

WELCOME TO YOUR NEW HOME

ARRIVAL INFORMATION WHITWORTH PARK

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

Room keys will be available for collection from Grove House, the amenity building situated on the Whitworth Park Site, between 0800hrs – 1800hrs, Monday – Friday.

Registration weekend arrivals 19th and 20th September office will be open 1000hrs – 1800hrs. Please refer to your contract for your arrival start date. If you arrive outside of these hours please use the yellow security telephone situated on the wall opposite the main entrance to Grove House to contact the Duty Tutor.

Please have a copy of your key release form (printable upon completion of e-induction, details of which will be emailed to you) and some form of photo identification e.g. passport, driving licence. During the registration process you will be issued with a Welcome Pack, your room and post box keys and the site access fob.

YOU WILL NEED TO ADVISE US IF YOU ARE ARRIVING OUT OF THESE TIMES EITHER BY TELEPHONE ON 0161 275 4950 or by email at southadmin.citycampus@manchester.ac.uk

If you plan to arrive before your contract date we cannot guarantee accommodation. Please contact your hall administration office on the number above. If you are arriving later than your contract date it is important that you let us know your arrival date.

We do try to meet the request for accommodation for those students arriving early but sometimes this is not possible.

If you are advised that we are unable to help please be prepared to make your own hotel arrangements. Please use the following link to view other Manchester hotels

<http://www.manchester.com/hotels/>

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.**

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.

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.

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.

Bedding Packs

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

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.

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. The University is committed to sustainable travel. Guidance about cycle stores, walking and bus services is available at www.sustainability.manchester.ac.uk/campus/travel

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.

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.

There are 6 Pc's available for use in the Public Cluster room situated on the 1st floor in Grove House <http://www.itservices.manchester.ac.uk/pclusters/>

Overnight Guests

Any visitor to the hall is permitted to stay overnight in the building for a maximum of 2 nights in any 7, unless the resident being visited has the written approval of a Warden.

Finding your way to the hall

BY AIR: Manchester International Airport is 12 Miles to the south of the city. Taxis cost around £15 - £20 from

International Arrivals to the hall. There is also an express Rail Shuttle running every 10 minutes or so from the Airport Station to Piccadilly Station. A bus runs from Oxford Road to the airport.

BY COACH: Whitworth Park is 25 minute walk from Manchester International Express Coach terminal on Chorlton Street.

BY RAIL: Piccadilly main line station is 2 miles away from Whitworth Park. British Rail Enquiries telephone - 08457 484950

Mail

Your address whilst you are at Whitworth Park is as follows:

Your Name, House/flat/room number, Whitworth Park Student Residence, 316 Oxford Road, Manchester, M13 9WJ

Please make sure your mail is correctly addressed as Royal Mail delivers the letters into your mail box, the mail boxes can be found in Grove House. If a parcel or registered letter is sent to you, you will receive an advisory email for you to collect it from Grove House Office, you must produce your student card to collect the item.

Parcels can only be collected between 8.00am - 6.00pm Monday to Friday.

Mail

Mail is delivered to your mailbox. Registered mail and parcels must be collected from Campus Reception between 0800 – 1800hrs. 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 vacations 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 with us 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