



Q - What do I do if I am still waiting for my exam results?

A - If you're still waiting for your exam results and you're not sure whether your place at university is confirmed, don't worry! You can still apply. You just need to ensure that if you do not get your place at university, you let the team on your chosen site know a maximum of **3 days** after you receive your results, to cancel your booking. In this instance, you will receive a full refund of your deposit, proof will be required. If you don't let us know within 3 days, your tenancy agreement will remain in place, and you will be liable for the rent on your room for the entire contract period.

Q - How close is the University?

A - Newcastle University is a 16-minute walk and Northumbria University is 23 minutes' walk away.

Q - How far is the city centre?

A - The city centre is a 17-minute walk or 9-minute bus ride. There are regular buses to the city centre.

Q - Where is the nearest supermarket?

A - There is a Londis supermarket 9 minutes' walk away.

Q - Is there a medical centre nearby?

A - Cruddas Park Surgery is 6 minutes' walk away.

Q - Where is the nearest cashpoint?

A - There's an ATM on Clayton Street, a 7-minute walk.

Q - Where is the nearest police station?

A - Newcastle City Centre Police Station is 8 minutes' walk away.

Q - Where is the nearest post office?

A - A 5-minute walk away on Westgate Road.

Q - How far is the train station?

A - The train station is easily accessible, only 7minutes' walk away.

Q - Where's the nearest bus stop?

A - Only 2 minutes' walk away.

Q - What's in my room?

A - Your room is fully furnished with: bed, desk, chair, wardrobe, bedside table, shelving, noticeboard and mirror. Studios have kitchen facilities with dining tables or breakfast bars.

Q - What is included in the kitchen?

A - Kitchens come equipped with: hob, oven, microwave, fridge/freezer, kettle, toaster, vacuum, mop and bucket, iron and ironing board. You will need to provide your own crockery and cooking utensils. Starter packs are available to pre-order before you arrive - see our homepage.

Q - Who cleans my flat?

A - You will be responsible for sharing the cleaning of your communal areas and for your own bedroom.

Q - Can I bring a pet?

A - Sorry, pets are not permitted on any Derwent Students properties.

Q - Where can I do my laundry?

A - There are 2 on-site laundries.

Q - Can I personalise my room?

A - A noticeboard is provided for posters etc. You must not pin items onto the walls. Any damage caused will be chargeable.

Q - Can I have guests to stay?

A - Guests are permitted for a maximum of 2 nights per week. Please sign them in at reception on arrival.

Q - Can I bring my car?

A - There's no parking on site.

Q - Is there anywhere I can store my bike?

A - Yes, we have secure bike storage in most of our blocks.

Q - Where do I collect my post from?

A - Letters are sent directly to post boxes in the lobby of your block. We can sign for larger parcels, which you can collect from reception once processed.

Q - How do I report maintenance issues?

A - Any issues should be reported to reception. An out-of-hours number will also be provided for emergencies.

Q - Can I change my room?

A - You may be able to change your room in exceptional circumstances if alternative rooms are available. A transfer fee of £50 will be charged.

Q - Do I need to have a TV Licence?

A - You will need to purchase a TV licence if you wish to watch or stream live TV in your flat. It can be shared between flatmates.

Q - What events do you arrange on the site?

A - We are working on an events plan for the coming year. If you have any suggestions please let us know!

Q - What facilities are there on site?

A - Free on-site gym, common spaces throughout the site with Sky TV, 24-hour security, free on-site laundry facilities, bike storage and free contents insurance.

Q - Can I store my possessions in the summer?

A - Yes, we usually offer storage providing you are an existing student who has booked the same room for the next academic year. There is a charge for storage.

Q - Can I book for summer?

A - Yes, we provide summer accommodation. Please contact the team for more information, or see our website.

Q - Can I arrive early?

A - You can book over summer if you're a new student for September, but you may not be able to move into your allocated room immediately.

Q - What about safety and security on site?

A - Newcastle 1 is a highly secure site – we provide 24-hour security staff.

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