



# LANDLORD GUIDE

## Support for your tenants

## Introduction



This guide outlines the support services available to students through Sheffield Hallam University.

As a landlord, property owner or manager, you will regularly have interactions with our students, some of whom may be facing a variety of personal, wellbeing and welfare issues.

The information below will provide you with the relevant contacts within the University to refer any tenants facing difficulties to.

If you would like to learn more, or require further support, please get in touch with [Accommodation Services](#).

## Accommodation Services



Accommodation Services offers Sheffield Hallam students a free, friendly service to help them find the right place to live. We are also the first point of call for landlords, property managers, and private sector enquiries.

We administer the Sheffield Hallam Studentpad website, have a wide range of sector knowledge and can signpost landlords and students to the relevant department for specific help and support. As a service, we advise students on all aspects of private sector living, including house-hunting, tenancy agreements, and living within the community.

We also support landlords with updates from the University and wider sector, and can provide information on the local market, changes to housing legislation, as well as advertising options available within the University and help with Studentpad adverts.

### **Contact Details**

Website: [www.shu.ac.uk/accommodation](http://www.shu.ac.uk/accommodation)

Email: [privatesectoraccommodation@shu.ac.uk](mailto:privatesectoraccommodation@shu.ac.uk)

Telephone: 0114 225 4512

Sheffield Hallam Studentpad: [www.shustudenthousing.co.uk/Accommodation](http://www.shustudenthousing.co.uk/Accommodation)



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## Student Help and Advice Team

The Student Help and Advice Team is the front face of Sheffield Hallam Student Support Services, offering self-help services, as well as virtual and face-to-face support. The Student Help and Advice Team is made up of:

[Hallam Help](#) who support students to find the information they need and help them to understand University processes and services.

[Student Support Advisers](#) who provide help and advice to students when difficulties arise that affect their ability to study. They can help students access specialist services when they need them.

### Contact Details

Website: [www.shu.ac.uk/myhallam/help-and-support](http://www.shu.ac.uk/myhallam/help-and-support)

Email: [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Telephone: 0114 225 2222

## Residential Support Service

Our team of Student Support Advisers work to a key set of principles and core values and aim to deliver an accessible, inclusive, and high-quality support and guidance service to all students.

The residential support service can help students deal with issues they may experience whilst living away from their home environment, such as:

- health and wellbeing
- living away from home for the first time
- lifestyle issues
- safety and security
- community integration
- links to other Hallam support services and advice

### Contact Details

Email: [residentialsupport@shu.ac.uk](mailto:residentialsupport@shu.ac.uk)

## Student Wellbeing

Student Wellbeing offer a wide range of support for students. They provide information and advice to support student's psychological wellbeing in order for them to manage their studies and make the most of university life.

### Contact Details

Students can access this support through their Student Support Adviser (SSA)

Website: [www.shu.ac.uk/wellbeing](http://www.shu.ac.uk/wellbeing)



## Report and Support

Report and Support is the University initiative to combat sexual violence and hate crimes. We have four Sexual Violence Liaison Officers within student wellbeing. If an incident is reported with personal details, one of these officers aim to contact the student within one working day, via phone or email. Reports can also be made anonymously.

### Contact Details

Website: [reportandsupport.shu.ac.uk/](http://reportandsupport.shu.ac.uk/)

## Disabled Student Support

We have over 4000 students every year who have disabilities and the University offers a range of help and support while they are here. They can advise on DSA, assistive technology and support workers, as well as providing general help and advice.

They also offer learning contracts, which put agreed adjustments in place to help students with specific needs achieve on their course.

### Contact Details

Appointments and queries can be made through Hallam Help

Email: [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Phone: 0114 2252222



## Student Funding Team

Our Student Funding Team support and advice on managing money and what students can do if they are experiencing financial difficulties.

### Contact Details

Website: [www.shu.ac.uk/funding](http://www.shu.ac.uk/funding)

Email: [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Phone: 0114 225 2222

## International Experience Team

International Experience are a dedicated specialist team who support international students throughout their time at Sheffield Hallam.

Students can access support on-arrival and on-course which includes welcoming services, social transition support, visa advice, and specialist guidance about resolving financial and other serious issues.

### Contact Details

Email: [hallamhelp@shu.ac.uk](mailto:hallamhelp@shu.ac.uk)

Phone: 0114 2252222

Website: [www.shu.ac.uk/study-here/international/international-experience-team](http://www.shu.ac.uk/study-here/international/international-experience-team)



## Students' Union Advice Centre

The Students' Union Student Advice Centre provides free, confidential and independent advice via our Student Advice Centre. Discuss anything with our Advisers - academic issues, money worries, housing concerns and more.

### Contact Details

Website: [www.hallamstudentsunion.com/support/advice/](http://www.hallamstudentsunion.com/support/advice/)

# Sheffield Hallam Chaplaincy

The Multifaith Chaplaincy offers support to students of different religious beliefs and none.

They provide opportunities and sessions for you to discuss worries or difficult decisions that you may be facing.

The team is made up of advisors from a range of religious backgrounds and can help you with specific faith-related issues and offer guidance.

## Contact Details

Website: [www.shu.ac.uk/wellbeing/faith-and-chaplaincy](http://www.shu.ac.uk/wellbeing/faith-and-chaplaincy)





# Additional Resources

## **The Samaritans**

If students need someone to talk to 24/7, they can contact the Samaritans listening service.

### **Contact Details**

Website: [www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/](http://www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/)

Telephone: 116 123

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

## **Togetherall**

Togetherall is an online community to support those struggling with their mental health. Users can share their problems and can get support from their peers, guided by the Wall guides.

### **Contact Details**

Website: [www.shu.ac.uk/wellbeing/register-for-support/togetherall](http://www.shu.ac.uk/wellbeing/register-for-support/togetherall)

## **Blackbullion**

Blackbullion is a learning platform designed for students and includes money skills and budgeting tools. It helps to empower students to be money smarter and make sound financial decisions, teaching essential financial skills and habits.

### **Contact Details**

Website: [www.shu.ac.uk/funding/money-skills](http://www.shu.ac.uk/funding/money-skills)

We hope that you find this guide both useful and informative. Please contact Accommodation Services if you require any additional information, or in the event of needing further support, help, or advice.



**Contact Details**

Sheffield Hallam Accommodation Services

Phone: 0114 225 4512

Website: [www.shu.ac.uk/accommodation](http://www.shu.ac.uk/accommodation)

Emails: [privatesectoraccommodation@shu.ac.uk](mailto:privatesectoraccommodation@shu.ac.uk)

Instagram: [@SheffHallamAccomm](https://www.instagram.com/SheffHallamAccomm)