



WELCOME TO YORK

Students with Families guide



Welcome

Studying a degree can be very challenging, but will be one of the most rewarding experiences of your life. Alongside your academic growth, you will gain new friends, colleagues and career prospects. Being a student with family does not mean that you need to compromise on the experience, community, or support.

We want to make sure you enjoy your time in York to the full, so we created this guide to provide you and your family with some useful and practical information about living in York.

Enjoy your time at York, and good luck with your study!

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Finding a place to live can be one of the hardest challenges for students with families. You can choose to apply for on or off campus university accommodation, or in the private sector.

On Campus (Garrowby Way)

Family Accommodation on campus is very limited. There is no guaranteed accommodation for all new families. The accommodation is offered for one year only. Information about how to apply for Family Accommodation on campus can be found [here](#). Also, you can find more information for students' living in university family accommodation [here](#).

Off Campus

The University of York have a small number of fully furnished houses with three or four bedrooms that house students with larger families. Priority is given to families with three or more children.

For more information check the [University Off-Campus Family Housing Handbook](#).

Private Accommodation

Rents in the private sector are generally more expensive than the university's accommodation. It may be easier to find accommodation if one of you comes to York first and stays in temporary accommodation whilst you look for a suitable place for your family to live. Temporary accommodation can be found at [Visit York](#), or through sites such as [AirBnB](#) and [Spareroom](#).

Accommodation services contact details:

Email: accommodation@york.ac.uk

Tel: 01904 322165

Twitter: @UoyAccomm

Facebook: /UoYAccomm



Healthcare

Lots of healthcare in the UK is free (see the [student support pages](#) if you are an international student), but you do need to register with a doctor and a dentist for you and your children. A General Practitioner (GP) is a general doctor who can refer you to a specialist if necessary.

If you have an emergency and are on campus, contact security on 01904 (32)3333 and they will ring an ambulance. They are best placed to do this because they can explain to the Emergency Services your exact location. A porter can also do this for you. Alternatively, if you can be transported or moved, call a taxi and go to the Accident and Emergency Department at York Hospital, Wigginton Road, York, YO31 8HE.

If you have an emergency and are off campus, dial 999 and ask for the relevant service – Ambulance, Police or Fire Service. You will be asked to give your name and location before they ask for details of the incident.

If it is not a medical emergency, you can ring the National Health Service's 111 from any landline phone or mobile. If you call 111, you will speak to a trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year and calls are free from landlines and mobile phones.

There is the Health Centre on Campus East, [Unity Health](#), or other doctor's surgery that may be more local to where you live. If you are unwell, you can ring your doctor to book a face-to-face appointment. Waiting times can vary – sometimes there are emergency slots, particularly if you have a child. Adult appointments can vary up to approximately 2 weeks. To find your closest GP or dentist, visit the [NHS](#) website and click on the 'services near you' section.

Every family with children under 5 has a named health visitor, through your GP. Health Visitors are qualified nurses with specialist knowledge of child health. They can advise you if you have any concerns about your child's health or development. If you haven't yet been assigned a health visitor, speak to the doctor's surgery where you are registered.

There is also a walk-in centre located in the emergency department at York Hospital if you need to see a doctor and cannot get to your GP. It is open seven days a week from 8am to 6pm and you do not need an appointment.

All medications for children are free of charge, only those for adults are charged and the cost is fixed, regardless of the medication prescribed (about £8.20). Children are eligible for free glasses and dental care. Adult dental care is not – try to register with an NHS dentist for lower costs.

Key healthcare numbers:

Campus security: 01904 (32)3333

Ambulance, Police or Fire Service: 999

NHS Non-emergency: 111

Unity Health Centre: 01904 754900



[York Family Information Service](http://www.yor-ok.org.uk/families) is a free and impartial information service for mums, dads and carers of children and young people aged 0-19 (or up to 25 for disabled children). They can help with anything and everything around family life, including schools and childcare. For more information visit their website: www.yor-ok.org.uk/families or contact them on 01904 554 444.

Children aged 3 and 4 (for those who turn 4 after August 31st) are entitled to 15 hours a week (in term time) of free early years education. Some pre-schools close to the University include Heslington Pre-school (in Lord Deramore primary school), Little Badgers (in Badger Hill primary) and St. Lawrence's School on Heslington Road.

There are also local nurseries, the closest of which are Beehive Pre-School Playgroup at the Low Moor Centre on Broadway, and the University Nursery. Places depend on availability, so contact them as soon as you can. You can search for local nurseries and request a brochure on: www.daynurseries.co.uk. For more information about local schools for children aged 5-18 visit the [local council website](#).

For children with additional needs the [York's Local Offer](#) has lots of helpful information to see what disability services are available in their area and how to access them. Another useful resource is [YorCandi](#), the public forum for parents of children with additional needs in York to share their experiences and advice.

Meeting Other Students with Children

The [Family Network](#) exists to help students with children and their spouses to meet, socialise, share information and advice, and have fun! All members of the University community who have children: Undergraduates, Postgraduates and members of staff are welcomed to join the network.

The family network organise events and trips for students and their families, which are often subsidised. The Graduate Students' Association also hold a regular session at Osbaldwick Children's Centre, Old School Cl, Osbaldwick Ln, York, YO10 3BT, on a Monday at 10-11.30am, for students with children under 5 years old. This is a fantastic place for families to meet, greet and experience some really creative play.

York is a great place for bringing up children, with lots of groups and activities. For more information visit the [Family Information Service](#).

Graduate Students' Association regular session at Osbaldwick Children's Centre, for children under 5 years old

Monday morning 10 - 11.30am



Making the Most of your Money

As a student there are lots of ways you can get discounts and save money:

- You can often receive discounts on purchases and activities with a valid [TOTUM card](#). For more details about the offers and discounts please [check here](#).
- You can save money on travel by getting a Railcard: You can get a [Young Person's Railcard](#) if you are a full-time student over 25, with this card you can get 1/3 off rail fares. Alternatively you can get [Family and Friends Railcard](#), with this card children aged 5-15 get 60% discount on kids' fares and up to four adults and four children can travel on one card.
- York residents can buy a [York Card](#). The York Card is £6 for adult residents and free to children and young people up to the age of 18.
- The [Community Furniture Store](#) stocks a wide range of used furniture and white goods at very reasonable prices. Some items are in better condition than others, you may need to look around to find what you're looking for.
- Shopping in [charity shops](#) can be a good place to save money. They sell second hand clothes, shoes, crockery, books, children's games, DVDs and much more.
- [Car boot sales](#) are another option to save money. People sell things they no longer use, you'll find all kinds of things, and most importantly, they are cheap. You can also buy some fresh vegetables cheaper than supermarkets. Car boot sales start early – you are advised to get there from 7am onwards – and they tend to finish around lunchtime.
- Shopping online for second hand things at [Gumtree](#) and [Freecycle](#) can save you some money.
- Search online for voucher codes: Lots of restaurants and high street stores have offers and vouchers online. [UNiDAYS](#) provide exclusive discounts for students.
- Sign up for loyalty cards with shops. Supermarket loyalty cards earn you points, and you can exchange these points for vouchers.
- Borrow toys from the [Toy Library](#). This service allows you to borrow children's toys and try them out before you buy your own.



On Campus Support



Having children and studying at the same time involves a constant juggling act. It is normal for there to be bad days as well as good days. If you need to speak to someone to talk through a problem, get some information, or for advice, there are lots of people you can approach.

There are a wide range of services on the University campus available to students, the [Student Support Services](#) can provide you with advice about particular areas of concern such as finance, health and personal support.

For independent information and confidential advice relating to either academic or welfare issues, you can contact the Student Union (YUSU) by emailing asc@yusu.org

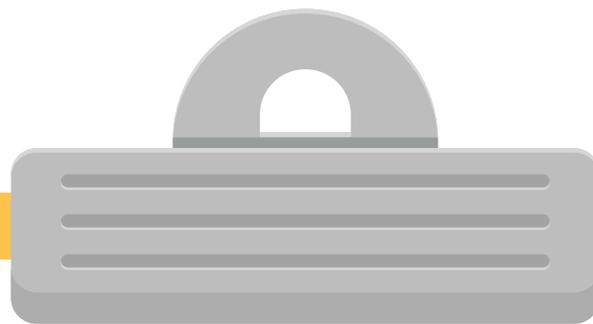
If you are a postgraduate, you can contact the Graduate Student Association (GSA) by emailing info@yorkgsa.org

If your family life is having an effect on your ability to study, you may need to claim Mitigating Circumstances. If you need advice about how to apply for [Exceptional Circumstances](#), or to appeal a decision made by the University, YUSU and the GSA can guide you through this process.

If you are experiencing stress or feeling very unhappy, you may want to speak to somebody in confidence. The Open Door Team have fully trained professionals who you can talk to if you are feeling low or experiencing emotional difficulties. Find out more at: <https://www.york.ac.uk/students/health/help>

When you first move in

- Check the inventory – your landlord should provide you with one. If not make your own and send it to your landlord. Make notes and take photos of any existing damage, and keep a dated copy.
- Ask your landlord about the deposit. Under Tenancy Deposit Protection Schemes, your landlord has to provide you with details of the insurance scheme your deposit has been placed in, within two weeks of receiving it, in case of disputes.
- Take the meter readings.
- Call the electricity, gas and water suppliers to set up a new account, and shop around for the best deal available using comparison websites
- Arrange contents insurance.
- Get familiar with your rubbish and recycling collection schedule.
- Apply for a parking permit if you live on a road that requires it. You can apply at the Council offices on Station Rise.
- Remember, first impressions count, be friendly and introduce yourself to your neighbours. You may want to share telephone numbers with them in case there are any problems which arise whilst you are out or away



Moving in checklist

- Check the inventory
- Ask your landlord about the deposit
- Take the meter readings
- Call electricity, gas and water suppliers
- Arrange content insurance
- Find out about your rubbish and recycling collection schedule
- Apply for a parking permit
- Introduce yourself to your neighbours

Moving Out

Bills and utilities

- You are responsible for paying utility bills for up to the last day of your tenancy. It's your responsibility to inform your service provider that you are moving out and need the final bill.
- Remember to cancel any subscriptions you may have such as broadband, cable television or newspaper deliveries.

Handing over the keys

- Clean the house properly – or you may risk losing your deposit.
- Contact your landlord before you move out to agree when to hand over the keys of the house.

Waste and recycling

- If you have lots of rubbish to dispose of, the council will collect it for a fee or you can take it

to a local household waste recycling centre. For details please visit www.york.gov.uk.

- You can offer your unwanted things through Freecycle or the Big Green Clean at the University of York.
- The City of York Council sometimes offers extra collections in May/ June time – check with your Students' Union for more information.

Rights of your deposit

- Landlords can take money from your deposit to pay for the cost of removing rubbish or for cleaning at the end of your tenancy. You must claim to get your deposit returned. If you have any issues, please contact your Students' Union (see the key contacts page at the back).
- Double check your tenancy agreement and see if anything else is expected of you before you leave the property.



Moving out checklist

- Inform your service providers that you are moving out
- Cancel any subscriptions: broadband, cable television, newspapers
- Clean the house
- Arrange to hand over your keys to the landlord
- Dispose of any rubbish
- Claim to get your deposit returned
- Check over your tenancy agreement for anything else

Meter Readings

Fill this in as soon as you move in and again when you move out!

Gas:

On moving in day: _____

On moving out day: _____

Electricity:

On moving in day: _____

On moving out day: _____

Water (if you have a water meter):

On moving in day: _____

On moving out day: _____

Key Contacts

Landlord/Agency: _____

Gas company: _____

Electricity company: _____

Yorkshire Water: 0845 124 24 24

TV company: _____

Internet provider: _____

Council general enquiries: 01904 551551

Non-emergency police: 101

Find out more at: www.yorkgsa.org

