MOVING TO KEELE
YOUR GUIDE TO LIVING AWAY FROM HOME
“I don’t think I’ll ever be as happy as I have been living in student digs. Best year of my life”

“As if I just cried because I miss Keele. It’s like being away from your siblings”

“Love how everyone obsesses over squirrels at Keele #need a squirreлемoji”

“Miss being able to walk into people’s rooms when I’m bored and just chill with them... #MissYou Keele”

“I’m missing our spontaneous Keele walks that always end up in Lindsay Café bar”

“Definitely going to miss living opposite mooing cows #countryside #keele”

“I miss my room and my friends and everything about Keele :( ”

“Keele lights up my world like nobody else, the way munch serves curly fries gets me overwhelmed”

“94 days until I’m back at Keele. #missyou”

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Living away from home

Thank you for choosing Keele. Our beautiful campus is an incredible place to live and study, with a unique sense of community.

Moving into student accommodation is a great part of university life. You’ll have a lot of fun and make life-long friends, sharing experiences you’ll talk about forever. We’re lucky at Keele to have such a diverse community and you’ll be amazed by how much you can learn by living with people from a range of backgrounds.

Preparing to move away from home is an exciting time, but we also know it can be a little daunting. Maybe you’ve shared accommodation before and maybe not. Either way, moving into Halls of Residence or off campus with other students is probably going to be a new experience for you.

This guide provides you with a whole range of advice and tips to help you as you prepare to move in. It covers things like what’s included in hall bedrooms, what to bring and what not to bring, plus useful services that will be available to you on campus. It isn’t exhaustive but should help answer some of your most pressing questions. We’ve also included a page of key contacts if you want to find out any more information before you move.
What’s in your bedroom?

All University bedrooms have the following as standard:

- A bed (Beds are single except in premier en-suite rooms which have 4ft beds)
- A duvet and one pillow
- A bedside cabinet
- Carpet
- Curtains or blinds
- A wardrobe
- Shelves
- A desk and chair
- Free Wi-Fi
- A notice board
- A mirror

The kitchens in halls each have:

- A cooker and microwave (kitchens in The Oaks B and Lindsay Court have induction hobs, so please make sure your saucepans can be used on these)
- A fridge and freezer
- A sink with hot and cold water (cold water suitable for drinking)
- Worktop space and cupboards
- A kettle
- Some kitchens also have an iron and ironing board and a toaster

TOP TIP!
Check out the virtual tours of each of our different room types at keele.ac.uk/accommodation

TOP TIPS!
You can order a kitchen starter pack and bed linen from us in advance (online via the Accommodation tab on the Keele Learning Environment). Rice cookers are available to buy in the UK.
Your checklist
Tick off your items as you pack.

What to bring:
- Toiletries
- Clothes
- Crockery/cutlery/cooking equipment
- Some photos/small personal items to make your room feel homely and cosy
- A clock
- Bed linen
- Towels
- Tea towels
- An adaptor if you’re bringing electrical items from abroad

What NOT to bring:
- Candles and other items that have a naked flame
- Mini fridge - unless you have a medical reason and have received prior permission from the University
- Microwave
- Heaters
- Extension cables – these must be PAT tested before they are used or you can buy one from our Campus store
- Items that need hanging up with nails or hooks - any damage caused by using these items will be charged for
- Fairy lights
- Weapons, knives, imitation guns
- Pets or animals (even fish)

TOP TIP!
Any electrical equipment that you bring (hairdryer, straighteners, lamps etc.) must be PAT tested. If you can’t do this before you arrive, don’t worry – we provide a FREE testing service in each Hall.

TOP TIP!
Don’t forget to bring some of your creature comforts to make your room cosy.
Packing to move in

Use containers
It’s best to pack loose items in boxes. It will save making lots of trips to and from the car and will also keep everything dry if it rains. Where possible we advise you avoid bringing bulky or heavy items that would be difficult to carry up or down stairs.

Print off your Accommodation Boarding Pass
To collect your keys for your hall bedroom you’ll need to print off your Accommodation Boarding Pass and bring it with you. To do this, go to the Accommodation tab on the Keele Learning Environment (the KLE where you accepted your accommodation offer) and complete our online Accommodation Induction. Once you’ve completed it, you’ll be able to print off your Boarding Pass.

Shop locally
Although you might be tempted to, you really don’t need to buy everything before you get here. Once you’ve unpacked and settled in you can easily shop on campus or in the local town, when you have a better idea of what you actually need. It’s a great way of discovering Newcastle-under-Lyme and the surrounding area.

Enrolment weekend
Enrolment weekend is the most exciting weekend in the university calendar. There are lots of welcome events taking place all weekend and plenty of opportunities to meet people during your first few days.

As you arrive on to campus, please follow the signs to the enrolment car park, which is next to the Chancellor’s Building. Once you’ve been inside and enrolled, you can head straight to your off campus accommodation or collect your key for your hall bedroom from upstairs in the Chancellor’s Building.

You’ll need to hand in your Accommodation Boarding Pass to the Residence Support Assistants from your Hall. It is a good time to meet them and say hello. When you arrive in your Hall, our Freshers Guides will help you to your room and answer initial questions you might have about what to do or where the shops are etc...

When’s the latest you can move in?
If you’re unable to move in during Freshers, please let us know your arrival date.

If you don’t let us know and you haven’t moved in by 9th October, it means we’ll have to cancel your contract and re-let your room.

TOP TIP!
To maximise your storage space, use collapsible bags rather than suitcases, so you have more space once you’ve unpacked.

TOP TIP!
Don’t forget to complete your online induction and print off your Accommodation Boarding Pass so you can get your keys.

TOP TIP!
Once you’ve unloaded your belongings from your car, please ask your friends / family to move into an alternative space so that your new housemates can get close to the block to unload their belongings. No parking tickets are necessary, we just ask that you park in marked bays only.

TOP TIP!
To maximise your storage space, use collapsible bags rather than suitcases, so you have more space once you’ve unpacked.
Your room

Checking your room

Once you’re in your room on campus, it’s helpful if you can check it over. If there is any damage or something is broken or not clean, please do contact a member of staff who will arrange to put things right as quickly as possible for you. All contact details are listed at the back of this booklet.

Your Tenants’ Handbook

Inside your room you’ll find your copy of the Tenants’ handbook. Keep this somewhere safe as it contains lots of information about the facilities in your hall, as well as explaining key regulations from your contract on what is expected from you as a tenant.

Sharing a room

At the start of the year we try to provide as much accommodation as possible for first year students, so a number of rooms are set aside for students to share on a temporary basis. If you are allocated a shared room you will only pay 50% of the total cost of the room whilst sharing. When you move out, or the student you are sharing with moves out, the remaining student will become liable for the full cost of the room from that date onwards.

Shared rooms are a single room with bunk beds, one wardrobe and a desk. If you are in a shared room initially, we’ll try and move you to your own single room as quickly as possible. In the meantime, it’s best to chat to your roommate before you start finding places for your belongings and agree who gets what space and some ground rules like tidiness or noise.

Inventory

When you arrive, whether you are living on campus or in private rented accommodation, you will need to check your inventory within seven days of moving in. It is important that you do this as you will be charged for any damage or missing items. If you have any queries, or if anything is missing, contact your Accommodation Services Manager or Landlord. If you’re in a campus bedroom any damage found at the end of your tenancy and not noted by you on your inventory will be charged for.

Insurance

Insurance cover in the Halls of Residence is by Endsleigh and is included in the accommodation fee (excludes bicycles and high value items, like laptops). The policy gives you a core level of protection for some of your belongings, including your tablet, whilst they are in your University accommodation. A copy of the policy is available at keele.ac.uk/accommodation in the A – Z section under ‘Contents Insurance.’ If you’re living in private, rented accommodation or would like to increase your level of insurance, Endsleigh will be in Chancellor’s Building during Enrolment Day.

TOP TIP!

You’ll be busy making new friends and exploring campus during your first few days, but remember to let your family know that you have settled in as soon as you get chance to.
Want to watch TV in your room?

We recommend you get your television licence as soon as possible to avoid a fine. It doesn’t matter whether you watch television on your laptop or TV, you will still need a licence. Visit www.tvlicensing.co.uk to arrange yours. Please note: TV reception on campus can be poor in some areas, so most students use their laptops, which also saves space and having to bring a TV.

Planning on having visitors to stay?

Throughout the year you may have family and friends wanting to visit you. If there’s only one visitor, you can have someone to stay in your room for a maximum of three nights. Simply book them into your room online (you’ll also have the option to request a camp bed when you do so). We just ask that you don’t have visitors stay in your room for the first few weeks, so that it doesn’t make other students uncomfortable during the initial settling in period.

For longer stays, or if you have more than one visitor, we have comfortable Bed & Breakfast accommodation all year round at Keele Management Centre in Keele Village. Recently refurbished, Keele Management Centre is located next to Hawthorns Hall of Residence and offers single, twin and double rooms with or without en-suite bathrooms. All rooms come with tea and coffee making facilities, free Wi-Fi, large flat screen TV, a direct dial telephone, toiletries and towels. Additional features include 24 hour reception, guest bar and full English or continental breakfast.

For more information on booking a guest into your room or making a Bed & Breakfast reservation at Keele Management Centre, please visit keele.ac.uk/accommodation and click the ‘Guest accommodation’ tab.

Smoking policy

The inside of all buildings (including kitchens, bedrooms and bathrooms) in the Halls of Residence is No Smoking. This is for the comfort and safety of all students. Anyone found smoking, or where there is evidence that someone has smoked in the building, will be disciplined under the University’s Regulations.

TOP TIP!

Look up your key support contacts at the back of this guide, including our out of hours staff should you need them during evenings and weekends (whether you’re in your room or out and about on campus). Add them to your mobile so they’re always to hand.
Moving here from abroad?

When travelling abroad most airlines have weight limits on how much luggage you can bring. You must check this with your airline before you travel. This should however, be enough for everything you need to bring from home.

When you arrive at Keele, you will be able to buy:

- Cooking utensils, crockery & cutlery
- Electrical equipment - everything from hairdryers to rice cookers
- Food
- Posters to decorate your room

Advice For International Students

We have a full International Welcome guide and useful web pages dedicated to providing advice if you’re coming to Keele from overseas. They contain lots of useful information on visas, packing, airport collection and much more. Take a look at keele.ac.uk/iss
Before you even get to Keele you can start to make friends via our facebook groups (see below), but remember there is no need to rush or worry. When you arrive take time to meet everyone in your immediate surroundings and lasting friendships will develop naturally. Go to as many Fresher events as you can, there'll be plenty happening for all students whether you live in halls or off campus. Remember, it's completely normal to be a little nervous, but everyone else will be, even if they don't say so.

Don’t drink alcohol?

You don’t have to drink alcohol to fit in. Just be yourself and remember there are people from all different parts of the world, backgrounds and cultures so you definitely won’t be the only one who doesn’t drink. The bars on campus are all-inclusive and serve a range of non-alcoholic drinks. Plus, all alcohol-free events, spaces and activities are advertised in the Welcome Week Guide and Residence magazine so look them up. There are plenty of opportunities to make friends in other ways too. If you have an interest or hobby, go along to the Sports Fair and the Freshers Fair to chat to the different clubs and societies. Our Sports Centre also has a really friendly gym community, with a range of fun classes happening every week.

What’s communal living like?

Unless you’ve shared with others before, you probably aren’t exactly sure what to expect from living in a block with lots of other students. It’s an experience of a lifetime and something you will always remember. The great thing is that there is nearly always someone around who wants to go out and get involved in the many events and activities available to you on campus and in the surrounding areas. Even when you want to stay in or just watch a film, there will always be someone around to keep you company or to have a study break with.

You’ll meet plenty of new people, some who will share some of your interests and others who will introduce you to new activities to try for the first time.

You may have heard from siblings and friends, that the downside to communal living can come when people don’t tidy up after themselves and when there’s no room for you to cook in the kitchen, for example. Most of the time however, this can be easily fixed if everyone considers those around them and perhaps as a block you agree some basic ground rules for keeping it tidy and comfortable.

With lots of people living together, we recommend the best way to prevent and fix any issues with those around you is to talk about it openly and calmly. If you ever do have a problem, there are lots of people on hand who can help (see pages 32-33).
Halls Life

To create the ultimate Halls Life and community experience for you, we’ve put together five Halls Councils, one for every hall. Each council is made up of student volunteers who’ve been recruited to represent you!

Your reps will work together on your behalf to get the best out of your hall community and relay YOUR views and ideas. You’ll see them around wearing green t-shirts and hoodies so say hi if you see them around your hall.

So what can you expect from Halls Life?

A fun programme of campus events including:

• Social events in the Halls Bars and SU
• Sports competitions
• Quiz nights
• Sustainability and green activities
• Alcohol-free events
• Opportunities to volunteer
• Creative competitions
• Charity fundraisers

Check out the full events calendar at keele.ac.uk/hallslife

The chance to win the ultimate end of term prize for your hall!

Hall points will be awarded throughout the year at a number of the Halls Life events above (look out for the points stamp). By entering a team from your hall, you’ll have the chance to contribute to your hall’s overall yearly total. The hall with the most points at the end of the year will win a summer ball at Keele Hall!

Look out for...

The opportunity to meet new people

Your reps will be planning social events to not only help you to make friends in your hall, but to also meet new people in our other halls.

Special events and offers

Throughout the year the Halls Bars will be bringing you special events and drinks offers when you show your hall wristband.

The chance to give your feedback and suggestions

Your Hall Council will arrange to speak to you at regular intervals throughout the year to get your ideas and suggestions.

Using your feedback, your reps can then best represent your views to improve the experience of living in Halls.

TOP TIP!

Check out your Hall’s events calendar at keele.ac.uk/hallslife
Living off campus?

If you’ll be looking to live off campus we have plenty of information to help you with your search. You can pick up a copy of our ‘Looking to Live Off Campus’ guide from our Accommodation Office in the Darwin Building or download a copy from keele.ac.uk/accommodation (in our downloads section). It contains loads of information on what to consider in your search plus a handy checklist for you when viewing properties. If you do have any questions or need any help, feel free to give us a call on +441782 734152 or email us at accommodation@keele.ac.uk. We can help with a range of off campus queries, including questions about your contract or landlord.

Short stay accommodation

If you’re bringing your family with you, you may need to look in the local area for accommodation as there is limited family housing on campus. If you need somewhere to stay while you are looking, you can either make a Bed & Breakfast reservation at Keele Management Centre in Keele Village (see page 15 for details) or stay in self-catered accommodation at Lindsay Lodge on campus (contact the Accommodation office to book).

Useful services

Health

We have a doctors surgery on campus. It is free to register with them and this means you have someone to go to if you need to.

They’re in the Health Centre in Horwood Hall.
Ring ext 37550 or 01782 737550

Try and avoid going to A&E (Accident and Emergency) for minor matters, as this usually means a very long wait for you.

You can get advice from:
Midway Medical Walk In Centre
Morston House, The Midway,
Newcastle-under-Lyme, ST1 1QS

Haywood Walk-In Centre,
High Lane, Stoke-on-Trent, ST6 7AG
Tel. 01782 673500

NHS direct 0845 46 47 47
or a pharmacist (we have a pharmacy on campus next to the Campus Store at Union Square).

Post

Make sure you give your family and friends your new address. Even with loads of social media choices, everyone loves getting a card or letter - or even a parcel of treats. If you are living on campus, your Hall address is on the accommodation web pages.

Post delivered to campus is held in the central Post Room, which is behind the Media Building, facing the Lennard-Jones laboratories. You can only collect your own post and need to have your Keele Card with you for identification. The Post Room is open for post collection from Monday: 1pm - 3pm and 4pm - 8pm Tuesday to Friday: 9am - 3pm and 4pm - 8pm and 2pm - 5pm at the weekends during term time.

TOP TIP!

Remember the Accommodation Office is available to help with ALL housing queries. Whether it’s on or off campus accommodation, we can help!
Cooking up a storm

Most of the Halls and off campus housing are self catering. You’ll have a communal kitchen so keep it tidy or it will get messy and dirty very quickly.

Make sure everyone pulls their weight and does their own washing up. If you’re storing things in the fridge, buy a big marker pen to write your name on your food, so it won’t get used by others by mistake. And there’s no need for 5 lots of the same type of milk in the fridge – you can save money by buying larger amounts and sharing.

Living in a Catered Block?

If you are living in a catered block, breakfast and dinner are available in Hawthorns Restaurant seven days a week (except for Christmas vacation).

Flexible five day catering package

In addition to the seven day catering package (which is just for students living in catered halls), we also offer a five day catering package, available to all students on a flexible basis. The five day catering package, served in the Refectory, is perfect for students who are around campus during the week that want to set up for the day with an energising breakfast and complete the day with a nutritious evening meal.

The package is great value, caters for all diets and can be taken up on a fortnight at a time on a trial basis. For more details, please visit: www.keele.ac.uk/foodanddrink

Cooking for yourself?

Try to have a diet that gives you your essential vitamins, with enough fruit and vegetables to balance the junk food and snacks.

Money doesn’t go far, but these ideas may help.

• Shopping in discount stores like Lidl and Aldi saves money. Look out for special offers and reduced prices. Stores often reduce goods around 5pm and then really slash the price of what is left between 7-8pm.

• Pasta and rice are cheap to buy.

• Buy fresh fruit and vegetables as you need them, this will stop them going off before you’re ready to use them.

• It is usually cheaper to make meals rather than buy ready-made ones or get a takeaway.

• When you cook a meal make extra and freeze some for another time.

• If you’ve got food left over, try and use it for another meal rather than throw it away.

• Shop together online and get it delivered - you’ll save on the bus fare.

Online supermarket deliveries

You can arrange for online groceries to be delivered. Please make sure that you are available to accept the delivery.

TOP TIP!

If you can’t already cook, practice a few simple recipes at home.
Food and drink outlets

There is an excellent choice of quality and good value places to eat on campus.

The Refectory
Situated in the Food Court of Chancellor’s Building, The Refectory is a great student dining area that caters for all diets, serving breakfast, lunch and evening meals. There’s always something delicious on offer all day long.

Chancellor’s Café
If you want to experience great coffee at the heart of campus, Chancellor’s Café is a relaxing coffee lounge, also conveniently located at the Food Court. Serving a range of hot and cold drinks, rustic sandwiches, paninis, cakes and pastries, it’s the perfect place to indulge for a relaxing time out from a busy day. Plus if you want coffee on the go it is also home to a new fresh bean coffee station.

CB Grab & Go
If you’re in a hurry and want to eat on the move, CB Grab & Go in the Food Court is the perfect place for a quick pit stop. Offering a range of sandwiches, cold snacks, confectionery items and drinks, it is ideal if you want to grab and go.

ST5
For a quick stop between lectures, ST5 is an ideal place to pick up a bite to eat while you’re on the go. Serving a range of hot and cold favourites, ST5 offers a variety of choice including salad boxes, hot chicken wraps and noodle boxes.

David Weatherall Café
Situated in the David Weatherall building, near the main university entrance, the David Weatherall Café serves sandwiches, soups, salads, pastries, pasta, jacket potatoes and a range of hot/cold drinks. Whether you want to eat in or take away, it has a number of meal deals and offers each month.

Lindsay Café Bar
Located at Lindsay Hall of Residence and open to all, Lindsay Café Bar is a licensed bar serving coffee, light bites and traditional pub food. It combines socialising with cuisine and is also extremely popular for its takeaway pizzas.

Hawthorns Restaurant
Located at Hawthorns Hall of Residence, Hawthorns Restaurant is open for all students to use seven days a week. Serving breakfast, lunch and evening meals, its menu caters for a range of dietary needs, providing wholesome and healthy choices of locally sourced and fairtrade produce.

Halls’ Bars
If you’d like to drop into one of the friendly Halls’ bars to socialise, they can be found at the Halls of Residence (Hawthorns, Horwood, Lindsay and Barnes). They each have their own distinctive character and offer alcoholic and non-alcoholic drinks, plus varied entertainment programmes.

KPA Clubhouse
Famous for its door-stop sandwiches, the KPA clubhouse next to Keele Hall is a popular place to eat, drink and relax between study.

Students’ Union
Home to Munch, Blend and the Scruffy Squirrel, the SU offers a range of meals and drinks to suit all tastes and pockets, whatever time of day.

For more information visit keele.ac.uk/foodanddrink

TOP TIP!
Your Keele Card can be used to enjoy discounted prices across selected food and drink outlets on campus.
What is the Keele Card?

The Keele Card is the one card you’ll need during your time at Keele University. It’s the official photo ID and campus smart card which will be your key to services such as the library, social spaces, launderettes, student catering discounts, events and much more.

You can load up your Keele Card with money and use it at participating locations across campus.

What do I use it for?

Living at Keele
- Door access to some Halls of Residence
- Access to the Sport Centre facilities and for gym membership sign up
- As your ID card for SU events
- Access to the 24 hour campus launderettes
- To purchase food and drink at discounted prices across Keele University catering outlets
- Access to Halls of Residence Common Rooms (Horwood & Lindsay only if you live off campus)

Studying at Keele
- Door access to some teaching buildings
- Printing and photocopying in the library, student computing areas and other locations
- Borrowing books from the library
- It’s your ID card for a number of academic courses

How do I add money to my Keele Card?

Loading machines
At one of the loading machine across campus, all you have to do is select your method of payment and the amount you wish to add. This can range from £5, £10, £20 and £50 when using a card, or a variety of cash options when topping up with notes and coins. Just confirm your amount and the funds will automatically be loaded to your card.

Loading machines are located at Chancellor’s Building, Sports Centre, Library, Lindsay Café Bar, Hawthorns Hall and the Medical School.

Top up online
To save you time (and the walk) you can also top up online using any web-enabled device at www.keele.ac.uk/keelecard

Simply enter your university username and password and follow the on screen instructions.

Friends & Family top up
Friends and family top up allows members of the public to add funds to a Keele Card. Simply send an invitation to a friend or family member; they can then click a link to verify the details and add funds to your card. They’ll receive an email from our payment provider confirming the payment and the funds will be available to you the next time you use your card.

The University records no information other than log-in details, all payment processing is performed on our payment provider’s secure system.
Money, money, money

Most people don’t have an endless supply of money, so if that’s you, you will need to manage it carefully to get the most out of it. Make yourself a budget planner to help you - there are plenty available online.

Getting part time work can keep your funds from disappearing too quickly. Visit the Job Shop in the Students’ Union for ideas and advice.

If you do find yourself in financial difficulty talk to Student Finance before things get out of hand.

Check out www.moneysavingexpert.com for top money tips and discount vouchers. Also, www.studentbeans.com provides discounts and advice just for students.

Paying for your accommodation

Whether you are living on campus or in private rented accommodation, you will be asked to pay a deposit and first instalment of your rent. The amounts for both of these vary.

• Private rented accommodation - make sure that the landlord or agent is using one of the 3 approved TDP schemes. Details are available in our Looking to Live Off Campus guide (available on the Accommodation web pages or from the Student Accommodation Office). The amount they will ask for will vary. The first instalment usually starts from the equivalent of one month’s rent.

• University accommodation - if you are living in the Halls on campus, you will be asked for £150 deposit. This is refundable at the end of your tenancy unless you have been charged for any damage or have an accommodation debt. You will also be asked for £300 which is part payment towards your first instalment. Therefore you will be asked for a total of £450 before you move into your room.

• If you are living in Liberty Court, you will be asked to pay a booking fee deposit of £200 upon booking. You will then need to pay your first instalment by 1st September.

TOP TIP!

Remember - if electricity isn’t included in your rent, leaving things like your TV on standby can be expensive.
Key contacts
There are people on hand day and night to help with any problems you might have, so don’t be afraid to ask.

Student Accommodation Office
Based in the Darwin Building, the Student Accommodation Office can help with any problems or questions you may have about your accommodation. They can give advice on both on and off campus housing, and also offer accommodation for vacation periods and Graduation. The office is open from 9.00am – 4.45pm, Monday - Friday.
Tel: Ext 34152
Email: accommodation@keele.ac.uk
www.keele.ac.uk/accommodation

Accommodation Services Managers
This team look after the cleaning and maintenance of the Halls.
Barnes
Andrew Grant (near A block)
+44 (0) 1782 734024, halls.barnes@keele.ac.uk
Horwood
Cynthia Sampey, Bungalow (end of E block)
+44 (0) 1782 734018, halls.horwood@keele.ac.uk
Lindsay, Holly Cross & The Oaks
Sue Parkin, Lindsay Court Foyer and Holly Cross Foyer, +44 (0) 1782 733732, halls.hollyoaks@keele.ac.uk or halls.lindsay@keele.ac.uk
Hawthorns
Philip Brown, in House 5 (Near M Block)
+44 (0) 1782 734017, halls.hawthorns@keele.ac.uk

Residence Support Team
If you can’t resolve a problem on your own, and you live in the Halls of Residence, talk to one of your Residence Support Assistants. This team of students live in the Halls and you can contact them between 5pm and 8.30am Monday - Friday and any time at weekends. They are here to help with any issue that you have out of hours, so please don’t be afraid to contact them. If you are feeling unwell, homesick, having trouble with your studies or are being disturbed by another resident – the list of what they will help you with is endless. You will be introduced to them at the beginning of term, and remember - they are students themselves and know what it is like to live on campus.
Barnes - internal number 33782
Horwood - internal number 33784
Lindsay - internal number 33785
Holly Cross & The Oaks - internal number 33786
Hawthorns - internal number 33783

Student Support & Development Services
Based in the Student Centre in Tawney Building, this team is made up of specialist counsellors, international and home student support, disability advisor and careers advisors. Call in for an appointment or find out more at www.keele.ac.uk/ssds

Nightline
The student run listening and information service that is just at the end of the phone between 9pm and 3am.
You can ring them on ext 34999 or 01782 734999.

Student Mediation Service
The first of its kind in the UK, this is run by students for students. The team is trained in mediation and can offer advice and mediation in a range of disputes. Contact mediation@kusu.keele.ac.uk, or join their Facebook page and chat online. They also have drop in sessions that will be well publicised.

TOP TIP!
Key emergency numbers are printed on the back of your Keele card so they’re always close by.
Before they arrive

• Make sure they can cook the basics. Jacket potatoes, omelette, something with pasta or rice.

Understanding money

• They will need a bank account, so check they have one before they come to Keele. Santander have a branch on campus.

• Top tips on bargain hunting – they will need to make their money work hard. Shopping for short shelf life foods can save money, as can joining forces with fellow students to buy larger quantities. Check out some of the value ranges in the supermarket; they can offer real value for money.

• Budget planning – they’ll need to plan out what needs to be paid for and when, so they don’t spend the student loan the minute it arrives.

• Look for part-time or casual work - there is usually work available on campus and the nearest town, Newcastle-under-Lyme, has plenty of bars and restaurants who are usually looking for staff.

Leaving them

Don’t hang around once you’ve unloaded their belongings from the car and helped them buy some essential groceries. There are lots of activities planned for them on campus (even if they are living off campus, they can join in). It’s the best way for them to meet others and make friends. That way they are less likely to feel homesick – although they will always miss your home cooking!

Keeping in touch

• Talk through a communication plan - it doesn’t matter whether it’s an email, text, old fashioned letter or phone call.

• Send packages - goodies from home, that they might miss, are always welcome.

• Don’t panic if you don’t hear from them straight away or regularly. They’ll be busy making friends and learning about life at University. If you haven’t heard from them and you are worried, you can ring their Residence Support Manager (numbers in the Key Contacts section on pages 32-33). Please note that we will not disclose any information about your son or daughter (Data Protection Act 1998) but we will ask them to make contact with you.

• Your role is changing – provide them with encouragement. Part of living away from home is learning to sort things out for yourself and take responsibility. Encourage them to do this and avoid stepping in to sort out problems. They’ll get a great sense of achievement if they do things on their own.

TOP TIP!

Don’t feel isolated when you move in. Remember, your friends and family are only a phonecall or email away...