



# THE RESIDENCES GUIDE

# WELCOME

Welcome to the University of Manchester's Halls of Residences. We hope you will find our Halls an excellent place in which to live whether you are an undergraduate or postgraduate student.

Approximately 8,000 students live in our halls which are located into three areas - City, Victoria Park and Fallowfield. Within each of these areas there is a lot going on and the atmosphere is certainly never dull. Wherever you are, you will be in easy reach of local shops, bars and restaurants as well as the University, the city and the airport - the University campus is on the busiest bus route in Europe so you can get out and about easily too.

This Residences Guide aims to provide you with a few guidelines to communal living and some information on how things work and where to get advice.

The accommodation is administered centrally to ensure the highest standards and to provide for all needs.

Each Hall has its own unique characteristics and has a Residents Association (RA) or Junior Common Room (JCR) which will be the focus of your activities for most things. Given an enthusiastic student body, we can have plays, concerts, inter-hall debates, quiz nights and so on as well as a range of sports teams and a good social life for all to enjoy – no matter what your interests. We need your help and you have a say in what happens by getting involved in your RA or JCR committee. Watch out for information in regards to the elections - please consider standing.

You will come across a number of people whose role it is to make sure life runs smoothly so that you can make a positive commitment to your studies as well as making the most of the wider student experience. Our Residential Life team (ResLife) who are mostly around in the evenings and weekends; the management teams and staff who are responsible for delivering the administration services, domestic, portering and catering services; the Estates staff who maintain the buildings and the grounds; and the Security patrols who look after your safety and monitor the CCTV cameras around the campuses.

Please feel free to ask their advice because they are here for your benefit. All we ask is that you are polite to them and respectful of each other.

I hope you enjoy your time in Halls at the University of Manchester.

Thank you

Helen McGlashan  
Director of Residential Services

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# GENERAL INFORMATION

## HALL RESIDENTIAL LIFE TEAMS

All residents are supported by a Residential Life team (ResLife) led by a Senior Residential Life Coordinator who is supported by on-site Residential Life Officers, Deputy Residential Life Officers Residential Life Advisors or non-Residential Life Advisors

If you wish to speak directly to a Residential Life Officer, you can contact her/him via your Residential Life Advisor, or come to a weekly surgery session where available (times are posted in your hall).

Residential Life Advisors hold part-time appointments in the halls and their primary responsibility is for the welfare and discipline of the students in their Houses and Flats.

Manchester Residential Life (ResLife) is committed to enhancing the student residential experience through the provision of support and guidance with the delivery of a unique programme of activities to support your residential experience. Residential Life Advisors will support the delivery of activities and work on a duty rota to ensure support to all residents.

Each flat or corridor is assigned to a particular Residential Life Advisor who will regularly visit residents to provide information, discuss current issues and support the general welfare of the community. Non-urgent issues should be discussed with your Residential Life Advisor, who will usually be best suited to provide the necessary information. S/he will also forward issues to the Residential Life Officer if this is required. You can speak to your Residential Life Advisor either during their regular visits or see her/him in the ResLife Team office.

As a final note: Please remember we can only deal with incidents that we know about! If an issue arises, please do not wait until a situation has become unbearable – please see your Residential Life Advisor early.

## WHAT TO BRING

You will need to bring your own pans, crockery, cutlery, towels, coat hangers and bedding (a limited supply of bedding packs will be available for purchase).

## PAYMENT OF ACCOMMODATION FEES

Details on how to pay, how much to pay and when to pay are posted on our website – <http://bit.ly/2opHbaY>

## LEAVING, TRANSFERRING & REAPPLYING TO ANOTHER HALL

The procedures and associated forms related to this are available via our website -

Leaving - <http://bit.ly/2nHWldl>

Transferring - <http://bit.ly/2nrhKVJ>

Reapplying - <http://bit.ly/2mVMrG9>

## OVERNIGHT ABSENCE

If you intend to be absent overnight or longer, please let one of your room mates **and** your Residential Life Advisor know. The information may be vital in case of fire, or some other emergency.

## MEDICAL REGISTRATION

You should register with a local General Practitioner (GP) whilst you are in Manchester, otherwise the doctor may refuse to see you. You may be able to register with a doctor at the start of session. If you are a UK resident please bring your medical card or NHS number as it facilitates the registration process. Medical registration forms will be available at the start of

session and are available throughout the year from your hall administration office. Staff will also be able to tell you where the nearest medical practice is.

### **ACCIDENTS AND EMERGENCIES**

Manchester Royal Infirmary, Oxford Road (Vehicle entrance is on Grafton Street): Tel 0161 276 1234

### **PROCEDURES FOR CALLING AN AMBULANCE**

In an emergency situation, an ambulance should be contacted by dialling (9) 999, from the scene of the incident. This will enable precise information to be given to ambulance control with respect to the location of the incident and the casualty's condition.

Security must also be contacted on 0161 306 9966. Inform them that an ambulance has been called, telephoning Security will ensure that an ambulance reaches you as soon as possible. They can also provide support in managing the situation and with the provision of First Aid as required. Please stay at the address you have given. If you live in Denmark Road, Liberty Point, Opal Gardens, Victoria Hall or Weston Hall (halls in which rooms are leased by the University) please consult your hall arrival information as arrangements will differ.

# **MANAGEMENT INFORMATION & DOMESTIC ARRANGEMENTS**

### **ACCESS TO FLATS AND ROOMS**

Our residents have a right enshrined in law to have quiet enjoyment of their rooms. We try whenever possible in non-emergency situations to not enter student rooms unless we have a specific job to be achieved and when we have provided as much notice as possible through effective electronic and written communication. The accommodation contract allows for RESIDENTIAL SERVICES staff or our agents to enter student rooms but only when there is a valid reason to do so.

*The following is a typical though not exhaustive list of situations where RESIDENTIAL SERVICES staff or our agents would need to gain access to a room:*

- *Termly room audits to review cleanliness/maintenance requirements*
- *Maintenance requests as logged by the resident*
- *In emergency situations where there are issues which could cause significant problems for resident's health and safety or damage*

### **ANIMALS**

Animals are not permitted in Residence other than Assistance Dogs.

### **BALL GAMES, FRISBEES ETC**

Ball games, the use of Frisbees and similar activities are not permitted on campus due to damage and injuries in previous years as well as disturbance to other residents.

### **BARBEQUES**

Because of the danger of fire, the risk of activating nearby fire alarms and the possibility of noise, disturbance to others and an excessive amount of litter, barbeques may only take place if organized with the prior written permission of the Residential Life Officer. Security reserves the right to close down any unauthorized, unruly or hazardous event.

## **BEDDING**

Bedding and bed linen is not provided by the University. A mattress cover however is provided and this will be fitted to the mattress in your room.

## **CARS, MOTORCYCLES AND BICYCLES**

You are advised not to bring motorised vehicles to Manchester – limited parking is available (at a charge) at just a few halls and public transport is excellent.

Motorcycles must not be parked around buildings within hall grounds, nor should they be ridden through the grounds.

Cycles should be stored in the cycle sheds provided. For reasons of fire safety they must not be taken into buildings, left in hallways, corridors, or left in external non-designated areas. Cycles found in inappropriate areas will be removed immediately. You should ensure that you have the means to secure your cycle against theft as cycle sheds do not provide a secure means of storage. Please log details of your cycle on the immobilise website at <http://www.immobilise.com>

Please note that hall grounds are pedestrian precincts and neither motorcycles nor cycles should be ridden in the grounds.

You are advised that all vehicles, motorcycles and cycles are parked at their owners' risk and the University does not accept any responsibility for loss or damage to them on its premises.

## **CARE OF ACCOMMODATION**

Rooms and flats will be inspected by the hall staff from time to time. You are responsible for keeping your accommodation clean. Please see the posters for guidance on what your responsibilities are and what duties the domestic staff will carry out. The communal areas will be cleaned each week by the domestic staff. **Please note** that in halls that the University leases from the private sector, cleaning arrangements may vary from those halls wholly owned and staffed by the University.

It is your responsibility to ensure there are no hazards or dangers to our staff or other visitors to your room or communal area. If your accommodation is in an unacceptable condition the cleaners will report this to management and an inspection will follow. Our team are here to support you but please help us by removing your waste and recycling on a regular basis. This will make your flat a better place to live and should keep any issues you have to a minimum.

The attachment of decorations and posters can cause damage to paintwork. Where such damage is caused, you will be required to meet the costs of rectification. Decorative materials must not be attached to the ceiling or wrapped around ceiling fittings, nor must such fittings be changed or tampered with. Nails, screws or drawing pins must not be inserted into the woodwork or brickwork.

## **FURNITURE AND EQUIPMENT**

You will be required to complete a paper inventory within 24 hours of your arrival. You are responsible for checking the inventory against the contents of your accommodation. If you think there is something wrong or missing this should be recorded on your inventory. When leaving your accommodation your inventory will be checked and charges will apply should there be any damage not already stated on the inventory, consideration will be taken for wear and tear. If you don't return the form we will assume everything is in order. Should you find anything broken in your room please report it using the Building Maintenance System - <http://bit.ly/1K73HHO>. Do not remove University items from the accommodation.

It is important to note that due to the lack of storage space in halls we will not accept requests to remove the furniture provided. Therefore do not bring your own furniture, soft furnishings or equipment such as fridges, microwaves and similar personal cooking items to the residence.

### Portable Heating Equipment

The heating provided in University residences will generally be switched on between the months of October and May. This is to ensure that the University avoids energy wastage and also to keep to a minimum, rising energy costs, which are included within your accommodation charges.

For cost and Health & Safety reasons, you are not permitted to bring your own heaters into residences and if you are experiencing problems with your bedroom heating this should be reported using the Building Maintenance system. Terminals are located around the campus, follow the on screen instructions. Alternatively, [you may report faults by clicking here](#).

In circumstances where the University's Estates Department confirm that additional portable heating equipment is necessary these will be issued to you by the Domestic Services Team. This is necessary to ensure that the appropriate safety of the equipment provided. Where electric heaters are used they must be switched off when the room is unoccupied and must not be covered or used for any form of drying.

### **HORNET INTERNET IN HALLS**

The University of Manchester provides internet connectivity to many of the student study rooms in University halls of residence through the Hornet service. Connected rooms are fitted with a network socket that provides a high speed connection and most rooms are covered by the University wifi network. In a privately leased hall the service provider may not be the University of Manchester.

The Hornet service is provided free of charge in the University of Manchester halls of residence. It forms part of the range of services that the University accommodation offers. There are no restrictions to the amount of data that users can send or receive over the network. The University of Manchester does however police the network for users whose computers are displaying erratic behaviour and/or making excessive use of the resources. Please note that you cannot use peer to peer file-sharing applications. Some types of software for watching videos are also banned.

Hornet requires all users to secure their computers with passwords, anti-virus and security updates. Failure to do so can lead to disconnection from the network and possible reconnection fees. There is more information and resources regarding computer security available on the Hornet website [www.manchester.ac.uk/hornet](http://www.manchester.ac.uk/hornet)

### **INSTRUCTION MANUALS**

Make a note of the model of the appliance in your kitchen or flat that you would like to know more about and then [scroll down the page located here](#) to find the appropriate instruction manual. Please note the instructions are posted only to assist you in using the appliances. Attempts to repair them are strictly forbidden. Faulty appliances should be reported on Building Maintenance so they can be assessed and repaired or replaced.

If your appliance is not listed then please email the Accommodation Office manager with the relevant details - [accommodation@manchester.ac.uk](mailto:accommodation@manchester.ac.uk).

If you live in a privately leased hall then you will find the instruction manuals at your hall reception or in your Welcome Pack

## **KEYS**

All residents are provided with a key (and swipe card/fob where applicable) to their own rooms and flats. Keys and swipe cards must remain in the possession of the person they have been allocated to and must not be given or lent to others under any circumstances. If you lose your key or card you may obtain replacements from your hall administration office but a charge will be raised **without exception** including if the loss was due to theft. This charge may include the cost of a lock change (this could include for the block door, flat door and your bedroom – dependant on what is lost), replacement keys, parts, labour and VAT if applicable.

## **LAUNDERETTES**

Launderettes are found on all sites providing a competitive and convenient service. These are run by an external company and faults should be reported directly to the company. Details of how to use the launderettes and how to report faults can be found in the launderettes. You can also speak with the local housekeeping team or reception if you are experiencing any problems.

## **LOST PROPERTY**

Your hall administration office will act as a lost property office. Articles that have been found are logged. All lost items may be collected from there. Items cannot be collected without proof of identification and or ownership. Property not claimed within 30 days will be disposed of.

## **POST / MAIL**

Lockable mailboxes are provided (in some areas you will be required to provide a padlock for your post box). Your mail will be delivered to the appropriate mailbox. Registered mail and parcels must be collected from your hall administration office – you will be e-mailed to notify you when there is something to collect. Proof of identity will be required. You are strongly advised to have any valuable items sent to you by registered post, and to collect cheque cards and cash cards from your bank rather than have them sent to your mailbox. Unfortunately the following items cannot be signed for and stored by Administration Staff:

- Items which are larger than 300mm depth x 300mm height x 400mm width
- Items over £150 in value
- Parcels more than 11kg in weight
- Parcels containing perishable food items

Residents expecting a delivery which does not meet the criteria should provide the delivery company with a contact/mobile number so that they can contact you on arrival at the Hall Administration Offices.

During the Christmas and Easter vacations, any mail that arrives for you will be placed in your mailbox. If you are expecting mail that you need to see urgently, you must arrange with the sender to address it to your vacation address.

Students leaving residence should note that mail will not be re-directed. Responsibility lies with the residents to notify correspondents of their change of address.



## AMAZON LOCKERS

To assist with deliveries at the University there are a number of Amazon Lockers available for residents to use when making an order. Amazon lockers are self-service kiosks where you can receive or return your Amazon.co.uk parcels. You can select a locker location and collect or drop off your parcel at a time that's convenient to you.

You need to add the locker to your Amazon address book, the names of the lockers are listed below :

Locker Name	Location
Hay	Owens Park
Guffaw	Richmond Park
Gulp	Hulme Hall
Halfpipe	Dalton Ellis Hall
Orange	Wright Robinson Hall
Floral	George Kenyon Hall
Gum	Oak House
Elbow	Whitworth Park

Please note that you must be a resident at the Locker location to use this service. Some of the lockers are located inside areas where a key is required for access.

Please note that you must be a resident at the Locker location to use this service. Some of the lockers are located inside areas where a key is required for access. The lockers should not be used for anyone who is a non-resident – Amazon will delete the account of anyone using a locker who is not in that accommodation.

1. Type [www.amazon.co.uk/add\\*\\*\\*\\*\\*](http://www.amazon.co.uk/add*****) into a browser. Replace \*\*\*\*\* with the name of the locker for the delivery. Don't use spaces.
2. The browser will redirect to Amazon.
3. Once signed-in Amazon will automatically add the address to your account.

Then simply select "Dispatch / Return to this address" during checkout/returns process and complete your transaction as usual. All items must be eligible for a delivery to a locker.

Once a parcel is delivered to the Amazon Locker, you'll receive an email notification with a unique pick up code. To pick up the parcel, enter the pickup code or scan the barcode using the barcode scanner and follow the instructions on the screen.

All parcels delivered to locker locations must be picked up within 3 business days, after this time the parcel will be returned for a full refund.

## REFRIGERATORS AND FREEZERS

It is important that de-frosting of freezers where applicable is carried out on a regular basis. Advice on de-frosting refrigerators and freezers is available from Domestic Services. The University accepts no liability for damage or loss to the contents of refrigerators and freezers.

It is the residents' responsibility to remove out of date items and clean up any spillages within these appliances. At the end of each semester the Domestic staff will clear out the appliances and dispose of out of date items. Prior warning of this process will be given, and your cooperation is appreciated. **DO NOT bring your own fridge or similar equipment.**

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## REPAIRS & MAINTENANCE

All repairs and maintenance should be reported using [the Building Maintenance](#) System.

Report **ALL FAULTS** including buildings, housekeeping, pest infestation on Building Maintenance.

**Please note that jobs entered on this system will not be addressed on weekends, bank holidays or University closed days. During this period a call out system is in operation and emergencies should be reported to the ResLife Team.**

By reporting a problem and requesting that it be fixed you give consent to University of Manchester staff or its agents entering your room to fix the problem.

It is your responsibility to ensure your room is kept in such a manner that it is safe for our staff or agents to enter should they need to do so to affect a repair or deal with an emergency situation. Trip hazards should be avoided.

It is also your responsibility to report issues or faults such as broken chairs, pest control issues, etc.

You must not attempt any repairs yourself.

As a resident, you have a right to expect that repairs are carried out as quickly as necessary. Requests to repair a defect will normally be responded to within the times outlined below by our Estates Colleagues or a University approved contractor, who will make an initial assessment and aim to resolve the issue at that time. The assessment will commence from the time you have input the request using the online reporting system (weekends excluded – report emergencies to the Duty ResLife Adviser). If further investigation is required or parts sought we will keep you informed. The response times vary depending on the nature of the repair.

**EMERGENCY:** These would normally be carried out within 4 hours and are incidents or defects which require an immediate response, possibly endangering the health and safety of people, causing major damage to buildings or affecting building security.

Examples:

- Gas leaks
- Loss of electrical supply to a building
- Loss of heating to a building
- Major water leaks
- Fire or imminent risk of fire or explosion
- Collapse of a structure
- Loss of all lift facilities
- Fire alarm system failure

**URGENT:** We would normally expect to carry out 80% of all work in this category within one working day, and 100% within two. This is work which does not present an immediate threat to the health and safety of people but which requires a swift response to prevent deterioration in services or increased damage.

Examples:

- Blocked drains
- Broken window (will initially be made safe)

- Malfunctioning locks
- Loss of heating, hot water or lighting in a room
- Overflow running
- Running taps (not dripping)
- Floor covering (trip hazard)
- Emergency exits compromised
- Room security
- Stair lights out

**NON-URGENT:** We would normally expect to carry out 70% of all work in this category within 5 working days and 100% of the work in 10 working days. This is work, which if not attended to, could result in a reduction in the quality of the service provided.

Examples:

- Loss of electrical power at a single socket outlet
- One light out (of many) in a room
- One radiator not working
- Adjustment to door closures
- Dripping taps
- Window adjustment
- Plaster repairs

### **SNOW & ICE CLEARING POLICY**

We aim to keep the footpaths and roads around the residences as free as possible from hazards and between 8am and 4pm Monday to Friday areas will be gritted as far as practicable possible, however we advise residents to remain vigilant at all times especially during periods of snow and ice.

### **BE ACTIVE, PLAY SPORT, BE A SPORT VOLUNTEER**

By living in University accommodation you have a fantastic opportunity to make the most of Manchester halls life by being active and getting involved in sport. This enables you to meet new people, try new things, have fun and keep fit and healthy. Many of the residences have a committee who lead the sport activities and events for you, they will also link to the University SPORT Manchester service.

Hall Sport, a tailored programme specifically for you, offering over 40 hours of free sport led by student session leaders who want you to have fun. Hall Sport provides informal sport sessions at sport facilities in or close to your Halls so you can drop in as often as you like.

There are lots of other opportunities where you can meet students and staff from all across the University, these include: joining a gym, hiring a pitch or court at one of the major sport facilities, the main sites include: Armitage Sport Centre, (the ideal sport site for those based in Fallowfield), Manchester Aquatic Centre and Sugden Sport Centre (both conveniently located close to City area).

You can sign up to one of the many Halls teams playing in the intra-mural programme, Campus Sport, where teams compete against other University of Manchester student and staff teams. You could develop your leadership and organisation skills by starting your own team if your Halls Committee does not currently have one.

Maybe you want to train regularly and represent the University, if this is the case you can sign up to one of our 42 Athletic Union Clubs who compete against other Universities across the Country in 36 different sports. Or perhaps, you want to go to a fitness class to exercise or

volunteer for a local sports club or at sport events in the community. Whatever your interest and motivation we aim to get you involved with SPORT Manchester.

To find out more about getting involved with SPORT Manchester or to see which sport facility is close to your new home visit: [www.manchester.ac.uk/sport](http://www.manchester.ac.uk/sport)

Come and talk to us at the SPORT Manchester Office located on 333 Oxford Road (number 69 on the [campus map](#)) in the white building opposite the Students' Union and next to the International Society.

### **STUDENT EVENTS**

Students organising parties/events within their residence must adhere to the guidance provided in the student event pack available from the General Manager for ResLife.

### **TELEVISIONS AND RADIO**

If you watch broadcast Television in your room in hall, either using a computer or a TV, then you need a Television Licence. You will not be covered by your home television licence whilst in hall. For further information refer to: <http://www.tvlicensing.co.uk>

# **HEALTH AND SAFETY**

## **HEALTH AND SAFETY POLICY STATEMENT**

It is the policy of RESIDENTIAL SERVICES to do all that is reasonably practicable to ensure a safe and healthy working environment for staff, students, and any other person on the premises. The Director of RESIDENTIAL SERVICES is responsible for all health and safety matters within the Residences. The Director of RESIDENTIAL SERVICES has appointed an appropriate number of safety advisors who act with her full authority to ensure the health and safety of staff, students and visitors, so far as is reasonably practicable.

## **ELECTRICITY**

The University accepts no responsibility for itself, its employees or others for any injury or loss of property which results from the use of residents' faulty appliances, or from residents' misuse of electrical installations and wiring, including trailing cables.

Residents must not alter or tamper with any electrical appliances supplied by the University. The University reserves the right to test and remove student-owned electrical equipment if suspected of being faulty or dangerous.

Each resident should ensure that the appliances that they bring with them or purchase during their stay are in good condition and fitted with the correct fuse. If you are using electrical goods purchased outside the UK you MUST ensure they are suitable for use in the UK taking into account the voltage and fuses required. Electrical appliances should ideally be fitted with standard 3 pin plug tops to BS 1363 and fitted with an appropriately rated fuse. The use of 2 pin plugs is not recommended; however, 2 pin to 3 pin adapters are readily available from reputable electrical suppliers. [Click here for general advice from the Electrical Safety Council.](#)

Failure to do so may compromise your safety, the safety of others and also compromise your insurance cover.

Should you have any problems with the electrical supply, or questions about the appropriate voltage please contact your hall administration office immediately.

Halogen lamps are not permitted due to the increased fire risk they represent.

## **EMERGENCY EXITS**

Doorways, corridors and entrances must be kept free from obstruction at all times. The propping open of fire doors is strictly forbidden. Combustible materials, such as overflowing waste bags and cardboard boxes must not be placed or stored within the accommodation.

## **FIRE**

You should familiarize yourself with Fire Exit Routes and the location of Fire Alarms. If you discover a fire, however small, you sound the alarm, evacuate the building closing doors behind you and then report the details to the hall admin. Please Note: It is forbidden to have naked flames of any sort in your room or to use halogen lamps; in the past they have caused serious fires. Please note that the smoke detectors are very sensitive to cigarette smoke; if the smoke detectors are set off in this way or tampered with, the resident will be liable for any charges or disciplinary measures brought about by this action.

## **FIRE EVACUATION PRACTICE**

Fire evacuation practices are held at the start of each academic year to familiarise you with procedures. You are reminded that the normal fire evacuation procedures for your particular Hall must be put into practice. Failure to co-operate will be regarded as a disciplinary matter.

# **SECURITY**

## **POSSESSIONS**

Our Accommodation are some of the most secure environments in which you could live as a student, however break-ins and thefts occur from time to time. You can help reduce these incidents by making sure that your door is locked and your window securely closed when you are not in your room. We advise you not to leave laptops, cameras and other valuables visible. It is recommended that you mark all your property with your home post code using a UV pen. Make sure that you are adequately insured. You may also register computers and electrical goods on the internet with immobilise on [Immobilise](#)

## **PERSONAL SECURITY**

Personal security is also very important. Although attacks on students are rare please be especially vigilant when walking after dark. Stay on the main roads and use designated routes. Take common sense precautions such as not using your mobile phone on the street and inform your friends of your whereabouts. Do not walk home alone late at night. Instead use the bus service or a registered taxi rather than walking.

## **WINDOW SAFETY**

Whenever you leave your room for any length of time, please ensure that you close your windows. In gale force winds, windows on higher floors may be blown away if left open; on ground floors any open window is an invitation to thieves.

The throwing of objects from windows is dangerous and offenders will be dealt with severely. Due to the extreme risk to people using the walkways, the occupant of any room identified as the source of items thrown will face a financial penalty and may be required to leave University Accommodation. Similarly, you are not permitted to hang bags of food or other items from windows.

Under no circumstances must you tamper with window restrictors, locks or catches.

# HOW TO MAKE A COMPLAINT

If you want to report a building maintenance issue then please **do not** use the official complaints form but instead [use our online building maintenance system](#).

The University of Manchester is responsive to the needs of our students and visitors and welcomes comments and complaints as a means of improving services. We won't necessarily be able to change the things in the way that you would like or always meet your needs but we will always be able to give you an explanation of how a decision has been made. The University of Manchester will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

[Click here for more information and the link to our online complaints form.](#)

## Advice and Guidance

You may seek advice in preparing any complaint from your hall Residential Life Team (if appropriate) or the University of Manchester Student Union Advice Service.

## Note

The Residences complaints procedure follows and applies the overarching [University of Manchester Regulation XVIII 'Student Complaints Procedure'](#). It is recommended that you consult Regulation XVIII alongside this procedure. However, please note, in Residential Services we have adopted a two-stage formal process in order to assure the efficient handling and resolution of complaints.

# APPENDIX

## The University of Manchester's Policy on dealing with enquiries from 'third parties' about our students – including those in residence.

The University receives many enquiries about students and we take great care when assessing what information can and can't be divulged and discussed.

You may not think of yourself as a third party when you are contacting us with a concern about your son, daughter, relative or friend, but, as adults, all of our students are entitled to be confident that their personal information is properly handled in accordance with the [Data Protection Act 1998](#).

### WHAT WE CAN'T DO

Unless we have the person's specific consent to do so, we are unlikely to enter into a discussion about an individual student's:

- Well-being
- Whereabouts
- Academic progress or results
- Nor will we provide their address, telephone number or any other contact information.

### WHAT WE CAN DO

We may take your contact details so that we can make enquiries and return your call.

We will be happy to provide general information about the University's services or facilities and our systems for providing support to our students. The information below may be helpful.

- School websites
- Counselling Service
- Disability Advisory Support Service
- Hall Residential Life
- Academic Advisory Service
- Office of Student Support and Services

If the person you are enquiring about is studying with us, we may pass on a message on your behalf, or we may ask them to contact you. We won't necessarily confirm to you whether or not they are studying with us.

Where an enquiry about a student causes us concern we will pursue it until we are satisfied as to the well-being of the individual student. In circumstances where we have determined that there is reason to be concerned about a student, we may then discuss that person's situation with third parties. Where our enquiries have established that there is no need for concern, we may tell you, but we will not give details.

Staff are trained to be helpful but cautious, and to make the best interests of the student their priority.