

WELCOME TO YOUR NEW HOME

ARRIVAL INFORMATION FALLOWFIELD CAMPUS

2015-2016

This information booklet is designed to help answer some essential questions you might need to ask when you first arrive. Please read it in conjunction with your Terms and Conditions and any other Hall information you have received.

The Wardens, tutors and student committees are here to assist you and will do their best to introduce themselves during Welcome week. Tutors can be either contacted via the Duty Tutor mobile number which is published in your pastoral arrangements, or by contacting Campus reception. The duty tutor is on duty in the evenings and at weekends to deal with emergencies outside of regular office hours.

Key Collection

Between 0900hrs – 1700hrs all keys are to be collected from individual Halls during Arrival days 17th – 20th September 2015 as follows:

- Ashburne Hall & Sheavyn House keys to be collected from Ashburne Hall dining room.
- Firs Villa to be collected from the Amenity Building, Richmond Park
- Linton House Keys to be collected from main campus reception at all times
- Oak House Keys to be collected from Squirrels bar area, Oak House
- Owens Park Keys to be collected from Little Court Dining Room, Owens Park
- Richmond Park keys to be collected from the Amenity Building, Richmond Park
- Woolton Hall to be collected from Main building, Woolton Hall.

After 5pm keys for all areas can be collected until 9pm from the Little Court Dining Room, Owens Park.

At all other times all keys can be collected from Campus Reception, Owens Park

Reception Services

Fallowfield Campus Central Reception, located at Owens Park is open 24 hours a day, 7 days a week. Staff on duty can be contacted on 0161 306 9900

Central Administration

Central Administration for Fallowfield Campus is located at Campus Reception. It is open Monday to Friday 9am – 5pm. Please note payments can only be made between 0900hrs – 1600hrs.

Security Service

Campus security can be contacted on the free phone number 0800 838907 or 0161 306 9966. We recommend that students put this number in their mobile telephones in case of emergencies. All security personnel are trained First Aiders.

Keys and Access Control Cards

All lost keys and swipe cards should be reported to Campus Reception. Charges are levied for replacements. This information is available on local hall noticeboards. Please note if you find your lost keys and return them within **7 days** your money will be refunded.

University Registration

Academic registration is taking place in the Main Hall (Owens Park) from Thursday 17th September through until Sunday 20th September between 10am and 4pm.

Doctors

A number of local doctor's surgeries have information desks on the Campus between 17th – 20th Sept please remember to bring your medical card with you. The Mauldeth Medical Centre based in Fallowfield holds weekday surgeries on campus. A list of other local surgeries is listed in the residences guide.

Fire Safety/Alarms

You should read the fire regulations which are displayed in your room, kitchens and common areas, and familiarise yourself with the location of the fire alarms and fire exits. If you discover a fire, however small, you should sound the fire alarms and report the details to Campus Reception on 0161 306 9900. You must leave the building during every fire alert and gather at your Assembly Point, even if you think you know the cause.

Fire alarms are tested weekly at all locations on the following days:

Ashburne Hall with Sheavyn House	Wednesday
Owens Park	Tuesday
Oak House	Wednesday
Richmond Park	Wednesday
Linton Hall	Wednesday
Woolton Hall	Wednesday

Room Inventories

You will receive an inventory form in your room on arrival. You need to report any missing or damaged items on the inventory. Your inventory will be used in June to check against should any damages be found in your room so it is very important you itemise any defects. Please hand the duplicate copy of this to reception.

If anything in your room needs fixing please report it on the building maintenance system.

Reporting Maintenance Faults

The University has a computerised buildings maintenance system. Students can utilise their personal connections for reporting faults on www.manchester.ac.uk/halls/bm or visit the Halls of Residence Network (HORNET) terminals located at most Halls. **Please refer to your Building Maintenance Guide for more information.**

Bedding Packs

Bedding packs are available at a cost of £20. You can purchase these on arrival.

Computer Connections

If you have completed your University Registration online and signed up for your University username & password you will be able to join Hornet. Representatives from Hornet will be available during key issue in the Little Court Dining area.

Computer Cluster

The campus cluster is located above Campus Reception at Owens Park. It is operated by IT Services and not by the Campus Management.

Launderettes

There are launderette facilities in each of the halls of residence. This service is managed by a private company. All machines are card operated. You will receive a laundry card in your pack you can top this up online.

Catering (Catered Halls only)

All times of meals are published locally in each hall. The Cafe 'source' is located opposite Campus Reception.

Car Parking

Permit car parking is available at a number of venues across the campus but it is limited. Permits must be purchased online at a cost of £160 per year.

Bicycles

Cycle shelters & racks are available throughout the Campus. Please ensure you secure your bicycle with a D lock. You can purchase these online and also register your bicycle.

Insurance

The University of Manchester Residences are covered by a block insurance scheme. The premium is included in the hall fees. Please read the details supplied through the accommodation office website and ensure that you have read the limitations, exclusions and excess details. Endsleigh Insurance Company will be on site during key registration if you wish to extend the cover on items such as Laptops.

Mail

Mail is delivered to your mailbox. Registered mail and parcels must be collected from Campus Reception between 0700hrs – 2100hrs. You will receive an email if there is a mail item waiting for collection. Proof of your identity will be required.

Unfortunately the following mail items cannot be signed for by Reception/Admin personnel and stored in Reception Offices.

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

Should we sign for any of the above restricted items, we cannot be held responsible for any lost items.

Therefore if you are expecting a delivery which does not meet the above criteria please give the company your mobile number so they can contact you on arrival at Campus Reception.

During the vacation period mail will continue to be placed in your mailbox. If you are expecting urgent mail, you must arrange with the sender to address it to your vacation address. Students leaving the campus should note that mail will not be re-directed. Responsibility lies with the residents to notify correspondents of their change of address.

Just over 450 people work within the residences. During your time in halls you will meet a number of people whose role it is to make sure life runs smoothly so that you can concentrate on making a positive commitment to your studies as well as enjoying your experience as a student here at The University of Manchester. Within your hall of residence this will include the pastoral team of Warden and Tutors, the Domestic Services team, the Accommodation Administration team and if in catered halls, the Food in Residence Team. Please feel free to ask their advice because they are here for your benefit. All that we ask is that you are polite to them and respectful to each other.

Once again welcome to your new home, we hope that you enjoy your time in the Fallowfield Campus and we wish you every success in your studies.

Residential Services:

Directorate for the Student Experience,

The University of, Manchester, 293 Wilmslow Road, Manchester, M14 6HD.

www.accommodation.manchester.ac.uk