

# What to expect

Life at Student Castle York

Let's explore [————>](#)





# Welcome.

**This space is your castle.  
Your home for the next year (or even more)!**

Moving away from home can feel exciting, likely a little daunting, yet full of promise. However you're feeling, we're here to help you settle in, have fun, forge new friendships, and feel at home from day one. This way you can focus on conquering everything else that University life has to offer.

Think of this handbook as your go-to guide for life at Student Castle. Whether you need help in your own space or want some tips for exploring the wider kingdom, dip in whenever you need a quick answer.

It's time to unfurl your banner and make yourself at home.  
Welcome to your new adventure!

**Your Castle:**  
Student Castle,  
80 Walmgate,  
York, YO1 9TL

york@studentcastle.co.uk  
03333 444 047

**Need help?**  
We're here at reception,  
Monday to Friday, 8am - 6pm.

But don't worry, security are  
always available in an emergency.  
Just call 07724 584 110.

# What you need to know.

## YOUR CASTLE.

Features and highlights of your space. →

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Cars and bikes. →

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Post and parcels. →

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When something's not right:  
The maintenance team. →

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Stay safe: fire safety, alarm testing and evacuation points. →

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Want to invite a friend round?  
Our guest, visitor and noise policy. →

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Where to find recycling and waste points. →

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Your cleaning responsibilities (don't worry, it's easy!). →

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Protect yourself:  
Our wellbeing support program. →

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Protect your belongings:  
The importance of insurance. →

## YOUR KINGDOM.

Things to see. →

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Places to eat or drink. →

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The closest supermarkets. →

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How to get to university. →

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Where to find a doctor. →



## STAY IN THE LOOP.

Be the first to hear about events, promotions and perks, plus connect with your fellow residents!

There's a notice board in the main reception or to be the first to hear, follow us on [instagram](#).

# Your castle.

Tips and tricks for living in this space.



Ultra-fast  
WiFi



Bike  
storage



24/7  
security



Laundry  
area



Common  
area



Games  
area



Study  
area



On-site  
gym



Outdoor  
courtyard



## USING THE GYM.

Our fully equipped on-site gym is open 24/7 and completely free to use. Whether you're fitting in a quick workout between lectures or going for a late-night session, you can train whenever it works best for you.

## STUDY ROOM.

Our study rooms are open and ready whenever you need a distraction-free space to work, revise, or collaborate. To book a room, just pop down and have a chat with our friendly team at reception to find out how - they're always happy to help!

## LAUNDRY.

The laundry room is located at the bottom of Block 3, next to the gym. To use the machines, you need to download the Circuit app on your mobile phone and top-up as required. More information and guides are available in the laundry room.

[Download for iOS \(Apple\) —>](#)

[Download for Android \(Google Play\) —>](#)

## **CAR PARKING.**

Parking is available onsite, in the courtyard of the building. If you have, or wish to bring your car with you, please book this through the Student Portal and speak to reception if you have any questions.

## **BIKE STORAGE.**

Cycling is a great way to exercise and get around the city. You can bring your own bicycle to Student Castle but please be aware that you cannot bring any E-scooters or E-Bicycles inside the building or bike store, as these pose a significant fire risk. If found, these will be removed and you may incur a charge for the removal.

### **Free bikes**

As a resident, you can use one of our free bikes - just swap your room key for a bike lock key at reception. All come with a lock, helmet and lights. While using the bike, you're responsible for keeping it safe, locking it properly, and reporting any damage. Helmets are strongly recommended for your safety. Always ride safely, follow the Highway Code, use bike lights at night, and never cycle under the influence of alcohol. If the bike or equipment is lost or damaged, you may be charged - so take care... and enjoy the ride!



## MAILBOXES.

### Where are they?

Mailboxes are located to the right of reception in the ground floor common area. If the items received are too large for the mailbox, the items will be kept at reception. When ordering a parcel, please ensure the following information is clearly stated:



#### Full name

(as it appears on your booking)

#### Room number

#### Property address

### When a parcel's delivered?

You will receive an email notification from our team alerting you that your parcel is ready to be collected. Please bring your photo ID to reception to pick up your parcel. You are not allowed to pick up parcels for other residents. Please only come to collect your parcel once you have received an email notification, as we may still be sorting through large deliveries.

Please note, we cannot accept any responsibility for any packages or parcels dropped off at reception. You will need to collect your parcel within 48 hours of receiving the email notification, if you are not available then please send the reception an email to advise when you will be able to come and collect.

### Ordered food?

When ordering fresh food such as Hello Fresh, takeaways, or grocery deliveries you will need to meet the driver at reception to collect this from them directly. We are unable to accept any fresh food on your behalf and cannot keep any food refrigerated.

## **MAINTENANCE.** If there is a maintenance issue?

Things break - it's just part of life. But we want you to feel that your home is always in the best condition, so if something isn't working quite as it should, simply report the problem.

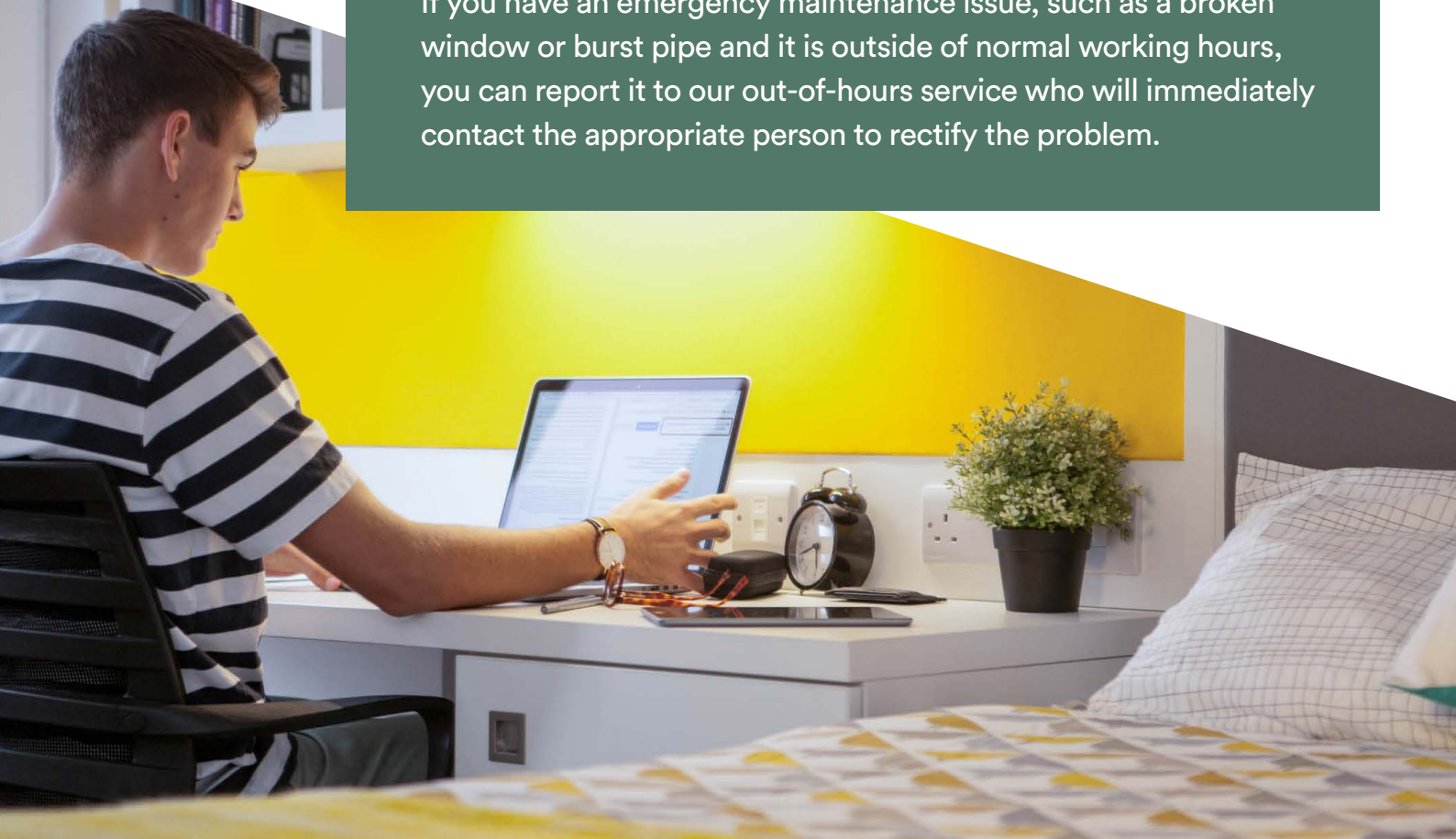
You can submit a request quickly and easily through your Student Portal. All you need to do is login using the link below, navigate to the maintenance section and provide the details of your request. Our friendly maintenance team will respond within 24 hours (or on the next working day for requests submitted over the weekend).

[Submit a request](#) —→

If you would like to be present during the maintenance works then please make sure to specify a time when logging the request. Our maintenance team will always knock on the door before entering a bedroom and if you're not in, they'll leave a card to let you know if they've been into your room.

### ⚠ **Is it urgent? Call 07724 584 110.**

If you have an emergency maintenance issue, such as a broken window or burst pipe and it is outside of normal working hours, you can report it to our out-of-hours service who will immediately contact the appropriate person to rectify the problem.



### **If the electricity goes off...**

Please contact reception or, if out of hours, call the emergency number: 07724 584 110 and a member of staff will have keys to access the fuse box to turn the electricity back on.

If the electricity does not turn back on, it could be due to a faulty electrical item such as a hairdryer or toaster, so unplug any electrical items you were using when the electricity went off and make sure everything you bring with you has been PAT tested and has the CE approved mark. If you cannot identify a faulty appliance or the trip switch will not reset, we will log this on our system and send maintenance as soon as possible to come and look into this further.

### **If there's a leak?**

Water leaks and flooding can quickly cause a lot of damage and be very inconvenient for your neighbours. If water is coming into contact with electrical fittings, it's important to address it promptly, as it could pose a safety risk.

#### **⚠ If you spot a leak:**

Call reception or the out of hours number immediately.

Try and catch the water in a container to avoid further damage.

Do not touch electrical sockets or devices.



## **FIRE SAFETY.**

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It's essential you know how to prevent fires from taking place and what you need to do if one occurs. You can find further guidance on this in 'The Serious Stuff' section of your Linktree / Support Hub. Please make sure to familiarise yourself with this on arrival.

### **Your fire evacuation assembly point.**

If the fire alarm sounds, you must immediately evacuate the building. Please do not run, do not use the lifts, and make sure to familiarise yourself with the fire assembly location. You **MUST** evacuate the building regardless of time of day and proceed immediately to the fire evacuation assembly point. Do not attempt to re-enter the building until a member of the team or fire brigade has given you permission to do so.

**Your assembly point:**  
Behind Hotel Indigo on Percy's Lane.

### **Fire alarm tests.**

The fire alarm system is tested weekly, every Tuesday at 11am. Test alarms last for a short period of time. If the alarm sounds for longer than two minutes, please follow the evacuation procedure detailed on the back of your door.

### **Know your escape route.**

This is shown on the fire evacuation procedure notices distributed around the building, detailing your escape route from wherever you are. When you arrive, make sure you know where the nearest fire exit is. If you notice any obstruction to any fire exits, let a member of staff know.

## **GUESTS.**

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You are more than welcome to have guests and visitors during your time at Student Castle; however, it is important for anybody that you bring on site to be mindful and respectful of other residents, as well as Student Castle staff and property. Please register your guests at reception, make your flatmates aware that you are having someone to stay and bear in mind that you are responsible for any guests that you bring on-site, they must also be respectful of the site, your flatmates, and your living environment.

Guests are only able to stay for 3 days maximum per month.

We want to ensure that everybody living with us feels safe and secure. As a result, we ask that you strictly don't give out your key to anybody, and you always accompany your guest when they are on-site.

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## **NOISE.**

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We want you to enjoy living at Student Castle, but we request that you respect fellow residents and try to keep noise to a minimum, between the hours of 11pm – 8am and during exam periods, so that we can make the building a pleasant and enjoyable place for everyone.

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## **RECYCLING AND WASTE.**

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The bin stores for general waste and recycling are located at the back of Block 3, next to the gym and laundry room.

Please take all your rubbish to the bin stores on a regular basis and ensure you place it within the relevant bins. The Green bin is used for general waste only, the Blue bin is for recycling only so there should be no black bags or textiles in the blue recycling bins.

There are lots of small actions we can take that make a big difference. Let's think before we bin! Making changes to what we do with our waste can save energy, reduce emissions and minimise the use of natural resources.

## **CLEANING.**

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Keeping your room clean is your responsibility. To assist, each shared flat is supplied with a vacuum cleaner and studio rooms can ask at reception to borrow one. Please return the vacuum cleaner to the storage cupboard or reception when you have finished, so that other residents can use it too.

### **Kitchen.**

It's important for hygiene reasons that your kitchen is kept clean. We'll make regular checks as part of our inspection process with bi-weekly kitchen inspections (we give advance warning, don't worry!) and you'll be informed if your kitchen doesn't meet the required standard. You'll have 24 hours to clean up or you will be charged and our cleaners will have to complete the cleaning for you.

### **Bathroom.**

Please don't use hair dye in the bathroom or abrasive cleaning products in kitchens or bathrooms. If you are in any doubt, consult the team.

### **Your room.**

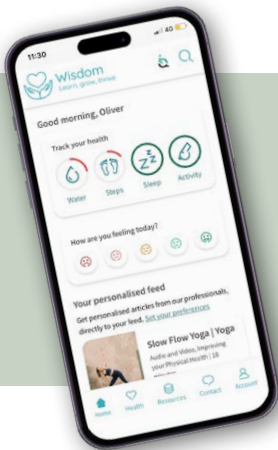
It's your responsibility to keep your room and bathroom clean and tidy. Our quarterly inspections are to ensure that they meet standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge. Don't put posters up or affix anything to the walls – it marks the walls which will need to be repainted.

## STUDENT ASSISTANCE PROGRAMME.

We've partnered with Health Assured to offer you 24/7 access to the Student Assistance Programme. This will provide you with constant support through the Wisdom Wellbeing Support app, including: counselling, healthy recipes, exercise videos, medical guidance, live chat support and so much more! You can download the app using the link below, along with our unique access code: **MHA334136**, and start accessing support whenever you need it.

For more details about this service, you'll also find helpful information in the Mental Health & Wellbeing Support section of your Linktree Support Hub.

Please know: by using this service, you agree that the property team may be contacted if there's an emergency or if there's a genuine concern for your safety.



[Download for iOS \(Apple\) —>](#)

[Download for Android \(Google Play\) —>](#)

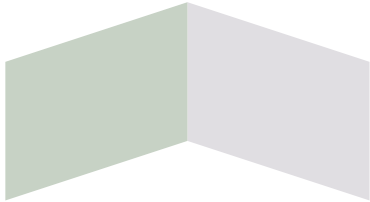
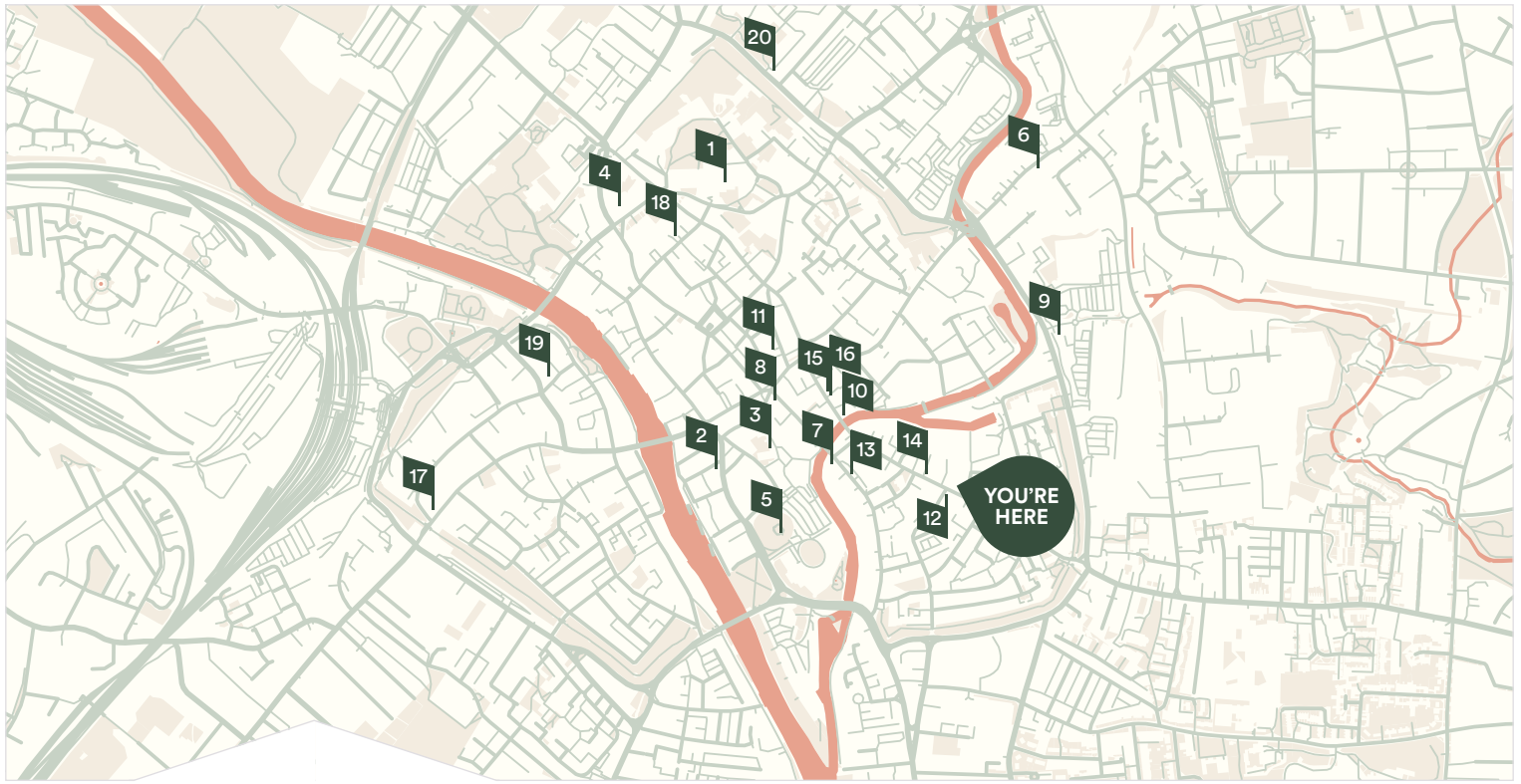
## CONTENTS INSURANCE.

We have partnered with Howdens to provide you with insurance for your possessions whilst living with us. To confirm your cover, please download the 'Howden for Students' app by clicking the link below. Please note your cover will not be valid until confirmed via the app.

[Download for iOS \(Apple\) —>](#)

[Download for Android \(Google Play\) —>](#)





# Your kingdom.

Where to start exploring your new city.

## THINGS TO SEE:

- 1 York Minster
- 2 York Dungeons
- 3 Jorvik Centre
- 4 Theatre Royal
- 5 Cliffords Tower
- 6 Red Goat climbing wall

## SUPERMARKETS:

- 7 Tesco Express
- 8 Sainsbury's Local
- 9 Foss Islands Road (Morrisons, Lidl, Home Bargains, B&M Waitrose)

## PLACES TO EAT:

- 10 Ambiente Tapas
- 11 Shambles food market
- 12 Walmgate Sandwich Bar
- 13 Spark
- 14 Little Blondie Bakehouse
- 15 Remedy Vegan café

## PLACES TO DRINK:

- 16 Fossgate Social
- 17 Micklegate Social
- 18 Evil Eye Bar
- 19 Hooting Owl Gin Distillery

## NEED A DOCTOR?

- 20 YSJ Campus Medical Practice (20 minute walk), Lord Mayor's Walk, York, YO31 7EX  
01904 439 101

## UNI? IT'S JUST...

- 14 minute bus ride.
- 6 minute cycle.
- 24 minute walk.
- 6 minute drive.

# We're here to help.

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If you have any additional questions our friendly staff are always here to help. Pop down to reception, give us a call or send an email.

Welcome home.



**StudentCastle**