

WELCOME TO YOUR NEW HOME



Hulme Hall & Burkhardt House

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.

Contact Details

Address: Hulme Hall, Oxford Place, Victoria Park, Manchester, M14 5RR
Reception Number: 0161 306 9880
Email: victoriaparkadmin@manchester.ac.uk

Finding your way to Hulme Hall

By Air: Manchester airport is approx. 30 minutes away from the hall.
By Car: SatNav reference : M14 5RR
By Coach: The National Express coach station is situated on Chorlton Street in the city centre.
By Rail: Piccadilly Station is situated 2.5 miles from Hulme Hall

Hall Information

Located in the quiet of Victoria Park, but just minutes away from Wilmslow Road, the main bus route to the University and City Centre, and the famous Curry Mile.

The hall comprises of 6 blocks. The oldest is Houldsworth, which was built in 1907, with Oaklands, Christie, Greenwood, Plymouth and Birley added in 1967.

The hall has a pleasant community atmosphere with regular formal dinners, and an active JCR who organize a variety of social events and activities during the year.

Hulme hall also offers a squash court, small gym, pool and snooker tables, table tennis facilities, a 5-a-side football pitch and a tennis court, so you will never be short of things to do.

Administration/Reception

Reception can be found on the ground floor in Hulme Hall and is open Monday to Friday from 8.00am to 6.00pm. The reception contact number is 0161 306 9880. If you need assistance out of hours the duty ResLife Advisor can be contacted on 07990561983.

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.

Key Collection

Room keys will be available from Hulme Hall reception between 10:00 – 18:00 hours Monday to Friday. If you arrive outside of these hours, please contact the Residential Life Advisor on the above number for assistance.

Please remember to bring with you:

- Your key release form (this is printable at the completion of your online induction)
- Photographic ID.
- You will also need to bring 3 x passport photographs on the day of your arrival.

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 / fob / swipe card at any time during your stay at Hulme Hall or Burkhardt House, please let us know immediately. There is a charge for replacements, although if you later find them 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. Please note there is no parking on site during term time.

Hotel Accommodation

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

Meals

During term time a full catering service is available at Hulme Hall. Catering commences from September until Mid-June.

Meal times Mon – Fri

Breakfast 7.30am – 9.30am

Evening meal 5.15pm – 7.15pm

Weekend

Brunch 11.30am – 12.30pm

Evening meal 5.15pm – 6.30pm

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.

For dinner we operate 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](#).

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

Laundry services

There are four on-site laundry rooms for Hulme Hall based on the ground floor of Oaklands, Greenwood, Plymouth and Houldsworth. Each laundry room has washing machines and tumble dryers and offer a pay as you go service. Students receive laundry cards at the start of the academic year which can be topped up online or using the machine in the reception area.

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)
- Duvet
- Pillows and towels.

At Hulme Hall we have kitchen areas in each block. Our kitchens include an oven, hob, fridge, freezer, kettle, microwave and toaster for students to use. You should bring any cooking utensils, crockery, cutlery and pans that you may require. A top tip is to wait until you arrive and speak to other residents so that you don't all end up bringing the same items! A limited number of bedding packs can be purchased at reception on arrival but these are subject to availability or you can pre book these via our online store.

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

Information in this booklet is correct at the time of writing, however may be subject to change

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 Hulme Hall. 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 required to show your student ID card to collect items.

Please make sure you tell everyone your correct address – your name / house Name / flat number / room number followed by the address and postcode (see example below)

Name
Block & room number
Hulme Hall
Oxford Place
Victoria Park
M14 5RR

Reception staff are more than happy to sign for items on your behalf, however 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 Hulme 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
Hay	Owens Park
Guffaw	Richmond Park
Gulp	Hulme Hall
Grass	Oak House
Halfpipe	Dalton Ellis Hall
Orange	Wright Robinson Hall
Gum	Oak House
Elbow	Whitworth Park

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***** 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. Hulme Hall has a computer next to reception. 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 also trained 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 for Hulme Hall and Burkhardt House is 07990561983 why not add this number to your phone contacts now?

Residences Life Team Events

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. There will be information up in the hall and on social media.

Fire Safety & Alarms

Fire notices and regulations are displayed throughout the halls 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](#) .

Bicycles

Hulme 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.

Medical Registration

It is important that you register with the doctor. Representatives from the local practice will be on-site at Hulme during Welcome Week so you can sign up.

All of the team look forward to welcoming you to Hulme Hall and Burkhardt House