

# WELCOME TO YOUR NEW HOME



## Ashburne Hall

The information in this booklet is designed to help answer some essential questions you may have before your arrival at University Residences.



## So you're moving in –what next?

Just over 450 people work within the residences here at the University of Manchester who will all help to settle you in and make sure your life in hall runs smoothly. Staff will be on site during our main arrival days in September, please feel free to ask for any assistance you may require. Please also refer to the online Residences Guide for more detailed information.

### **Reception Contact Details**

Address: Reception, Owens Park, Fallowfield, 293 Wilmslow Road, Manchester, M14 6HD  
Reception Number: 0161 306 9900  
Email: [centraladmin.fallowfield@manchester.ac.uk](mailto:centraladmin.fallowfield@manchester.ac.uk)

Reception is located in Owens Park and is open 24hrs a day. The Central Administration team are also located at reception and are available Monday – Friday 0900hrs – 1700hrs.

### **Finding your way to Ashburne Hall**

By Air: Manchester Airport is approximately 8 miles to the south of the city; a taxi typically costs around £15-£20 to the Hall. Buses and rail shuttle service also run into Manchester city centre.  
By Car: Manchester is situated in the heart of the North West of England and has superb road networks into the city centre.  
By Coach: Chorlton Street bus station is approximately 4 miles to Owens Park, a taxi typically costs £9 - £12  
By Rail: Piccadilly train station is approximately 4 miles to Owens Park; a taxi typically costs £9 - £12.

### **Residence Information**

Ashburne Hall is located in a quiet part of the Universities Fallowfield site, yet only a couple of minutes' walk away from the centre of Fallowfield where you will find shops, supermarkets, bars, restaurants and takeaways. Ashburne House, as it was formerly known, used to be located in Victoria Park but moved to its present location in 1908 when Edward Behrens donated his house in Fallowfield for the continuation of the education of women. The original house is now known as Behrens House and provides accommodation for the Residential Life Officer.

Ashburne Hall is a traditional catered hall of residences, comprising of 3 accommodation blocks – Mary Worthington, Ward and Lees and provides mixed sex accommodation, with the option of single sex areas.

The accommodation consists of corridor bedrooms with shared bathroom facilities. Common rooms and computer rooms are also located in the building with small kitchen areas available to use by residents.

### **Catering Information**

Ashburne Hall is a catered residence; meals are served on weekdays from:

	<b>Weekdays</b>
Breakfast	7.30am – 9.30am
Dinner	5.15pm – 7.15pm

During weekends residents are able to use the small kitchen areas in hall for the preparation of small meals and snacks or use Café Source located at Fallowfield.

If you find you are unable to attend the breakfast or dinner service, please speak to a member of the catering team who would be happy to help you complete a replacement meal request form, please note that a minimum of 24-hours' notice will be required for a replacement meal to be arranged for you.

We offer a wide choice for both breakfast and dinner, including vegetarian and healthy options. Breakfast is a buffet selection including a full cooked option as well as cereals, fresh fruit, yogurts, croissants, cheese etc. Hot drinks and

Fruit Juice are also available. If you have a special dietary requirement or have any suggestions you would like to make please contact our on-site catering team who will be happy to help.

Catering operates on a five week menu cycle, typically two meat/fish dishes and a vegetarian option. For a sample of what you can expect please click [Here](#) .

### **Internet and WiFi**

In some communal areas in University of Manchester halls of residence there are University access points for wireless. These will always show up as University when your computer scans for local Wi-Fi. You can use these to connect to the Internet. Students are prohibited from setting up their own wireless access points in hall. Please note Wi-Fi access can be limited, however all bedrooms do have wired access to the Ethernet - for more information on this service consult the HORNET pages

### **What do I need to bring?**

In your room we provide a bed, desk, desk chair, lamp, wardrobe and chest of drawers. You will need to bring with you bed linen (single size, unless you have been allocated a super single in which case we would recommend you bring a double), duvet, pillows and towels. You may wish to bring with you some cooking utensils, crockery, cutlery and pans for use at weekends etc. A limited number of bedding packs can be purchased from the reception area on arrival but these are subject to availability or you can pre order them from our on-line store.

### **Key Collection**

During the online induction process you will be asked to book an arrival slot (September arrival only), if you need to come earlier than the official contract start date shown on your offer, you can book and pay for extra nights' accommodation by contacting reception or book via our on-line store. Rooms will be allocated subject to availability and are not guaranteed.

Room keys will be available from Ashburne Dining Area between 0900hrs – 17:00 hours (please arrive according to your slot time) on your chosen arrival date. Outside of these hours keys for all of Fallowfield Campus can be collected up to 2100hrs from Little Court dining room. If you are arriving after this time please go to reception who will be happy to help.

You will also be able to collect your Student ID card on arrival (providing you have successfully completed your online registration) The student ID card will give you access to your accommodation however a temporary swipe card will be issued if you arrive out of hours.

Please remember to bring with you the key release form (this is printable at the completion of your online induction) and some photographic ID.

If you will be arriving later than your contract start date, please do contact us to let us know when to expect you.

If you lose your key / swipe card at any time during your stay at Ashburne Hall please let us know immediately. There is a cost for replacements, although if you find your keys within 7 days of reporting them lost your money will be refunded.

### **Arrival by Car**

If you are arriving by car please note that car parking is limited, once you have unloaded your car we ask that you remove it from the car park to allow others to unload.



### **Hotel Accommodation**

If we cannot provide you with early arrival accommodation or if your family wish to stay locally over your first few days then information on Manchester hotels can be found at <http://www.manchester.com/hotels/>.

## Rent Payments

By accepting your licence agreement you agree to pay the rental value on the property you will be occupying. This can be done either via one instalment, due in October or by 3 instalments in October, January and April. If you haven't done so already please complete a direct debit mandate form which will allow a transfer of funds from your bank account to ours and tell us which instalment plan you would like to use. If you have not set up a direct debit you should note that you will become liable for the full rental costs for the full rental period in October. If you want to discuss this further please contact our student services centre on 0161 275 5000 who will be able to assist.

## Mail

Please ensure that your mail is correctly addressed. Letters will be delivered into mailboxes located in the post room in the foyer of Ashburne Hall main entrance. Larger items, registered letters or parcels will be delivered to the reception for you to collect during office hours, please note that you will always be asked to show your student ID card to collect items.

Please make sure you tell everyone your correct address – your name / full room number

e.g. MWA.G.33 followed by:

Ashburne Hall  
Old Hall Lane  
Fallowfield  
Manchester  
M14 6HP

Our Reception staff are more than happy to sign for items on your behalf if required but we would ask that you note that we do have the following criteria for doing so, items should not be:

- Larger than 300mm depth x 300mm height x 400mm width
- Over £150 in value
- More than 11kgs in weight
- Perishable food

If you are expecting an item that does not meet the criteria please arrange to have the delivery company call you directly to arrange delivery. You should note that if reception do sign or accept any item we cannot be responsible for lost or damaged items. If you leave Ashburne Hall you should arrange to redirect your mail as we cannot send on mail to you once you have vacated. Should we unknowingly sign for items of high value (over £150) we will not be held liable for any loss. In the case of any subsequent claim for loss or damage of any mail item the maximum compensation will be £150.



During vacations, mail will continue to be placed in your mailbox, if you are expecting something that may arrive in vacation time please arrange an alternative address with the sender.

## Amazon Lockers

Some of our residences have Amazon lockers where you can arrange to have a parcel delivered or leave one to be collected. They are very simple to use!

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

Locker Name	Location
Grass	Owens Park Located near Reception
Guffaw	Richmond Park Located in the bar area of the Amenity Building

\*The information provided in this booklet is correct at the time of writing, however may be subject to change

<b>Gum</b>	Oak House Located outside Carill House
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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 you require a key to 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 your browser. Replace \*\*\* with the name of the locker you wish to add to your account. Don't use spaces.
2. You'll be redirected to Amazon, sign into your account.
3. Once signed in Amazon will automatically add the address to your account.

From now on, simply select to "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.

### **How do I collect my package?**

Once your parcel is delivered to the Amazon Locker, you'll receive an email notification with a unique pick up code. When you arrive to collect your parcel, enter your 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. If you're not able to collect your parcel within this timeframe, the parcel will be returned for a full refund.

### **Room Inventories**

You will receive an inventory in your room on arrival, if you don't have one please let reception know. This is your opportunity to report any missing or damaged items. Please return this to reception within 48 hours of arrival and we will arrange to replace any items.

If you have maintenance issues within your room, then we have a Buildings Maintenance System (BM) where you can log these on line there is a PC in Ashburne foyer you can use. There will be more information about this in your room when you arrive.

### **Insurance**

All University of Manchester halls are included in a block insurance policy, this is provided by Endsleigh. A basic cover is provided and you are recommended to check on the details to ensure that this level of cover suits your needs. Information on the cover provided can be found [here](#), our policy number is HH1053.



**Smoking**  
All halls are non-smoking areas; this includes the use of  
E-cigarettes

### **Computer Network**

Halls are connected to the University network and once you have completed your University registration online and signed up for your University username and password you will be able to join the network. Known as HORNET, representatives will be available during key issue.

### **Overnight Guests**

It's your home and you will want to have guests to stay! We would ask that you note that guests are welcome for a maximum of 2 nights in every 7. This can be extended with the written permission of the Residential Life Officer for the hall.

## **Your Safety & Welfare**

The University has a dedicated security team covering all areas 24 hours a day, 7 days a week. To contact them simply call 0800 838 9807 or 0161 306 9966 – we recommend that you put these numbers into your contacts folder on your mobile phone. All security staff are trained as first aiders.

Our Residential Life team (ResLife) are also on hand for any help or support you may need, they will introduce themselves over the first few weeks of residence. Residential Life Advisors (RLA) work on a duty rota and are available from 6pm every night and over the weekend. The number for the RLA Ashburne Hall is 07768 507405 again why not add this number to your phone contacts now?

## **Residences Life Team**

In conjunction with your Residents Association (RA) and Junior Common Room (JCR) ResLife will be organising events, trips, lectures, volunteering events and much more during your time in halls. Please do get involved, these events are a great way to meet new people and find your way around your new city.

## **Fire Safety & Alarms**

Fire notices and regulations are displayed throughout Ashburne Hall and we would ask you take time when you arrive to read this and also familiarise yourself with the fire alarms and your nearest emergency exit. If you discover a fire, however small, you should sound the fire alarm and evacuate immediately to your assembly point. Please contact security to report the fire on 0161 306 9966. You will be required to attend a fire safety talk during welcome week, the details of which will be confirmed to you.

Our fire alarm systems are tested weekly and you will be told when this will take place. At all other times please do evacuate the building – it's for your own safety.

Our residences health and safety policy is available for you to view at [Here](#) .

## **Laundry Facilities**

There are launderette facilities in each of the halls of residence and your nearest one is in the Mary Worthington wing of Ashburne Hall. This service is managed by a private company. All machines are card or app operated. You can top up on-line [Circuit Laundry](#)

## **Bicycles**

Ashburne Hall has designated bike shelters and storage for you to use. Please ensure you secure your bike using a D lock. The University also runs a bike registration scheme and subsidised D lock purchases. For more information view <http://www.estates.manchester.ac.uk/services/security/estates-services-ian-ourservices/crimereduce/>.

## **TV Licences**

We do not cover any of our residences with a TV licence; therefore you are advised to ensure that you purchase the appropriate licence either prior to or immediately after arrival. If you watch or record programmes as they're being shown on TV or live on an online service - **on any device** – you need to be covered by a TV Licence.

*All of the team look forward to welcoming you to Ashburne Hall in September*

**Ashburne Hall** What can you expect your hall to look like?

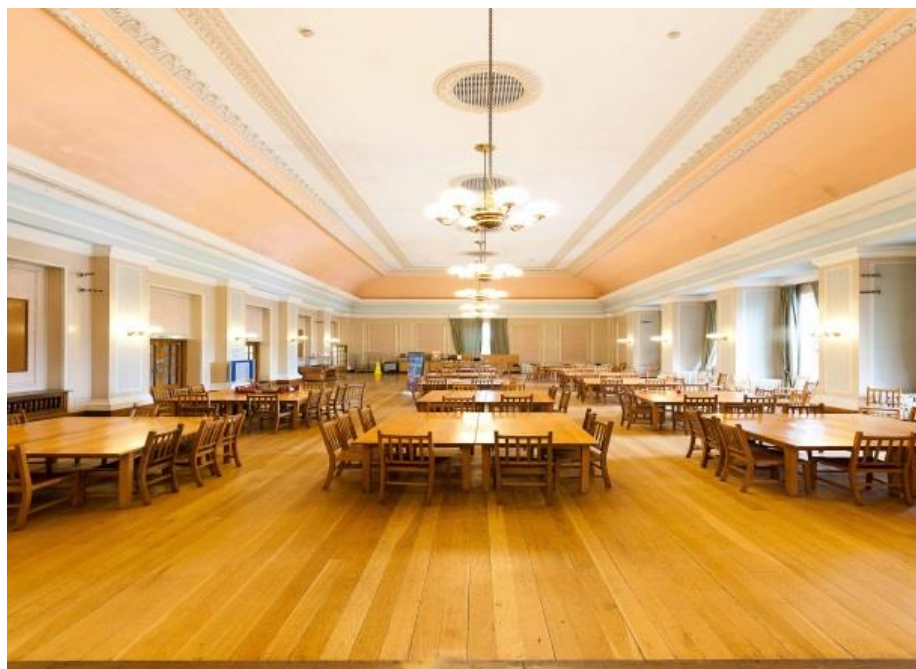
Typical Bedroom



Ashburne Library



Ashburne Dining Room



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Common Room



NB room sizes may differ than that shown