

WELCOME TO YOUR NEW HOME

ARRIVAL INFORMATION VICTORIA PARK 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

Hulme Hall & Burkhardt House

Hulme Hall reception is open 8am – 6pm Monday – Friday for key collection.. There is no allocated on-site car parking so roadside parking is the best option. If you are arriving outside of reception opening times go directly to Hulme Hall and on the main reception entrance door there is an intercom system which allows you to contact the hall duty tutor. Alternatively you can telephone them on: 07990561983 and this number will be displayed on the door entrance.

Dalton Ellis Hall

Dalton Ellis reception is open 8am – 6pm Monday to Friday. There is an on-site car park where you can unload. If you are arriving outside of reception opening times you will need to contact the duty tutor upon arrival and their number is displayed on the front entrance of the reception.

St. Anselm / Canterbury Court

Keys can be collected from Dalton Ellis Hall reception 8am – 6pm Monday to Friday There is an on-site car park where you can unload. If you are arriving outside of reception opening times go directly to the St. Anselm main entrance door there is an intercom system which allows you to contact the hall duty tutor. Alternatively you can telephone them on:

Opal Gardens

There is an on-site car park where you can unload and the hall is staffed 24 hours.

Victoria Hall

Victoria Hall reception is open 9am – 5pm Monday to Friday There is an on-site car park where you can unload and the hall is staffed 24 hours. If you are arriving outside of reception opening times you will need to contact the caretaker upon arrival and their number is displayed on the front entrance of Victoria Hall. Tel: 0161 607 8006 or 07795257439 when you arrive.

St. Gabriel's Hall Keys can be collected from Hulme Hall reception between 8am – 6pm Monday – Friday There is limited parking space to unload however roadside parking is available. The duty tutor can be contacted outside of these times.

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.

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.**

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.

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:

Dalton Ellis: Tuesday pm

Hulme Hall: Tuesday pm

St Anselms: Monday am

St Gabriel's: Thursday pm

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.

Catering (Catered Halls only)

All times of meals are published locally in each hall.

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 0700 – 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 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