



The University of Manchester

THE RESIDENCES GUIDE 2015 / 2016

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 grouped into three campus 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 located you will be in easy reach of local shops, bars and restaurants as well as the University, the city and the airport - the 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 campuses are administered centrally to ensure the highest standards and to provide for all needs.

For example we have a lot of opportunities for sport, extra curricula activities and relaxation as well as a number of meeting rooms, good conditions for study and computer cluster facilities too.

Each Hall has its own characteristics and 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 in hall and across the campus. You can also help in promoting sustainable living in halls by entering the Carbon Control Competition. You can have a say in what happens by getting involved in your RA or JCR committee in your Hall. During your time in hall there will be elections for some positions so do consider standing.

During your time in hall 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. They are the residential pastoral care teams - the wardens and tutors who are mostly around in the evenings and weekends; the management teams and staff who are responsible for delivering the administration, domestic, portering and catering services; the Estates staff who maintain the buildings and the grounds; and the Security patrols who look after our 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.

Thank you

Helen McGlashan
Director of Residential Services

The information contained in this guide is correct at the time of going to press. The University of Manchester policy however is one of continuous improvement and we reserve the right to modify any details. The University of Manchester, Oxford Road, Manchester. M13 9PL, Tel: 0161 275 2888 www.manchester.ac.uk

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APPENDIX I

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

Universities UK (UUK) Code of Practice & The UK Accreditation Network: The University of Manchester owned and managed residences comply with the regulations set by the Universities UK (UUK) code of practice. For more information regarding the UUK code of standards for university halls of residence (covering England and Wales only) visit: www.universitiesuk.ac.uk/acop, www.nusonline.co.uk/info/housing or www.uukcode.info.

GENERAL INFORMATION

HALL PASTORAL CARE TEAMS [BACK TO TOP](#)

All undergraduate and most postgraduate residents are supported by a residential pastoral team led by a Warden, supported by tutors.

TUTORS [BACK TO TOP](#)

Tutors 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. Tutors work to build strong learning, sporting and social communities, and help to maintain discipline in the hall and are available for consultation on any matter.

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

If you wish to speak directly to the Warden, you may contact her/him via your Tutor, or come to a weekly surgery session where available (times are posted your hall).

TUTORS' DUTY HOURS [BACK TO TOP](#)

Each Hall has a member of the pastoral team on duty every evening Monday to Friday and throughout the weekend including bank holidays. They are available to deal with any problems, incidents or emergencies which might arise. Details of how to contact the duty tutor in your hall will be given to you when you arrive as arrangements in halls vary. For non-urgent matters you should contact your tutor. This does not apply to Horniman House where the tutorial staff are non-residential and emergencies are dealt with by security.

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 Tutor early.

BUDDY SCHEME [BACK TO TOP](#)

In addition to the support provided in hall, each year we ask all residents to ensure that they also have a hall buddy. This could be another resident in your own flat or corridor, a friend from another part of the hall or a member of the hall residential pastoral team.

A hall buddy is someone who will be around for you and can perhaps help with:

- Settling into your accommodation in the first few days;
- Meeting up for attending meals and social events;
- Keeping in touch with you during your time in hall;
- Ensuring hall staff are aware if you feel unwell;
- By getting medicine, food and other essential items if you fall ill;
- Informing others if you plan to be away from hall overnight, as well as telling your tutor, to ensure that your fellow residents know you're not around and when you're due back.

ARRIVALS / DEPARTURES [BACK TO TOP](#)

You will receive notification about how to access your Hall and collect your keys at the start of the academic year.

On-site car/motorcycle parking is limited; however, access will be allowed, space permitting, for you to unload. Once unloaded, you must then move your vehicle to long term parking

areas. Please note luggage trolleys are not provided due to the number of incoming residents, restricted access and volume of personal belongings.

When you leave Hall it is essential that you clean your room thoroughly and other communal areas too. It is your responsibility to return your keys and swipe cards in person to the relevant office. Failure to do the above will result in charges being levied.

WHAT TO BRING *BACK TO TOP*

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 *BACK TO TOP*

The Licence Agreement sets out the residence fees payable and how you should pay them. You can pay in one full instalment at the time you accept your offer online. Alternatively after paying the £400.00 pre-payment of rent at the time you accept your offer you can elect to pay the balance in one single payment on October 20th 2015 or alternatively pay in three instalments by DIRECT DEBIT*.

If you pay by three instalments the payment dates are: October 20th 2015, January 20th 2016 and 20th April 2016. When you pay by three instalments the first will be for 40% of your fees while the second and third payments will each be for 30% of your fees.

Direct Debit is an electronic payment scheme operated by most Banks and Building Societies. This form of payment allows establishments like the University of Manchester to claim money direct from Bank/Building Society accounts on specified dates. Direct Debit forms can be completed online at the time of acceptance or alternatively you can download a form and return it to the Student Service Centre on Burlington Street.

*Please note that we can only set up Direct Debits on UK Bank Accounts, so international students wishing to take advantage of this facility need to open a UK Bank Account first.

If you arrive at any time outside of the September arrival period then you will need to pay your fees in full either online at the point of acceptance or, having paid online the prepayment of £400.00, you must pay the balance on arrival.

LEAVING HALL EARLY *BACK TO TOP*

Any requests to terminate the Licence Agreement must be made to your hall Administration Office in the first instance.

If you decide to move away during this period you will be liable to pay rent until the University is able to fill the vacancy created by your departure.

Please be aware that this can take time or may not happen at all, dependent on the time of year you depart. You are advised to take this into serious consideration when requesting to leave, as you may end up paying two rents: one for your new accommodation and one for existing room in your hall.

The only exception to this rule is when a student leaves the University, ceasing to be a registered student at the University: in those cases, students must give 28 days' notice of their intention to leave and their withdrawal from University must be evidenced in writing by a Senior member of their academic department. Please note that this rule is enforced.

You must:

1. Obtain and complete a leaving form available from your hall or the accommodation website.
2. Obtain a letter from your departmental course tutor confirming your withdrawal from the University.
3. Once you have both documents, hand these in to your hall Administration Office.

Your 28 day notice period will be calculated from the date all documentation is received. If you choose to leave before the 28 days have elapsed, the rent remains payable.

CHANGING ROOM OR TRANSFERRING TO ANOTHER HALL [BACK TO TOP](#)

If for some reason you are unhappy or you are having financial difficulties there is an option to request a transfer to another room or University Hall. In order to agree a transfer, the following process should be followed:

1. Residents should see a member of the pastoral team to seek advice on completing a transfer form.
2. Then hand the signed form into the relevant Hall Administration Office.
3. When a room becomes available, we will inform you.
4. You should inform your current hall of your departure date.
5. Your move should take place as quickly as possible and your keys returned to your Hall Administration Office. Remember you will remain responsible for the rent on the room you are leaving until all the keys associated with that room are received.

RE-APPLICATIONS - RETURNING TO HALL [BACK TO TOP](#)

If you wish to stay on for a further year in your hall you must ensure that you re-apply with a correctly completed online application by the stated deadline (typically early February).

SUMMER VACATION RESIDENCE [BACK TO TOP](#)

Accommodation is available in some halls throughout the summer vacation, normally on a self-catered or room-only basis. Separate Terms and Conditions of Residence will apply: Facilities and Services will differ from those during the period of your Licence Agreement.

Your hall administration office will have details of the application process. Accommodation may not be offered in the Hall that you are currently living in and residents should expect to have to move rooms to allow regular building and maintenance programmes to be undertaken where necessary.

OVERNIGHT ABSENCE [BACK TO TOP](#)

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

MEDICAL REGISTRATION [BACK TO TOP](#)

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 [BACK TO TOP](#)

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

PROCEDURES FOR CALLING AN AMBULANCE [BACK TO TOP](#)

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. Campuses are large sites; 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.

MANAGEMENT INFORMATION & DOMESTIC ARRANGEMENTS

ACCESS TO FLATS AND ROOMS *BACK TO TOP*

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 *BACK TO TOP*

Animals are not permitted in Residence other than Assistance Dogs.

BALL GAMES, FRISBEES ETC *BACK TO TOP*

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 *BACK TO TOP*

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 Hall Warden. Security reserves the right to close down any unauthorized, unruly or hazardous event.

BEDDING *BACK TO TOP*

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 *BACK TO TOP*

You are advised not to bring motorised vehicles to Manchester – limited parking is available at just a few halls and public transport is excellent. However where parking is available an annual charge is made with the allocation of places on a first-come first-served basis.

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 and we recommend that students purchase 'd' locks, as these provide a greater level of security for your bike than cable locks. 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.

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. Please log details of your cycle on the immobilise website at <http://www.immobilise.com>

CARE OF ACCOMMODATION [BACK TO TOP](#)

Rooms and flats will be inspected by the hall staff from time to time. Residents are responsible for keeping their accommodation clean. Please see the posters for guidance on what are resident's responsibilities and what duties the domestic staff will carry out. The communal areas will be cleaned each week by the domestic staff. 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, residents 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.

COMPUTER CLUSTERS [BACK TO TOP](#)

In addition to Ethernet/Wi-Fi being provided in the majority of bedrooms, there are a number of Computer Clusters. Clusters are available for use by all students of the University (on production of a valid library card) and not just hall/campus residents.

FURNITURE AND EQUIPMENT [BACK TO TOP](#)

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. We will assume that everything is correct. Should you find anything broke in your room please report it using the Building Maintenance System - <http://bit.ly/1K73HHO>

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

HEATING PORTABLE HEATING EQUIPMENT [BACK TO TOP](#)

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, residents are not permitted to bring their own heaters into residences and if residents are experiencing problems with their 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 the resident by the Domestic Services Team. This is necessary to ensure that the appropriate safety of the equipment is 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 [BACK TO TOP](#)

The University of Manchester provides internet connectivity to many of the student study rooms in the Manchester halls of residence through the Hornet service. Connected rooms are fitted with a network socket that provides a high speed connection.

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 restriction to the amount of data that user 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 video 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

INSTRUCTION MANUALS [BACK TO TOP](#)

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 to your hall administration office so that replacements can be provided. If your appliance is not listed then please email the Accommodation Office manager with the relevant details - accommodation@manchester.ac.uk

KEYS [BACK TO TOP](#)

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.

LAUNDERETTES [BACK TO TOP](#)

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 if you are experiencing any problems.

LOST PROPERTY [BACK TO TOP](#)

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 [BACK TO TOP](#)

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.

REFRIGERATORS AND FREEZERS [BACK TO TOP](#)

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.

REPAIRS & MAINTENANCE [BACK TO TOP](#)

All repairs and maintenance should be reported using the Building Maintenance System.

Please note that jobs entered on this system will not be addressed on weekends, bank holidays or University closed days. Emergencies should be reported to the Pastoral 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.

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 carried out within the following time scales, which will commence from the time you have input the request using the online reporting system. 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 [BACK TO TOP](#)

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 is practicably 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 [BACK TO TOP](#)

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 you can access meeting 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 (all are student friendly) the main sites include: Armitage Sport Centre, the ideal sport site for those based in Fallowfield. Manchester Aquatic Centre and Sugden Sport Centre, conveniently located close to City Campus.

You can sign up to one of 43 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 do 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

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 *BACK TO TOP*

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

TELEVISIONS AND RADIO *BACK TO TOP*

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>

ENVIRONMENTAL ISSUES

THINK! TAKE ACTION:

Across Manchester, residents and students are making a difference by becoming responsible citizens. To support this scheme the University has an online tool to help everyone become more aware of their actions and to make positive changes in their lives. We want every student to start an individual action plan before they arrive at University to show how they will help Manchester to become a more socially responsible city.

The more actions you complete, the more points you get. The more points, leads to an award at the end of the year to show what you have achieved. This action plan and award can be added to your CV, to show what you have done during your time at University.

To start your action plan please visit: <http://manchester.net-positive.org/>

WASTE IN HALLS

It is your responsibility to take out recycling and waste items from your kitchen and bedroom. Each student will be given a University recycling bag in their rooms and in each kitchen there are blue and brown bags which match the external bins for recycling. Please work with your flat/corridor mates to empty these on a regular basis in the following bins:

Blue Recycling bins for Paper, Newspapers, Magazines, Cardboard & Drink Cartons

Brown Recycling bins for Glass Bottles & jars, Plastic Bottles, Cans, Tins, Aerosols & Silver Foil.

There are also Red British Heart Foundation banks across campus for clothes, shoes, books, CD's, handbags, pots, pans and small electrical items for when you leave halls.

THINK SUSTAINABILITY COMPETITION:

Each hall can enter into an inter-halls competition for sustainability. This competition encourages every hall to organise events and campaigns to promote awareness of sustainability. Events can be anything to do with energy, food, waste, water, travel, biodiversity and volunteering. For this we are looking for keen volunteers in each hall to get involved with arranging events, campaigns and volunteering opportunities and others to be elected onto the halls Residents Association Committee as an Environmental Representative for your halls.

To get more involved with hall initiatives visit www.manchester.ac.uk/think and look out for your Think Sustainability Tips Guide that will be in your room at the start of the year.

HEALTH AND SAFETY

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It is the policy of the 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 his full authority to ensure the health and safety of staff, students and visitors, so far as is reasonably practicable.

ACCIDENTS, INCIDENTS AND EMERGENCIES [BACK TO TOP](#)

All accidents and incidents on University premises or arising out of University business must be reported to the University Safety Advisor using the University's appropriate form available from your hall administration office. A copy will be taken, recorded and the accident or incident investigated.

PROCEDURES FOR CALLING AN AMBULANCE [BACK TO TOP](#)

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. Campuses are large sites; 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.

ELECTRICITY [BACK TO TOP](#)

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

EMERGENCY EXITS [BACK TO TOP](#)

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 [BACK TO TOP](#)

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 *BACK TO TOP*

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.

FOOD IN RESIDENCE

BACK TO TOP

Catered hall restaurants serve breakfast and dinner throughout the year except during vacation times. Usually a breakfast will be a choice from an extensive cooked breakfast item range, complimented with toast and a visit to the cereal, fruit and yoghurt bar. Plus Fair-trade hot and cold beverages. For dinner you can choose from four dishes, with a choice of fish and vegetarian as well as meat and one will always be a "healthy option." (Selected from a 5 week menu cycle) Also you can complement your meal with a choice of fresh vegetables. Or why not try, our wide selection of salads in our salad bar, plus a choice of dessert, fresh fruit salad, yoghurt or a piece of fruit and again Fairtrade Hot and Cold beverages. Should you find you cannot make a meal then you can book packed breakfasts and dinners in advance but make sure you talk to a member of your Food Services team.

MEAL TIMES:

WEEKDAYS

Breakfast	ALL CATERED HALLS:	07.30–09.30
Dinner	Owens Park:	17.15–19.15
	Ashburne/Woolton:	17.15–19.15
	Hulme/Dalton-Ellis:	17.15–19.15
	St Gabriel's:	17.45–18.45
	St Anselm:	18.15 prompt to 19.15

WEEKENDS

Fallowfield Halls	10:00 –16.00 @ SOURCE	
Hulme Hall & Dalton-Ellis Hall		
	Saturday: Brunch	11:30–12:30 / Dinner 17.15–18.30
	Sunday: Brunch	11.30–12.30 / Dinner 17.15–18.30
St Anselm Hall		
	Sat Brunch	11:00 – 13.30
	Sunday Breakfast	09:00–10:00 / Dinner 17.15–18.30

The catering service only runs term-time **(excluding B/H)**

Should you have a special dietary need our Food Service Managers will be available to discuss this and they will try their best to accommodate your needs. As a minimum each hall will hold a Themed Dinner each term (although some halls may commit to more) as well as some Formal Dinners at key points in the calendar. Please note that on occasion where significantly reduced numbers of students are in residence e.g. at the end of the academic year, it may be

necessary to provide meals in an alternative central location within your campus. Hall Management will notify you in advance of this happening.

Should you wish to bring a friend to dinner in most halls this will be no problem they can pay at the till in each restaurant but do make sure you check in advance to see if there are any local variations to this rule.

We work hard at our sustainability credentials, we are extremely proud of our Fairtrade status and where possible we stock Fairtrade products. This year all our fresh eggs will be free range and all our fresh chicken is English and farm assured, we recycle all our oil, glass, plastic, paper, cardboard and cans.

Not in catered accommodation? FAD is our new Food in Advance voucher scheme. You can budget up-front, get a discount and buy your food either in one of the participating catered halls or in a FoodOnCampus outlet.

Check out our website <http://www.foodoncampus.manchester.ac.uk/foodinadvance> for more details. FoodOnCampus have outlets all across campus serving fantastic food at great prices. Again locations, pictures and menus can be found on the FoodOnCampus website.

SOURCE - (Fallowfield campus opposite central reception). A contemporary space bringing together refreshments, learning and relaxation, where you can share ideas, Debate, Study, have IT access and relax in comfy surroundings

Monday to Friday 09:00 – 21:00

Saturday and Sunday 09:30 – 16:30

With Wi-Fi and power, a bookable group space with data projection facilities and great refreshments including hot and cold drinks, sandwiches and hot food, cakes and much more.

URBARS

The bars on campus are great community spaces to have fun and meet new people. Fallowfield Campus is home to Squirrels bar which is situated between Oak House and Owens Park. Hulme Hall within Victoria Park houses Hulme Hall Buttery Club and Whitworth Park has the Grove Bar located in Grove House.

Each bar holds weekly quiz nights, regular Open Mic nights, band nights, and the Campus Comedy Club which plays host to top TV acts as well as performers from the comedy circuit.

Pool tables and dart boards feature in all sites, alongside games consoles and quiz machines with top sporting action shown on big screens and plasma TV's throughout the year.

There is a full range of both alcoholic and non-alcoholic drinks available which are extremely competitively priced.

In addition to the three main bars, the bars at Dalton-Ellis hall (Nellie's bar) and Woolton Hall are open during Welcome Week and during special seasonal events.

Wi-fi is available throughout all sites.

SECURITY

POSSESSIONS *BACK TO TOP*

Accommodation campuses 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 MEND on <http://www.menduk.org>

WHAT IS MEND? [BACK TO TOP](#)

MEND (Mobile Equipment National Database) is the only UK Police endorsed personal possession ownership registration program in the UK. Basic registration is free and all the information is viewable by the major UK Police forces via their online systems. You can report an item as lost or stolen directly from your MEND account and it will appear on the Police Stolen Equipment National Database.

PERSONAL SECURITY [BACK TO TOP](#)

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.

SECURITY SERVICE [BACK TO TOP](#)

The University has Police Liaison officers who can be consulted about any security related matter. The University Police Liaison Officer may be contacted on 0161 275 7042 or police@manchester.ac.uk

WINDOW SAFETY [BACK TO TOP](#)

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.

A CODE OF CONDUCT FOR LIVING IN HALLS

LIVING TOGETHER AND YOUR SAFETY [BACK TO TOP](#)

Within halls it is essential that residents (and their guests) adopt a considerate attitude towards other residents. The sole purpose of this code of conduct is to ensure a safe enjoyable and hospitable environment in which residents may live and study in comfort.

NOISE AND OTHER DISTURBANCES [BACK TO TOP](#)

Requests for quiet from fellow residents will be treated seriously. Your hall of residence pastoral team will investigate any complaints concerning noise, misbehaviour and nuisance. Behaviour which persistently disturbs other residents is considered unacceptable conduct. Remember, if your stay in hall is being disturbed by other residents you have the right to seek help in resolving the issue through your hall of residence pastoral team.

GUESTS [BACK TO TOP](#)

Guests can stay for two consecutive nights in any 7-day period. A stay longer than this is classed as multiple-occupancy. Guests and visitors are your responsibility and they are not allowed to use your room or flat if you are absent - this is classed as sub-letting. Multiple-occupancy and sub-letting are in breach of the Licence Agreement and as such are considered unacceptable conduct

DANGEROUS WEAPONS AND FIREARMS [BACK TO TOP](#)

Dangerous weapons and firearms including air rifles, air pistols and replica, deactivated or model firearms, combat knives and any other potentially dangerous implements must not be brought into any university property - doing so is considered unacceptable conduct.

DRUGS [BACK TO TOP](#)

Possession and use of all non-prescribed Controlled Drugs within our premises (by residents or visitors) is prohibited and is considered unacceptable conduct. Offenders risk legal and disciplinary action. Talk to a member of your pastoral team if you have any concerns about this matter.

SMOKING [BACK TO TOP](#)

In the interests of health the University has adopted a general 'No Smoking' policy; therefore all the halls are no smoking in both bedrooms and common areas, smoking is also prohibited within 5m of the entrance to any building.

Please note that the smoke detectors are very sensitive to cigarette smoke; if the fire 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. Charges will also be raised in respect of redecoration where there is evidence of smoking.

LANGUAGE AND BEHAVIOUR [BACK TO TOP](#)

Language or behaviour of a violent, indecent, disorderly, threatening or offensive nature expressed directly or indirectly towards fellow residents, hall staff or visitors to our premises, and the distribution of publications of a similar nature, likely to cause offence, constitutes unacceptable conduct and will not be tolerated in any circumstances.

DAMAGE TO HALL OF RESIDENCE PROPERTY [BACK TO TOP](#)

You are responsible for any damage you cause and you will be charged accordingly. Charges for damage will be made against individual residents or groups of residents as appropriate.

Damage caused by guest(s) of a resident will be charged to the resident. Damage caused to the common areas of a flat will be charged in equal amounts to every resident in that flat, unless the person(s) causing the damage admits responsibility or there is evidence to identify the individual(s) responsible.

Damage to the common areas of the hall or damage caused to communal facilities (such as a laundry, computer cluster, reading rooms, games room, common room, etc.) will be charged to all residents, unless those causing the damage admit responsibility or there is evidence to identify the individual(s) responsible. All damage charges will be invoiced and added to residents' financial records.

Wilful, negligent or reckless damage to university property is considered unacceptable conduct.

FIRE AND YOUR SAFETY [BACK TO TOP](#)

It is both a serious disciplinary matter and a criminal offence to interfere with any fire safety equipment (including smoke alarms, extinguishers and fire doors). Penalties imposed by the University include fines and possible eviction. Penalties as laid down by law include severe fines and terms of imprisonment.

Missing, damaged or used fire fighting equipment must be reported immediately to hall staff. All fire doors must be kept closed. Tampering with the self-closing mechanism is a serious

breach of fire safety regulations. If the mechanism is not working properly, report it to a member of staff immediately.

In the case of fire, your safety and the safety of others in the building will depend on the manner in which you observe basic rules for safety. Read the Fire Notice located in your study-bedroom and make sure you are familiar with escape routes and assembly points. There may be more than one route for you to use in the event of the fire and not just the route you use on a daily basis.

In order to minimize the risk of fire:

DO NOT:

- Leave the kitchen when cooking.
- Leave cooking appliances switched on when you have finished with them do not close the grill door whilst using the grill.
- Use metal, foil or melamine containers for microwave cooking and do not turn it on with nothing inside it.
- Cook in your study room.
- Cover heat and smoke detectors.
- Interfere with fire mains, outlets and fire fighting equipment.
- Use anything that may produce a naked flame.
- Use halogen lamps.
- Use candles, incense sticks or aromatherapy burners of any sort.
- Smoke within the building.
- Obstruct any evacuation route.

NOTE:

- Deep fat frying of any kind is not permitted.

DO:

- Reduce the risk of accidents and fire by turning off the power to equipment not in use.
- Keep evacuation routes free of obstructions at all times.

Wilful, negligent or reckless behaviour leading to the breach of statutory and university fire regulations will be considered unacceptable conduct.

NOTE: Unacceptable conduct relating to fire and safety matters will be treated particularly seriously in view of the potential consequences for the safety of residents.

CLEANLINESS AND YOUR SAFETY [BACK TO TOP](#)

It is your responsibility to keep your study room and bathroom clean and tidy and along with other flat members to clean all communal areas of your accommodation. Your accommodation will be inspected throughout the year. You will be notified in writing if the cleanliness of your accommodation is not of the required standard and you will be visited by a member of the pastoral team. If this is not remedied before 09:00 the next working day, we will clean your accommodation and remove unhygienic/hazardous items, rubbish and recycling. You may be charged for associated costs and may have to attend a University waste or hygiene course.

IN YOUR KITCHEN - DO:

- Wipe up all spillage immediately.
- Wipe down all surfaces after use.
- Sweep up all crumbs immediately.
- Clean the cooker and hot plates after use.
- Keep grill pan clean and clear from fat and grease.
- Switch off all cooking appliances when you have finished with them.
- Wipe the inside of the microwave after use.
- Follow your hall procedures on the correct disposal and recycling of rubbish.
- Defrost fridges and freezers keeping them clean inside.

IN ANY AREA - DO NOT:

- Remove emergency lighting bulbs from their sockets or cause damage to light fittings.
- Prop the kitchen door open.
- Cover heat and smoke detectors or tamper with any fire-fighting, detection or safety equipment.
- Throw anything out of windows.
- Disengage the window restrictors on room windows.
- Use darts and dart boards anywhere on the site.
- Keep pets of any kind.
- Use sticky tape, blu-tack, drawing pins, or nails on walls; charges will be made for any damage to walls, woodwork or plaster.

Persistent failure to maintain standards of cleanliness and hygiene will be considered as unacceptable conduct.

UNACCEPTABLE CONDUCT [BACK TO TOP](#)

Disciplinary action will result from unacceptable conduct and will be dealt with in the first instance through your hall Warden. In more serious cases a Senior Warden may be involved. Particularly serious or persistent cases may be referred to the University for action under [General Regulation XVII: Conduct and Discipline of Students](#). Disciplinary proceedings are governed by the general principles described in Regulation XVII - Conduct and Discipline of Students. The grounds for, and procedures that govern, appeals against summary or disciplinary decisions are also governed by Regulation XVII.

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.

The University of Manchester Residential Services is responsible for over 8,000 residents at any one time. It is inevitable that from time to time complaints arise. This procedure explains:

- How to make a complaint
- How you can expect us to deal with it
- What you can do if you are unhappy with our response

INFORMAL

If you have a complaint, in the first instance please discuss this with a member of staff concerned or with the Administration Office for your hall (details below) to try and resolve the matter. If you have a complaint you should let us know as soon as possible.

Victoria Park Campus: Dalton-Ellis Hall, Conyngham Road, Victoria Park, Manchester, M14 5RL.
Tel: +44 161 306 9844

City Campus (South): Grove House Office, 316 Oxford Road, Manchester, M13 9WJ. Tel: +44 161 275 4950

Fallowfield Campus: Owens Park, 293 Wilmslow Road, Fallowfield, Manchester, M14 6HD. Tel: +44 161 306 9900

City Campus (North): Wright Robinson Hall, Altrincham Street, Manchester, M1 7JA. Tel: +44 161 306 3131

FORMAL STAGE 1

If you are unhappy about a response you receive, or the complaint is actually about the member of staff involved or if you feel that the complaint warrants further investigation then you may initiate a formal complaint. To do this you must complete the online complaints form - see link below - you will first be asked to login with your central username and password.

If you have a complaint you should let us know as soon as possible and **within 40 working days** of the event or lack of action about which you are complaining.

Your complaint will be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and responded to within five working days of the receipt of the complaint. The Complaints Officer will determine whether the complaint should be dealt with by a Manager for the area in which your complaint falls or whether the complaint should more appropriately be investigated by a member of the Residential Services Senior Management Team. If circumstances mean a full response is likely to take longer we will keep you informed of the process

Formal complaints must be made in writing using the online complaints form. However if you are unable to use this then please send an e-mail to accommodation.complaints@manchester.ac.uk requesting an alternative form.

[The Residences Online Complaint Form](#)

Contact details for the Complaints Officer

Mrs Tracy Altham
The Accommodation Office
316 Oxford Road
Manchester M13 9WJ
Tel: +44 161 275 7288
accommodation.complaints@manchester.ac.uk

STAGE 2

If you are unhappy with the response received at Stage 1 you may appeal to the Director of Residential Services stating the reason why you are unhappy with the initial response. This appeal must be submitted within 5 working days of receipt of the final response in Stage 1. You will receive an acknowledgement within 48 hours (excluding weekends and holidays) from receipt of the appeal and a full written response within 10 working days. This response will either come from the Director of Residential Services or a member of the Residential Services Senior Management Team. If you are still not happy with the response you have the right to ask for your complaint to be taken to Review.

You can contact the Director of Residential Services by writing to:

Mrs Helen McGlashan, Director of Residential Services, The Directorate for the Student Experience: accommodation.complaints@manchester.ac.uk

REVIEW

If, once a final decision on the complaint has been given you believe that the complaint has not been handled fairly or properly in accordance with this procedure, you can request a

review under [The University of Manchester Regulation XVIII 'Student Complaints Procedure'](#) by writing directly to the Director of Teaching and Learning Support in the Teaching and Learning Support Office (TLSO) (appealsandcomplaints@manchester.ac.uk) within ten working days of you receiving your written response. You will need to state why you are unhappy with the outcome and include copies of any correspondence exchanged during the earlier stages. You will receive an acknowledgement of your request within five working days.

The Director of Teaching and Learning Support, or his or her delegated representative, will then review the case based on the documentation provided and will notify you of their decision within twenty working days of receipt of the request for the review. We will make every effort to follow the time limits set out in our procedure. However, where, for good reason, this is not possible we will keep you informed of progress.

Confidentiality

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on the University being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

Harassment

The University seeks to create a study and residential environment which is free of harassment and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their Warden in the first instance. You can also contact the Equality and Diversity Office on +44 161 306 5857, or the [Students Union Advice Service](#). Further information is available online at: [Equality & Diversity](#)

External Referral

If you believe that your case has not been dealt with properly by the University or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the Office of the Independent Adjudicator for Higher Education (OIA) if the complaint is eligible under its rules. Please visit [OIA](#) for further information.

The University of Manchester owned and managed residences comply with the regulations set by the Universities UK (UUK) code of practice. For more information regarding the UUK code of standards for university halls of residence, and complaints handling (covering England and Wales only) visit: [UUK CODE](#)

Advice and Guidance

You may seek advice in preparing any complaint from your hall pastoral 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

[\(Back to top\)](#)

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 Support Office
- Hall pastoral care
- 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.

The information contained in this guide is correct at the time of going to press. The University of Manchester policy however is one of continuous improvement and we reserve the right to modify any details. The University of Manchester, Oxford Road, Manchester. M13 9PL, Tel: 0161 275 2888 www.manchester.ac.uk