to provide information, advice and guidance.

They also work alongside the Student Community Coordinator in promoting activities and events, keeping you updated to what's going on at University and how you can get involved.

Student Behaviour Coordinator

The role of the Student Behaviour Coordinator is to support you if you're experiencing problems in halls. Available support varies from mediated flat meetings which encourage positive communications, 1-2-1 sessions for students who want to overcome problems & difficulties and group workshops that aim to improve student engagement with the University.

The Student Behaviour Coordinator also facilitates disciplinary meetings and issues sanctions to students who are in breach of their terms and conditions of residency.

Student Community Coordinator

There's a huge range of events/activities to take part in outside of your academic commitments. These are organised by the team and the Student Community Coordinator.

These events/activities are exclusively for students in halls and ideas for what we put on come directly from you; we continuously tailor and tweak these based on your feedback so get in touch if there's something you want to do.

If you want to put on an event or activity we can help with this too. Speak to our Community Coordinator and we can assist with organisation, venue, staffing and promotion.

The events are a great way to meet new people, try something different and take your mind away from academic work. We also work with many external partners who offer student discounts and deals. This includes local sports teams, cinemas and theatres, giving you the chance to see what Northampton has to offer.



Residential Life Events.

Below are a few of the events that will be on offer in the coming year:

The Waterside Quiz

Res-Life's Waterside Quiz is the biggest quiz on campus. Last year we gave away £1000 in prize money, plus many other prizes such as; prosecco, wine, pizza, restaurant vouchers and free tickets to sport and theatre events. It's only £2 to enter and all the money raised goes straight into the prize pot for the end of the night, so the more people who take part, the higher the prize! If you really enjoy all things Waterside Quiz you can voluntarily be entered into our free quiz league and fight for the coveted Waterside Quiz Trophy alongside other additional prizes. We're limited to 75 spaces per quiz so you will need to sign up in advance of the event by messaging our Facebook page.

Fitness Classes

Taking place every week in the Waterside Sports Dome are free Fitness Classes designed and led by two highly experienced personal trainers from a local gym. Spaces are limited to 20 participants per week so please sign up ahead of time by either messaging the Facebook page or emailing lee.craven@northampton.ac.uk

Film Nights

The Student Union and Res-Life team offer a free film night, every 2 weeks from the Engine Shed at Waterside. You get to vote on exactly what

films you want to see and there will be plenty of themed nights with fun one-off competitions to take part in. We'll also be hosting regular screenings in the Simon Senlis Common Room for those students living at Boughton Green Road.

5-A-Side

The team hosts free 5-a-side football every weekend at the Waterside Sports Facilities and Benham Sports Centre for students at Boughton Green Road Halls. All teams need to register in advance by filling out the sign-up sheets in the Student Village Reception at Waterside or Boughton Green Road. Each term we also have a knock out tournament with cash prizes for the winners (entry details will be released on the Res-Life Facebook page).

Halls Winter Ball

The ball is a great chance to get dressed up smart and celebrate the end of your first term at university before heading home for a well-deserved winter break. The ticketed event has limited spaces and will be sold on a first come, first served basis. More details will be posted on the UoN Residential Life Facebook Page in the coming months.

Accommodation.

The Accommodation team will support you during your time in halls. We'll help you with the application process, moving in and then ongoing assistance throughout the year.

Once you have moved in we handle queries, complaints and process requests for room transfers, withdrawal and overnight guests.

We are also on hand to talk to regarding all things accommodation during your stay in halls. The team can support & advise you as we have extensive knowledge of the support services available at the University. You can talk to us about any problems or issues you might have and we will assist you. We also work closely with the Residential Life and Facilities Teams so we can be a good port of call to help you access other services.

We have Accommodation Administrators available to offer advice, answer queries and complete any overnight guest requests. Our Accommodation Co-ordinator assists with more complex queries, complaints and other requests such as transfers or withdrawals.

The Accommodation Manager oversees halls and staff and is responsible for contracts, applications and room offers.

You can speak with a member of the team during office hours (Mon – Fri 11am to 4pm) by coming to the Student Village Reception at Waterside.

Getting in touch

Both our team are here to help you enjoy your time in halls of residence

We can help with anything from providing a cup of tea and a chat to sorting out flat disputes and noisy neighbours.

Come and see us in one of our offices or email/call and we'll do our best to help. If we can't sort your issue out we'll make sure we find someone who can, so don't be afraid to come and speak to us.

Everything you tell us is completely confidential* and we won't take any action without your say-so first.

You can find all our contact details and times we're available on the back of this leaflet.

*restrictions apply, please see our confidentiality statement.





RECYCLING

University halls generate huge volumes of waste. Please help us recycle as much as possible by using the appropriate bins:

Mixed Recycling

- ✓ Paper
- ✓ Plastic
- ✓ Cans
- ✓ Tins
- ✓ Cardboard
- ✓ Cartons

- ✗ No Food Waste
- ✗ No Glass

All items free from food and liquids
Glass recycled separately.

Food Waste

- ✓ Raw and Cooked Food
- ✓ Fruit and Vegetable Peelings
- ✓ Meat and Fish
- ✓ Tea Bags

- ✗ No Food Packaging
- ✗ No Liquids

Glass Recycling

- ✓ Glass Jars
- ✓ Glass Bottles

- ✗ No Mirrors
- ✗ No Crockery
- ✗ No Glass Cookware

All items free from food and liquids

Non-Recyclable Waste

- ✓ Non-recyclable Materials
- ✓ Contaminated Waste

- ✗ No Glass
- ✗ No Recyclable Material
- ✗ No Food Waste
- ✗ No Liquids
- ✗ No Batteries and Toners

Please empty your bins regularly into the external bin compounds. External bins are labelled in the same way so it is easy to know where to put each waste stream. External bin lids are closed to deter pests and to keep the rain out. They are always unlocked so please place all waste inside the bins, not on the floor.

Waste electrical and electronic equipment is hazardous and should not be put in regular bins. Please call **1st Degree Facilities** for disposal - **01604 892888**.

Check your Student Hub web pages for further information on heating schedules and other sustainability initiatives at the University.



IT SUPPORT

IT Support is available face to face at the **Student Information Desk (SID)** in the Learning Hub, on the phone or via the online service desk.
Telephone: **01604 893333** (Monday to Friday 8:00am - 5:00pm).

IT Portal: northampton.ac.uk/help (Please use this website to report out of hours issues).
Password Self-Service: northampton.ac.uk/user Open: Monday to Friday 8:30am - 5:00pm.
Student Portal: northampton.ac.uk/students.



HEALTH, SAFETY AND SECURITY



First Aid

If you require minor first aid assistance, please contact **Security** on **01604 892269**.

For potentially life-threatening emergencies please call **999** directly, and then call **01604 892777**.



Security

Please lock your accommodation doors behind you, and make sure windows are shut when you leave.

For any security concerns please contact **Campus Security** on **01604 892269**.



Accident Reporting

Please report all accidents, incidents or near misses using the self-service portal on the Student Hub.



TRAVEL

The University actively promotes sustainable travel and there is a lot of information on the Student Hub - search for Estates and Campus Services and look under travel and transport.



Need a lift?

If you're travelling home or to a gig, check out liftshare.com/uk/community/uniofnorthampton



Into cycling?

If you've got your own bike, speak to the Reslife team as there are enclosed shelters at most residences.



On a University placement and need to park?

We recognise that some students on placements need to drive, so there is limited residential parking each term. Go to www.northampton.ac.uk/student-life/travel-and-parking for T&Cs.



FACILITIES



Repairs & Maintenance

For general facilities enquiries or to report a maintenance fault or problem please contact the **Facilities Helpdesk** on **01604 892888** or email Helpdesk@1stdegreefacilities.co.uk.

If you have a maintenance emergency after 6:00pm Monday to Friday or over the weekend, please ensure the issue is reported via telephone.

To speed up resolution of issues, please give permission for staff to enter your bedroom.



Letters & Parcels

Letters and parcels will be delivered daily, Monday - Friday, with letters delivered to post lockers allocated per flat, and parcels assigned to Neopost lockers with notification to individuals for collection.

All items are processed centrally and we cannot guarantee next day delivery.

Your term time postal address is:

University of Northampton
[Your Name]
[Your Halls of Residence Block Name]
[Your Flat Number and Room Number]
Resource Centre
Southfield Avenue
Northampton
NN4 8AQ

Find us.

Waterside

Student Village Reception (next to the Health Centre) or Student Information Desk in the Learning Hub

St Johns

Reception (opposite the meeting room)

Boughton Green Road

Student Village Reception in Simon Senlis Halls

Availability.

Residential Life Team

Monday - Sunday 5pm - 6am

Monday - Friday 9am - 5pm

Accommodation Team

Monday - Friday 11am - 4pm

Contact us.

Residential Life

Waterside: 07740716593 / 07712691674

St Johns: 07925893597

Boughton Green Road: 07740716592

E: residentiallife@northampton.ac.uk

Find us on:

 Facebook

 Instagram

 Snapchat

Accommodation

T: 01604 892482

E: accommodation@northampton.ac.uk

Private Sector Accommodation

Contact Madie Patel

madie.patel@northampton.ac.uk