



Nido  
Student  
Stepney Yard

# WELCOME BOOK

Everything you need to know  
about your Nido

[www.nidostudent.com](http://www.nidostudent.com)



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# WE ARE NIDO

## Welcome to your Nido

We're not your typical student accommodation in Newcastle. We're looking to the future. Not of our business, but of the planet and its people. We know the people living in our Nido community will shape tomorrow. You're going to make the world a kinder, more sustainable, healthier and smarter place. We love being in Newcastle. Whether it's the city's friendly vibe or exciting student atmosphere, there's a good reason that students from across the globe flock to Newcastle.

At your Nido you can enjoy our beautiful common spaces with plenty of comfy seating. Perfect for you to meet your new neighbours in the building (whilst keeping your distance of course!) Our study room may also come in handy for those late-night study sessions.

Plus, as a Nido resident, you can also visit our sister residences Union Square and The Bridge. Union Square houses a refurbished gym and at The Bridge, you'll find brand-new social and study spaces, plus another cinema room. We know this year has been full of uncertainty, so we want you to know that we are doing everything we can to ensure you have a safe and enjoyable stay with us. Should you need anything else during your stay, our Nido Stepney Yard team will always be on hand to help. Welcome to Newcastle.

**Carl Wilkinson – General Manager**  
[Carl.Wilkinson@NidoStudent.com](mailto:Carl.Wilkinson@NidoStudent.com)



# MEET THE TEAM



**Carl Wilkinson**  
General Manager

Running the show at all our Newcastle residences is our General Manager, Carl. He makes sure that all of our residents have the best possible time when staying at Nido.



**Katie Scott**  
Assistant Manager

Alongside Carl, you'll find Katie our Assistant Manager. Katie will be working across all three of our Newcastle buildings to ensure that our residents are getting the best possible experience.



**Samuel Dane**  
Administrator

From Monday to Friday 9am to 6pm, Samuel is at your every service, making sure that any problems or questions are answered. He can be found manning the front desk in reception with a big smile.



**Karley Peacock**  
Administrator

From Monday to Thursday, you'll find Karley. She will be there to answer any questions you may have during your stay with us. You'll also find her manning the front desk alongside Samuel.



**Carla Robson**  
Housekeeping

Carla is part of our Housekeeping team and makes sure all of our facilities are in the cleanest of conditions.



**Don Anderson-Walker**  
Maintenance Technician

We aim to keep maintenance problems at a minimum at Nido, but if there are any in your time with us, Don is here to help.



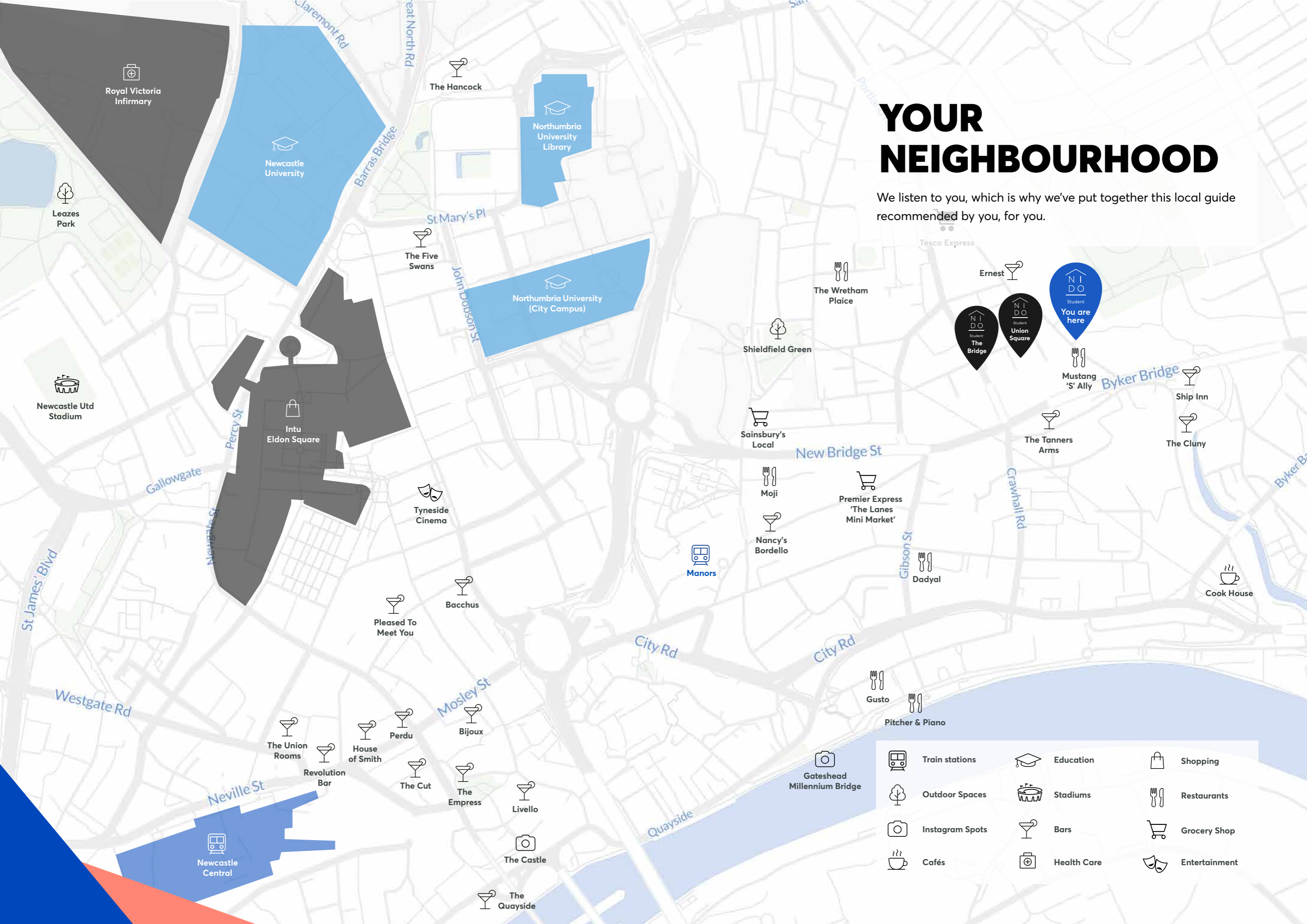
**Simon Moshood**  
Night Concierge

From 6pm, onwards Simon takes care of anything throughout the evening. Whether it's something with your room or just collecting post, Simon is here to help.















# YOUR NEIGHBOURHOOD

We listen to you, which is why we've put together this local guide recommended by you, for you.







- |   |   |   |
|---|---|---|
|  Train stations  |  Education   |  Shopping      |
|  Outdoor Spaces  |  Stadiums    |  Restaurants   |
|  Instagram Spots |  Bars        |  Grocery Shop  |
|  Cafés           |  Health Care |  Entertainment |

# FACILITIES

## On-Site Gym

Our in-house gym is located at our other Newcastle residence, Union Square. It is open 24/7 but due to Covid-19 restrictions, we can only allow a certain number of people at a time to use the facilities. Please adhere to the signage displayed at the entrance to the gym.

To get access to the gym you must also fill out a PAR-Q which you will find on your online portal.

## Common Space

At Stepney Yard you'll find large social areas with games tables, private study spaces, and a private cinema room, right on your doorstep.

Following the latest government advice on social distancing, there will be clear floor markings in these areas as well as increased cleaning of all communal spaces so you can continue to make the most of these spaces.

## Bike Storage

Bike storage is available to you at Stepney Yard. We advise that you use bike locks for safety.

## Fire Alarm

In the event of a fire alarm, please follow the green running man exit signs and evacuate the building immediately. Do not use the lifts or stop to collect personal items.

Please head straight to the fire assembly point located under the bridge adjacent to Stepney Yard. Residents and staff may not re-enter until instructed to do so by the proper authorities.

The building's fire alarm system is tested every Wednesday between **12pm and 2pm**. The test can be identified by a short burst of the alarm. This is the **ONLY** time you do not need to evacuate the building. If you can hear the alarm in the corridor but not in your room, please notify the team of this right away.

Remember: Tampering with or impeding the equipment puts everyone's lives at risk. An engineer must be called to check the equipment is working correctly and carry out any repairs resulting from damage. All such repairs and call out charges will be charged to the student/s concerned. Please remember you are responsible for your guest's actions within the building. Costs may reach up to (but are not limited to) **£1,000**.

## First Aid

If you have injured yourself or are feeling unwell, please notify the team. We will be happy to help or advise you. Please inform someone and do not suffer alone. Please register with the NHS health service before you need medical advice. Visit: [bit.ly/NIDONHS](https://bit.ly/NIDONHS).

Call **111** when you need medical help fast but it's not an emergency. For urgent and emergency care services in England dial **999**.

We understand things can feel overwhelming or concerning in relation to many things including Covid-19, studying, relationships etc. We are here to support you at all times, if you are feeling unwell or think your mental health is in jeopardy please speak to a member of our residence team as we are here to help and can put you in touch with the right person to speak with further.

## Room Keys

There is a replacement charge of **£35** for lost, misplaced or broken keys, £15 for mailbox keys and £15 for key cards. If you are locked out and require a replacement key, you will be asked to show photo ID. This is for the protection of yourselves and fellow residents. Please ask the team for assistance.

## Mailboxes & Post

Our mailboxes are located outside the car park and are self-service so you can collect your letters at any time. You can collect parcels from the team between 9am – 5pm, Monday – Friday. Please note there is no collection available on a weekend.

# GET CONNECTED TO OUR WIFI

## Logging on

So you have arrived at Nido, checked in to your new room and want to get onto the internet to tell your friends and family that you are safe and sound.

### Here is how to set up your internet:

1. Enable your Wi-Fi connection on your device and connect to ASK4 Wireless.
2. Open your browser window and you will automatically be taken to the ASK4 broadband sign-up page
3. Follow the registration process - add your email as the username and follow the sign-up wizard.

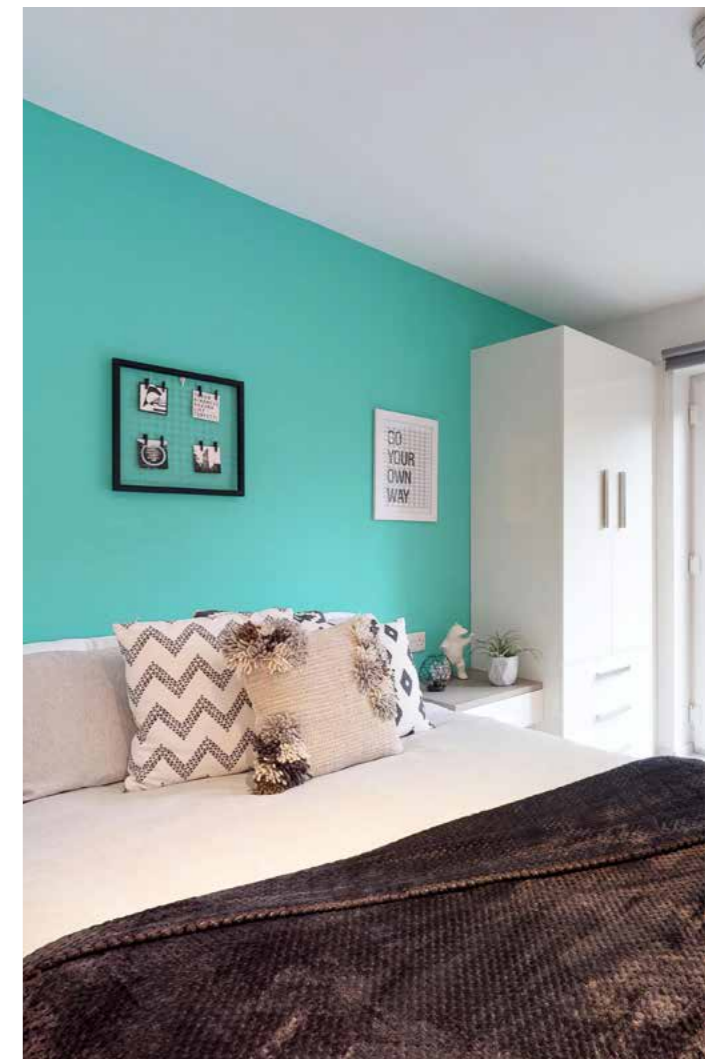
Should you wish for upgrades or any additional equipment, this can be opted for during the registration process. Check out ASK4 to see what is on offer. In order to use the Wi-Fi in common areas, you will need your login details. Just select the ASK4 connection and log on.

Our WiFi speed is 200 Mbps which can be accessed

anywhere the building, and you can also connect up to 6 devices at a time.

Any issues with the internet connection or speed? Report them directly to ASK4:

Telephone: 0114 303 3232  
Email: [support@ask4.com](mailto:support@ask4.com)



# ABOUT YOUR NIDO ROOM

Great, now that you are moved in and getting settled into your room, please make sure you fill in the inventory as we will refer back to this when you move out.



## Kitchenette area

We do not provide kitchen items as standard, however if you do wish to purchase kitchen items, just visit [www.unikitout.com](http://www.unikitout.com), where you'll find essential student packs that can be delivered straight to your Nido.

- ✓ Always leave all kitchen equipment and utensils clean and tidy for others after you've finished using them.
- ✓ Make sure that while cooking, you always remain in your room/ kitchenette area and keep an eye on the kitchen.



## Oven Hob

1. Turn on the power switch located on the wall.
  2. Turn the knob to adjust the ring temperatures.
- ✗ Don't leave the hob unattended while in use.
  - ✗ Don't lean over the hob when it is on and never store anything on top of it, or drape tea towels etc over it.

- ✓ Clean after use as this is the most common cause of fire alarm activation and fires.
- ✓ Always switch on the extractor fans when cooking to avoid triggering the smoke alarm



## Convection Oven

To help you cook safely, you'll find some instructions below on how to use the oven and the microwave.

1. Choose the preferable setting:
  - a. Top and bottom heat
  - b. Hot air cooking
  - c. Top heat
  - d. Grill
  - e. Hot air grilling

2. Use the temperature knob to choose the preferable temperature.
3. Set cooking time using time setting buttons.
4. The oven starts heating up automatically.



## Microwave

1. Choose the preferable electrical power.







2. Turn the time setting knob to desired cooking time. Turn right to increase and left to decrease.

3. Close the door gently.

4. Press the Start button once to start cooking.

✓ Don't place objects on top of the microwave to avoid covering the ventilation slots.

✗ Don't place anything metallic in the microwave (containers, wire ties, foil or crockery with metal decoration).

✗ Don't put flammable material into the microwave. Remove packaging from ready meals in accordance with instructions.

✓ Only use cling film suitable for use in the microwave.

✓ Make sure that the inside of the microwave is cleaned frequently.

#### **Rice cooker**

Rice cookers should **NOT** be kept on the floor as they can cause fires, invite pests and make a mess; any damages resulting will be chargeable. Always keep them on the kitchen worktops. Only use British standard rice cookers.

#### **Rubbish removal**

Residents are expected to bag and tie rubbish from their room before bringing it to the designated

refuse area. Bins are located on the ground floor. Students need to provide their own bin bags. Leaving rubbish in hallways is not only unsightly but a dangerous violation of the Nido Fire Safety Policy. Residents identified as leaving rubbish in any common areas may be fined for the removal of set rubbish.

#### **Bathroom**

The shower temperature can be adjusted by turning the knob to the left for warmer water or right for colder. If your shower drain is blocked, it is your responsibility to check the shower tray for hair and rinse it out. Should you prefer to have this done for you, a cleaning charge will apply.

#### **Hot water**

All taps in the kitchens and bathrooms are colour coded for cold (blue) and hot (red). Some are mixer taps so will need turning to the left or right but again these are colour coded.

#### **International plugs**

Products brought from China are usually fitted with international plugs. They are not suitable for use in the UK, it has no fuse and may cause a shock when removed from the socket. If in doubt, please go to reception and we will check it for you.

This is **VERY IMPORTANT** as you may be aware that they have caused fires previously.

### Heating

There is a radiator in your room, with a temperature control from 1 to 5. To adjust the temperature, turn the knob. Please remember to turn this off when leaving your room.

### Washing & drying

All machines operate using a cashless system. One wash is **£3.00**, and dryers cost **£1.50** per cycle\*, so you'll want to make sure you have enough credit on your laundry card before using it. Cards are available using the card machine in the laundry room. You can top-up by following the instructions on:

[www.circuitcardtopup.com](http://www.circuitcardtopup.com)

1. Open the door.
2. Load washer/dryer.
3. Add detergent/powder directly into the washing machine drum with your clothes.
4. Close washer/dryer door.
5. Put your laundry card into the reader on the machine.
6. Choose a wash/dry program on the options screen and press the button.
7. Press start button when the green light is flashing.

*\*Laundry prices subject to change*

### UniKitOut

You can purchase additional items for your room, kitchen and bathroom from one of our brand partners, UniKitOut.

Choose from one of their essential student packs and get everything delivered directly to your Nido.

We are also pleased to be working with Rise & Fall who provide eco-bedding packs for your Nido room. More information can be found at: [www.nidostudent.com/about-us/partnerships/](http://www.nidostudent.com/about-us/partnerships/)



# MAINTENANCE

## Maintenance service

We have a lovely maintenance team on-site to help you with any problems. You can log a maintenance task via your online Nido portal Log. Simply log onto the portal, click on "maintenance" at the top of the screen, and follow the steps. Our on-site maintenance technician will attend your room as soon as possible to resolve the issue. If the problem continues, please notify the team.

## Cleaning service

Cleaning services are available to you all year round and can be booked at the Reception. Payment is made at the time of booking using a debit/credit card and must be made at least 48-hours in advance. Cleaning services are subject to availability.

Ahead of the scheduled cleaning time, please ensure all personal belongings have been removed or put away from the surfaces you wish to be cleaned, prior to the start time. The cleaning team will not remove any personal belongings to clean and no refunds will be provided for the cleaning service if the team are unable to clean due to items being on surfaces.

The cleaning team will leave a note upon completion of the clean and ensure all doors are locked behind them. We offer a variety of cleaning packages, please speak to a member of our team for more information should you wish to book.

- ✓ Don't leave any personal belongings in the common areas (common rooms, hallways or stairwells) as they may be disposed of.

## Ground floor safety

Close the windows and lock the doors when you leave your room. Nido will not be responsible for items left unattended in communal areas.

## Waste collection

Bin chutes are located on floors 1-6. There are separate bins for recycling (ground floor) Please break down boxes before putting them into the bins. You must ensure all rubbish goes into the bins; any rubbish not in bins is chargeable. Do not dump rubbish around the site or in hallways



# THE NIDO DIFFERENCE

Nido Student owns places you can live in whilst at university. We're active on social media and we listen. We know that good locations, Wi-Fi and service are vital, but we also know that sustainable, wellbeing, design and community are just as relevant to you. So we focus on all of these things.

We celebrate the many different cultures and people who live with us. We actively listen to what you want and make the changes you request. Our actions as a business are guided by you. This is the Nido Difference.

## **WE FOCUS ON 4 THINGS:**

- Wellbeing
- Community
- Design & Technology
- Sustainability

Everything we do as a business has these in mind. Nido is known for its exceptional student experience (if we do say so ourselves), so if you're looking for a social, creative and unforgettable student experience, you've come to the right place. We think a lot about how to bring people together in safe and happy ways.

From fundraising charity events, to bring your own dish dinners, we aim to give back to the community and bring the people who live with us together.

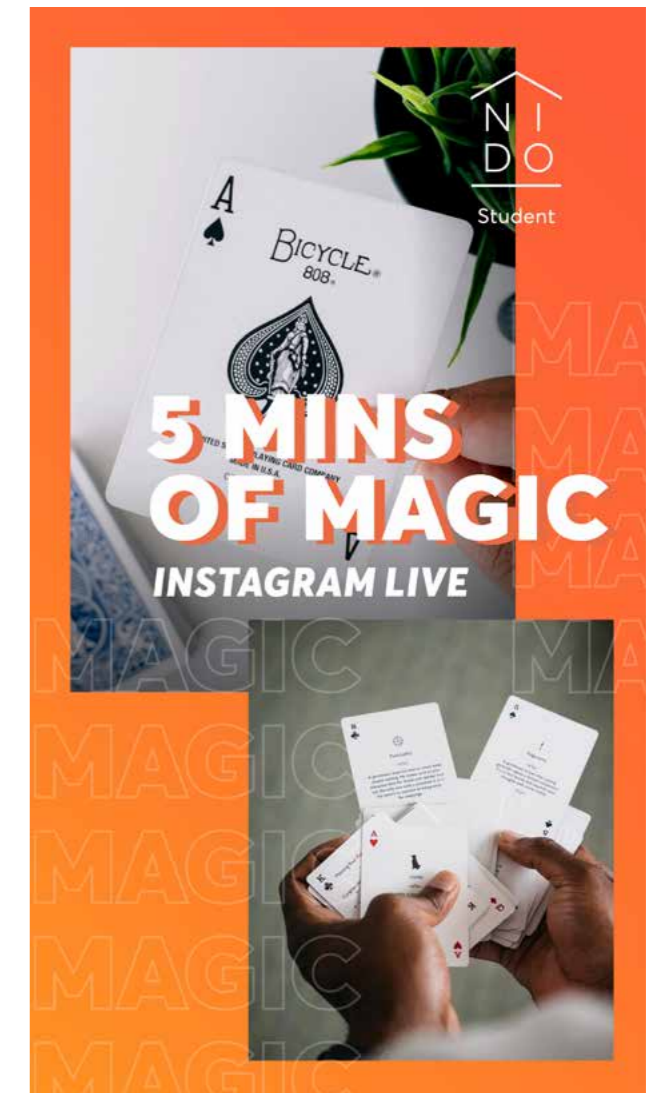
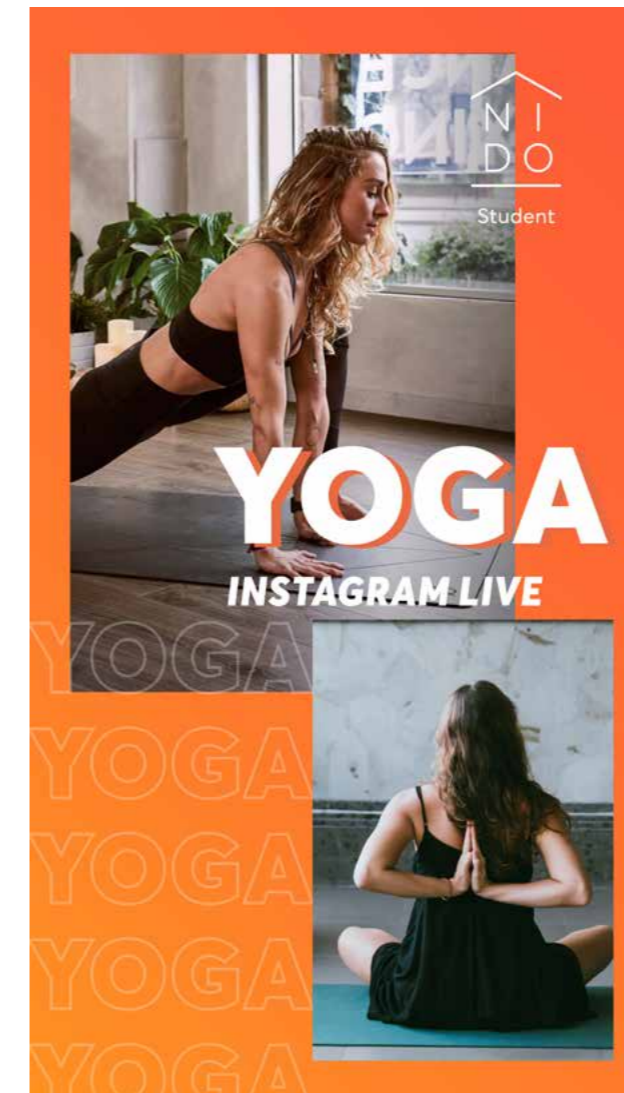
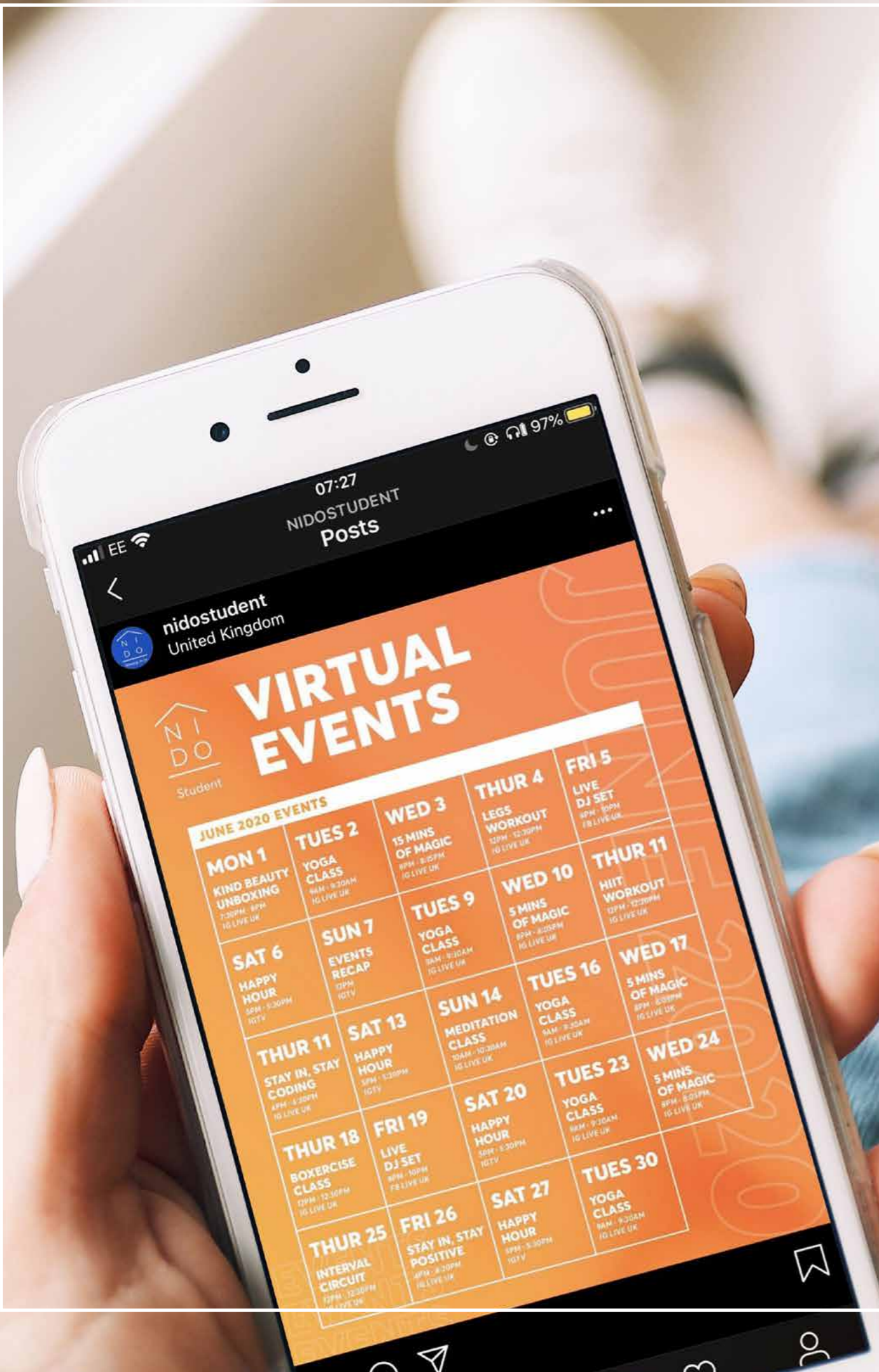


# EVENTS

Our events have gone virtual due to the restrictions in place with Covid-19. This allowed us to continue to support and grow our community in a way that kept everyone safe. Our events will continue online via our social handles until we are safely allowed to conduct them face to face. We will keep you posted well in advance of any changes.

## Virtual Events:

Our events aren't just for our residents, we have opened up our programme of over 70 events to your friends and family to take part. From Yoga to Guitar masterclasses, BBQ cook outs and floristry workshops we've got an event that's sure to pique your interest. Head to our Instagram account [@NidoStudent](#) to see our monthly calendar and information on how to join. What are you waiting for?

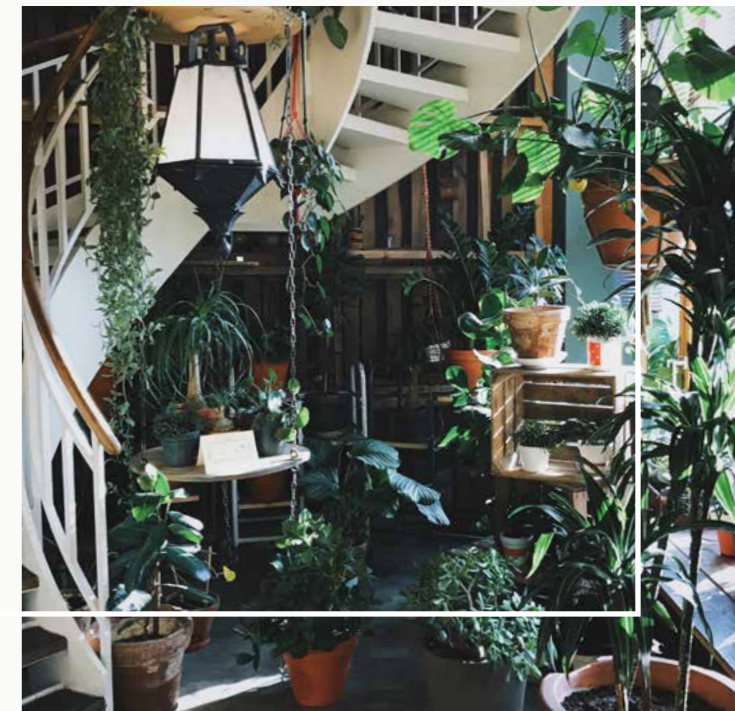


# BRAND PARTNERS

We know things need to be wallet friendly whilst studying so we've done the hard work for you to secure discounts at a number of local and national partnerships exclusive to you as a Nido resident. Visit our website for full details and see below for our partners specific to Nido Newcastle.

## OUR NEWCASTLE BRAND PARTNERS INCLUDE:

- Artisan
- Tup tup Palace
- Hotpod Yoga
- The Wax Bar
- Big River Bakery
- Boilerhouse
- Majestic Boxing



# FROM SAFETY TO WELLBEING

## WE'VE GOT YOU COVERED

Living through a global pandemic can be stressful. Luckily, your Nido team is here to make things a little easier! The health and wellbeing of all Nido residents and employees is our top priority which is why we have implemented some new measures to keep everyone safe and healthy:

- ✓ We will have disposable masks and gloves available at the building when you check-in as well as anti-bacterial wipes for trollies.
- ✓ We will also be giving every resident a reusable Nido branded mask that you can use for the duration of your stay with us.
- ✓ Increased cleaning regimes have been put in place for all common areas and social spaces.
- ✓ You will find hand sanitiser dispensers dotted around the building which we encourage you to use as frequently as you can, especially when entering the building.
- ✓ There will be a number of floor markings in all communal areas to encourage social distancing at all times.
- ✓ Capacity in the lifts will be significantly reduced. Clear signage will be placed outside all lifts to enforce this.
- ✓ Our gyms will be open, but due to Covid-19 restrictions, we can only allow a certain number of people at a time to use the facilities. Please adhere to the signage displayed at the entrance to the gym. There will also be designated hand sanitiser dispensers and wipes to clean equipment after use.
- ✓ Our laundry rooms will also be open but will be limited to two people at a time. Residents are encouraged to use Laundry View in the first instance to book machines and check the status of their laundry.
- ✓ Reception hours will be reduced to limit the amount of people at reception at a time.
- ✓ Protective screens will be placed at reception to keep staff and residents safe.
- ✓ Mailbox and post collection times will be limited for the time being. Staff will be equipped with PPE when handling incoming mail.
- ✓ We will be continuing our virtual events until it is safe to resume our event programme.
- ✓ Emails will be sent out more regularly with the most up to date advice and guidance for the duration of your stay with us.

# POLICY OVERVIEW

According to the license agreement, you agree to have read and comply with the Nido Student Handbook.

## Reporting complaints

If you have a complaint, please speak to a member of our team on-site. They will be able to resolve the matter swiftly. However, if you feel uncomfortable please email our general manager Carl Wilkinson on [stepneyard@nidostudent.com](mailto:stepneyard@nidostudent.com). Our full complaints procedure will be posted near reception or you can also ask a member of our team.

## Payments

Details of your account including charges and payments, as well as outstanding amounts can all be found on your portal. Simply log onto your portal and click "account" at the top of the screen.

## Diversity

You are a part of a very unique community. The residents and staff at every Nido are a multicultural community of individuals. We are of diverse racial, ethnic, class and national origins. We are unique in that we strive to work and live together, and we can learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to providing safe and inclusive spaces for all Nido residents and ask all students to behave in a way that supports each other and is respectful of the differences within our community. We expect residents to respect the rights of others and to be effective citizens of the Nido community. These principles are referred to in the licence agreement that has been provided to, and signed by all residents upon acceptance of their accommodation. Nido's full Equality and Diversity Policy can be found on the Nido website: [www.nidostudent.com/help/equality-and-diversity-policy/](http://www.nidostudent.com/help/equality-and-diversity-policy/)

## Respect for the rights of others

Residents living at Nido are expected to abide by standards of conduct. Respect and take into consideration others and their need to study and rest. At Nido, our team work hard to create an atmosphere conducive to study, enjoyment and learning how to live responsibly with other individuals. Every resident is expected to respond appropriately to requests from fellow students and staff concerning inappropriate or offensive behaviour.

## Quiet/courtesy hours

Residents first and foremost have the right to study and to sleep at Nido. It is the responsibility of all residents and their guests to follow the quiet and courtesy hours policy in the building.

Courtesy hours are in effect 24-hours a day in all hallways, rooms and lounges and - this refers to general noise levels which should be 'within reason'.

### Quiet hours are in effect from:

**Sunday - Thursday between 10pm - 8am**

**Fridays - Saturdays between 11pm - 8am**

During quiet hours, no noise from any source should be audible from outside the room in which it is occurring, this includes the lounges and the hallways.

## Intoxication policy

Smoking is strictly prohibited anywhere inside the building. If you are found smoking in a prohibited area, any costs relating to cleaning/ redecoration required will be chargeable. Please remember you are also responsible for the behaviour of your guests when within Nido. Costs may exceed **£500**. Alcohol may be consumed in designated common areas provided there are no violations of UK law (including public intoxication). The use, storage, distribution or possession of any illegal substance is a criminal offence and will be referred to the authorities. Engaging in such activity may result in early termination of the license agreement.





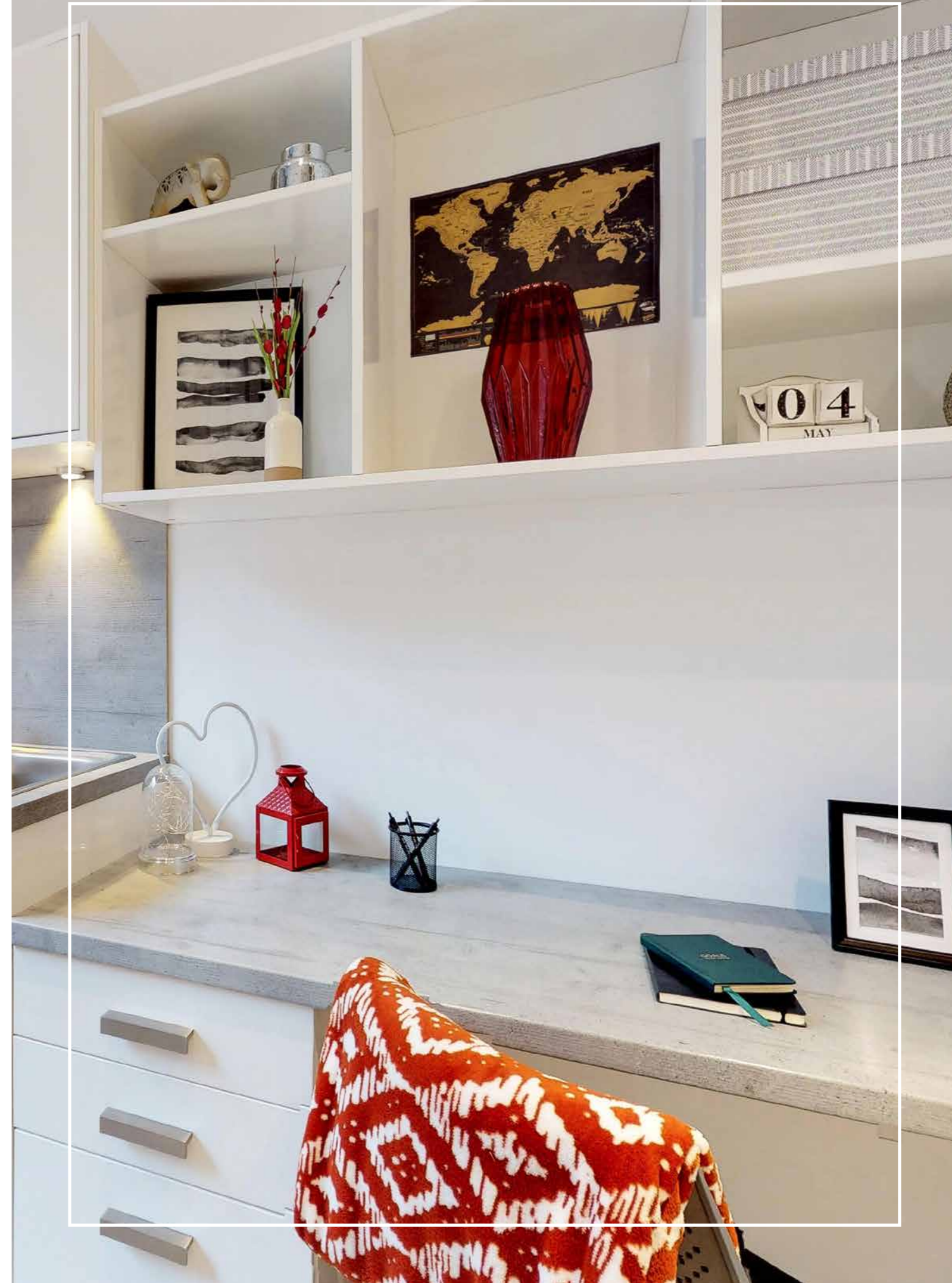
### Visitation policy

You are responsible for your guests behaviour whilst they are within the building and ensure all of your guests follow Nido policies. Guests must be accompanied at all times and are not permitted in the building unescorted and do not have access rights to a resident's room. Management reserves the rights to charge the resident for any damage caused by their guests. As well as unlimited guests during the day, residents are also able to have one overnight guest per night. The same overnight guest cannot stay for more than 3 consecutive nights. If you are staying in a twin room or cluster flat, you will need to obtain permission from all your flat mates before allowing a guest to stay.

### Checking out

We are sad to see you go and hope you've enjoyed your stay with us. We hope you choose to rebook with us if you are continuing your studies but if not, we wish you the best in your next chapter.

Upon check out you will be required to leave your room by 10am on the check out date which is stated on your license agreement. Any private property or belongings left after vacating or upon the expiration of the license agreement will be considered abandoned and will be disposed of at the expense and risk of the resident. Further checkout instructions can be obtained from the team.



# CONTACT



## TRANSPORT

### MANORS METRO STATION

[www.nexus.org.uk/metro/timetables-stations/manors](http://www.nexus.org.uk/metro/timetables-stations/manors)

### NEW BRIDGE BUS STOP:

[www.livemap.nexus.org.uk/#/liveDepartures](http://www.livemap.nexus.org.uk/#/liveDepartures)



## GROCERY STORES

### TESCO EXPRESS

Stoddart St, Newcastle upon Tyne, NE2 1TB  
Mon - Sun: 6am - 11pm



## POST OFFICE

36 Northumberland St,  
Newcastle upon Tyne, NE1 7DE  
Mon - Fri: 8am - 6pm  
Sat: 9am - 5.30pm  
Sun: 11am - 3pm



## DENTISTS

### MY DENTIST

37 Heaton Road, Newcastle, Newcastle upon Tyne, NE6 1SB  
Telephone: +44 (0) 191 265 9789  
Website: [www.mydentist.co.uk](http://www.mydentist.co.uk)



## CHEMIST & PHARMACY

### SHIELDFIELD PHARMACY

Harrogate House, Gosforth Street  
Telephone: +44 (0) 191 261 0658  
Mon - Fri: 9am - 12.30pm, 1.30pm - 6pm  
Sat & Sun: Closed



## DOCTORS SURGERIES/ HEALTH CENTRES

### NEWCASTLE MEDICAL CENTRE

5 Hotspur Way, Newcastle upon Tyne NE1 7XR

### NON-EMERGENCY NHS HELPLINE:

Dial: 111



## HOSPITAL

### NEWCASTLE GENERAL HOSPITAL

Queen Victoria Rd,  
Newcastle upon Tyne, NE1 4LP



## POLICE STATION

### NORTHUMBRIA POLICE STATION

Clifford St, Newcastle upon Tyne NE6 1EA



## EMERGENCIES

Dial: 999



## COUNSELLING FOR STUDENTS

### STUDENTS STRESS – LIVE WELL - NHS

[www.nhs.uk/Livewell/studenthealth](http://www.nhs.uk/Livewell/studenthealth)



## COUNSELLING AT UNIVERSITIES

### NEWCASTLE UNIVERSITY

Student Services entrance to level 2 of King's Gate  
Telephone: +44 (0) 191 208 3333  
Website: [www.ncl.ac.uk/students/wellbeing/support](http://www.ncl.ac.uk/students/wellbeing/support)

### NORTHUMBRIA UNIVERSITY

Ask4Help Point, Student Central, City Campus Library on the ground floor.

Telephone: +44 (0) 191 227 4576

Email: [as.counsellingandmentalhealth@northumbria.ac.uk](mailto:as.counsellingandmentalhealth@northumbria.ac.uk)



## LIBRARY

### NEWCASTLE UNIVERSITY LIBRARY

Philip Robinson Library, Jesmond Road West, Newcastle upon Tyne, NE2 4HQ

Mon – Sun: 8.30am – 10pm

Telephone: +44 (0) 1223 333 000

Website: [www.lib.cam.ac.uk](http://www.lib.cam.ac.uk)

### NEWCASTLE CITY LIBRARY

33 New Bridge St W, Newcastle upon Tyne, NE1 8AX

Mon – Thurs: 10am - 7pm

Fri: 10am - 5pm, Sat - Sun: 11am - 4pm

Telephone: +44 (0) 191 277 4100

Website: [www.newcastle.gov.uk/leisure-libraries-and-tourism/libraries](http://www.newcastle.gov.uk/leisure-libraries-and-tourism/libraries)



## FINANCIAL ADVICE FOR STUDENTS

### INTERNATIONAL STUDENT CALCULATOR

To work out how to manage your money and build a budget for living and studying in the UK: [www.sruc.ac.uk/info/120088/international\\_students/403/international\\_students\\_tuition\\_fees/2](http://www.sruc.ac.uk/info/120088/international_students/403/international_students_tuition_fees/2)

**UKCISA** is the UK Council for International Student Affairs. It provides information and advice for international students in the UK or planning to visit the UK: [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

**BRITISH COUNCIL** is the UK's official organisation for educational opportunities and cultural relations: [www.britishcouncil.org](http://www.britishcouncil.org)

**UK VISAS** is a UK government website that provides advice on applying for a UK visa: [www.gov.uk/browse/visas-immigration](http://www.gov.uk/browse/visas-immigration)



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