



Information Booklet

The University of Manchester at Victoria Hall Manchester II



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The University of Manchester



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Welcome to Victoria Hall

Hello and welcome to Victoria Hall Manchester II. Firstly, let me thank you for choosing Victoria Hall as your place of residence for this academic year. This Hall is leased by The University of Manchester and all of our students are studying at The University. Many of you have travelled here from various countries throughout the world in order to pursue your academic goal. We wish you all well this year and hope that you have an enjoyable time living at Victoria Hall whilst requesting that you contribute to the positive student experience, by showing due consideration for your fellow residents.

The following pages of this booklet are designed to give you an introduction to life at university, specifically at Victoria Hall, and should help ease the transition into your new home. The University also produce a Residences Guide which you must read to gain more information on Student Life. We have provided you with certain forms such as the fire safety agreement and bedroom inventories which will require completing by each resident within your apartment whilst others such as the communal inventory will need completing in consultation with your flatmates. Please return these forms within the time periods stated.

There are 3 members of the management team based within reception, namely myself, Helen McCann (Regional Manager), Laura Chesworth (Assistant Manager) and Chloe McDonnell (Management Trainee). Between us we will endeavour to deal with any queries regarding Victoria Hall you may have. We can be contacted in the office between 10am and 5pm on 0161 607 8000 or by emailing manchester.ubs@victoriahall.com. We also have a Facebook page dedicated to this hall. You can find it by searching 'Victoria Hall Manchester Upper Brook Street'. If you 'like' the page you will be sent news updates and information about hall activities and competitions.

We also have an expert team of caretakers who man the site 24/7, throughout the year. They are equipped to deal with the majority of maintenance issues that may arise during your stay. The team are contactable **out of office hours only** on 0161 607 8006.

Also working with us is The University of Manchester Pastoral Team. Over the next few days they will contact you with details of activities, societies and information you will find useful such as local GPs. If you need to contact a member of The Pastoral Team please also feel free to come to Reception and we will point you in the right direction.

I trust you will appreciate the high standard of accommodation that we have provided. I am sure that you will assist us in maintaining the property in a good condition for the benefit of our residents and also for those students who will reside with us in future years.

I wish you the best of luck with your studies and I look forward to meeting you all over the coming weeks.

For further information about the terms and conditions of your stay at Victoria Hall and for residency guides please go to www.manchester.ac.uk/accommodation



Fire Safety

Victoria Hall provides the following fire safety features:

- Fire Blankets - situated in the kitchens.
- Dry Powder Fire Extinguishers - situated in the kitchens.
- Heat Detectors – situated on the kitchen/lounge ceilings.
- Smoke Detectors – situated on the hallway.
- ½ Hour Fire Safety doors to the main flat entrance, all bedrooms and the kitchen / lounge area.
- Door closers to all internal doors.
- Door locks fitted with a thumb turn mechanism to allow escape without the use of a key.
- Fire action notices on the back of all bedroom doors.
- All furniture and fittings provided are designed to meet Fire Safety requirements.
- Emergency lighting in the communal stairwells to ensure a safe escape route at all times.

Advice in the Event of a Fire

- If you discover a fire follow the instructions given on the fire notices in your flat.
- If you are in your bedroom and a fire in the hallway is obstructing your exit, the safest option is for you to remain in your bedroom. Let others know you are in the room by shouting from the window or by contacting the Fire Brigade, the office and the Caretaker on duty (in this order).
- If there is smoke appearing around the door – place bedding or towels around the door to prevent the smoke from penetrating into the room.
- Open the window and stay near it for fresh air until the Fire Brigade arrives.
- If you hear a fire alarm inside another flat contact the Fire Brigade by dialling 999. Also contact the office and the Caretaker on duty.
- If you believe there is a fire in another flat in your block the safest option is for you to remain in your bedroom or lounge unless instructed otherwise by the Fire Service or Caretaker. Your flat door, lounge and bedroom doors are all ½ hour fire doors. Let others know you are in the room by shouting from the window or by contacting the Fire Brigade, the office and the Caretaker on duty (in this order).
- If you choose to leave your room/flat check door handles, hinges and edges for heat with the back of your hand. If they are warm – DO NOT open the door – the fire is on the other side.



Fire Safety

Advice in the Event of a Fire

- Make your Fire Action Plan now – awareness can save lives.
- Familiarise yourself with the location of the Fire Safety equipment.
- Report any problems with your fire fighting equipment. If you use the equipment to tackle a fire report to the office immediately so that we can replace it.
- Do not remove or abuse any of the equipment – it is provided for your own safety.
- Do not remove the bedroom door closers or prop open the internal fire doors at any time.
- Do not prop open doors in communal areas and stairwells.
- Keep all doorways and hallways clear from obstructions at all times.
- Do not leave bags of rubbish or other items in the stairwells or on landings. This may obstruct your potential escape route or that of other residents.
- Do not store empty boxes and other combustible items in the storage cupboard – this is a potential fire hazard.
- Whilst cooking do not leave cooking appliances unattended.
- Do not keep or use in the flat any lighted candles, incense sticks, naked flame appliances or portable apparatus fed by paraffin or liquid gas.
- If you bring any item of your own furniture into the flat, it must display the British Standards for Fire Safety and must be approved and authorised by Victoria Hall Ltd.
- Switch off electrical appliances at the wall when not in use.
- Do not overload electric sockets.
- Report any faults with electrical equipment and ensure that faulty appliances are not used until repaired or replaced.
- Do not attempt to dry any items on your lounge or bedroom heaters.
- We recommend that if you have any portable electrical appliances you bring it to the office for PAT testing. Please note whilst we will attempt to do this ASAP we cannot guarantee to return your appliance on the same day.

**Please take note of this useful
information.
Fire kills – you can prevent it.**



Fire Safety Agreement

Victoria Hall Limited recognizes its responsibilities for providing a safe environment for residents and has put in place various measures in relation to Fire Safety.

Residents also have a duty to take reasonable care of the safety of themselves, visitors and Victoria Hall staff. It is your responsibility to co-operate with Victoria Hall by complying with the standards of performance detailed below.

- Fire doors must be kept closed at all times.
- Fire Doors must not be propped open – if door wedges are found in flats they will be removed and disposed of.
- Door closers must not be removed from fire doors at any time.
- Fire extinguishers and fire blankets must be visible and accessible at all times, and must not be moved from their location
- All incidents where fire fighting equipment has been used must be reported to the office or the Caretaker on duty immediately so that replacements can be provided free of charge.
- Where fire fighting equipment is replaced due to abuse relevant charges will be made.
- Flat hallways must be kept clear and free from rubbish and obstructions at all times
- Doorways must be kept clear from obstruction at all times
- Rubbish (or any other items) must not be left in stairwells or on communal landings.
- Rubbish must not be allowed to build up in bedrooms or communal areas in flats.
- **ALL VISITORS AND RESIDENTS MUST OBSERVE THE NO SMOKING RULE WITHIN ALL AREAS OF VICTORIA HALL (INCLUDING BEDROOMS AND FLATS).**
- Cooking appliances must not be left unattended whilst in use.
- Lighted candles, incense sticks, shisha pipes, naked flame appliances or portable apparatus fed by paraffin or liquid gas must not be kept or used in flats.
- **PLEASE NOTE THAT IF ANY OF THESE ITEMS ARE FOUND IN EITHER FLATS OR BEDROOMS THEY WILL BE REMOVED WITHOUT FURTHER NOTICE.**
- Electrical sockets and extension leads must not be overloaded
- Any faults with electrical equipment belonging to Victoria Hall must be reported to the office or the Caretaker on duty immediately. Faulty appliances must not be used until repaired or replaced.
- Heaters must not be covered by clothing or any other items.
- Light fittings must not be covered.
- Vents on electrical equipment (including wall heaters) must be kept clear and must not be blocked by other items at any time.

I confirm that I have read and understood the fire safety measures detailed above and agree to adhere to them at all times.

Name			
Signature		Date	



Health and Safety

Victoria Hall Ltd is committed to ensuring that its activities do not adversely affect the health and safety of residents, contractors or visitors.

It is for the staff of Victoria Hall Ltd to ensure the health and safety of students residing within their accommodation. Students do, however, have a part to play. In particular they should:

- Follow any health and safety rules, which apply within Victoria Hall Ltd.
- Report to a member of Victoria Hall Ltd staff any matter which they consider to be a risk to health and safety.
- Conduct themselves in a way that does not endanger themselves or anyone else.
- Refrain from misusing fire alarms, fire extinguishers or anything else provided in the interests of health and safety.

Portable Appliance Testing

Residents are responsible for any electrical equipment they bring on site and must ensure that it is PAT tested.

Residents must check electrical equipment is not damaged before they use such equipment on the premises. Residents should not use equipment they suspect to be faulty and must also report any electrical fault immediately to Reception. Should a member of staff discover a piece of electrical equipment in your flat that is dangerous you will be given notice to remove this equipment.

PAT testing is available via Victoria Hall, but we cannot guarantee that the test will be carried out immediately. Any equipment you wish to be tested must be left with Management at Reception. You will be contacted when the equipment is ready for collection.

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. Visit <http://www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/adapt-appliances-for-uk-use/> for further information.

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 Reception.

First Aid

It is advisable to have a first aid kit in your flat – a basic home kit can be purchased from St Johns Ambulance www.stjohnsupplies.co.uk. We strongly recommend you register with a local doctor. Surrey Lodge Group Practice is located 5 minutes along the road at 11 Anson Road. Registration forms and directions are available at the Management Office.

If you do not register with a local doctor and you become ill there is a walk in centre in the MRI (just in front of the Victoria Hall building). This is for minor illness and is based in the A and E department of the hospital. Opening times are Monday – Friday 8.30am – 10pm and Saturday, Sunday and all bank holidays 10am-8pm.

In an emergency you must call an ambulance by dialling 999. You must then call a Caretaker on 0161 607 8006 or free on 0845 4151 5001 from your flat phone so he can direct the ambulance to your block. Only call an ambulance in an emergency - call the Duty Residential Life Advisor on 07795257439 if you are unsure.

Pest Control

Victoria Hall takes a preventative stance on Pest Control and has regular inspections and visits. Should you experience any problems please report these to the Management Office or the Caretaker on duty out of office hours. As ever, out of office hours reports should be followed up at the Management Office as soon as it opens. Please be advised that you may be charged for a pest control visit should you be found responsible for the incident.

Snow and Ice Control

We aim to keep the Victoria Hall footpaths as free as possible from hazards and between 8am and 4pm Monday – Friday areas will be gritted as far as practicably possible. However we advise residents to remain vigilant at all times especially during periods of ice and snow.

Windows

You will find that the windows do not open fully; they are designed to be locked in the tilt position and are not to be opened in any other way. This is standard company policy, for the safety and security of residents and visitors alike. Unfortunately we are unable to de-restrict windows for any reason. Any window found to be unrestricted or have damage to the locking mechanisms; the tenant or apartment will be charged. It will also be deemed to be a serious breach of conduct and may be considered a criminal act.



Flat Inspection Statement

During the monthly flat inspections, Victoria Hall staff, check for general cleanliness, any signs of damage to the property, fire safety and anything that might breach general health and safety.

During flat inspections it is down to the discretion of the member of staff as to what needs cleaning – the details overleaf explain Victoria Hall's expectations regarding cleanliness.

All residents are informed of the flat check dates upon arrival. Inspection dates are in this Welcome booklet, on your flat Notice Board and on the Block Notice Board. We will also send you a reminder the week before your flat inspection. It is the individual's responsibility to ensure that their flat and room are in a satisfactory condition before the flat inspections are due. If you know you will be away for this period you must ensure everything is cleaned before you go, as the same standard will still apply.

The flat inspection dates provided are to be used as a guideline (although we will try to adhere to them as best we can) as they may be liable for change at the discretion of the management. In this event we will give sufficient notice of any changes.

If any items in the flat require attention a letter will be left stating what is to be done and the time by which it should be completed (this will usually be a 24-hour period). The re-inspection will proceed at some time AFTER the time stated on the letter and you should not assume that it will be at that time exactly.

If, upon the re-inspection, the items have not been dealt with to Victoria Hall's satisfaction (in accordance with the guidelines overleaf) a further letter will be left informing you that contract cleaners will be attending to the items on a specified date. There will be no further rechecks after this second letter has been left and cleaners will be booked immediately. If the cleaners arrive at the flat and the work has already been completed by the Tenant(s) then the Tenant (s) will be expected to meet the call out charge of the Contract Clean Company. Cleaning is charged as per quotation from the Contract Clean Company. Please note that we may take photographs of any unclean rooms/items.

If an item is considered unclean by the member of staff completing the check then you will be asked to clean it. Where there is a claim from a resident that it is not possible to get the item any cleaner, the cleaning contractor will be instructed to complete the work and the item will be re-checked by a member of Victoria Hall staff. If the cleanliness of the item has improved following the cleaner's visit consequent charges will be applied. No charges will be made to the resident where there has been no improvement in cleanliness.

Cleaning Standards & Cleaning Suggestions

Please find below some examples of the items we have to re-check most frequently and a suggestion of the best way to clean them. This list includes only some of the items that we require to be kept clean - if you need advice on how to clean any other items in the flat then please ask at Reception.

Kitchen floor

Simply mopping the floor is not sufficient. You will need to use a floor cleaner with de-greasing properties and hot water. The floor will need to be scrubbed thoroughly with a scrubbing brush prior to mopping to get it thoroughly clean.

Hob

The hob should be completely white and there should be no build-ups of food or greasy stains. If the grime comes off when the hob surface is scraped then it is not clean enough. Do not use wire-wool (ie. Brillo pads) on the hob as it will scratch the enamel off. Do use a kitchen cleaner with de-greasing properties and a sponge-scourer or similar.

Oven

An oven cleaner with de-greasing properties is needed to get the oven and the oven door properly clean. The glass on the oven door should be clear, not brown. The seal on the oven will need wiping to remove build ups of crumbs and grease and the floor of the oven itself must be free from grime and food build-ups.

Microwave

Microwaves should be cleaned inside and outside. An all-purpose kitchen cleaner with de-greasing properties and a kitchen cloth should get the grime off without damaging the microwave. You will need to clean both the glass plate and under the glass plate. The microwave needs regular cleaning inside to prevent rusting. Where rusting occurs as a result of the microwave not being cleaned it will be replaced at the residents' expense

Shower

Use non-abrasive bathroom cleaner (e.g. Cif Foam or Flash bathroom) with hot water and a sponge or a scrubbing brush. Clean the shower tray (the base that you stand on), the door (including the lip at the bottom) and its frame, the tiles and the grouting. If the grouting or tiles are discoloured you may need to spray on the cleaner and leave it to stand for a while before wiping it down. If soap scum or other substances come off when the surface is scraped then it is not clean enough. Leaving any part of the shower pink/discoloured is not acceptable. Extractor fans should not be turned off at the switch above the bathroom door as they help prevent damp and mould build-up in the en-suite. If mould builds up as a result of the fan not being used residents will be charged for repairs to the grout/silicone.

Basin

The basin itself, the taps and the tap bases and in/around the plughole should all be cleaned. Any streaks of scum, or brown/grey/pink build-ups, either in the basin or near the taps is unacceptable.

Please note

Proper cleaning products must be used. Soap or washing up liquid is not sufficient to clean with, nor is wiping things over with a damp cloth. For the bathroom it is best to use a bathroom cleaner (e.g. Cif or Flash) and a multi-purpose cleaner can be used in the kitchen for most items. For the oven and hob please use an oven cleaner (e.g. Mr. Muscle) for the best results. Ensure rubber gloves are worn when using cleaning solutions or handling hot water. Always follow any safety instructions on product packaging.



Example Cleaning Rota

Week number	Clean Oven/Hob, Microwave, Kettle, Toaster	Wash Floor, Vacuum Carpets	Clean work tops, table tops	Take out rubbish, recycling
1	Room 1	Room 2	Room 3	Room 4
2	Room 4	Room 1	Room 2	Room 3
3	Room 3	Room 4	Room 1	Room 2
4	Room 2	Room 3	Room 4	Room 1
5	Room 1	Room 2	Room 3	Room 4
6	Room 4	Room 1	Room 2	Room 3
7	Room 3	Room 4	Room 1	Room 2
8	Room 2	Room 3	Room 4	Room 1



Flat Inspection Dates

Please accept this as your 24-hour notice period for flat inspections throughout your Tenancy at Victoria Hall. The inspections will generally take place between 9am and 5pm on the dates specified below. If any part of your bedroom, bathroom or communal area requires attention then a re-inspection will take place after 9.00am the next day. If the problem has still not been resolved then Victoria Hall will instruct contractors to carry out the work and the cost plus administration costs will be billed to the relevant Tenant(s). There will be no exceptions or second re-checks. Please see Flat Inspections Statement for Victoria Hall expectations.

Area to be Inspected	Date
COMMUNAL ONLY	Week Commencing 5th October
COMMUNAL AND BEDROOM	Week Commencing 2nd November
COMMUNAL ONLY	Week Commencing 7th December
COMMUNAL AND BEDROOM	Week Commencing 1st February
COMMUNAL ONLY	Week Commencing 7th March
COMMUNAL AND BEDROOM	Week Commencing 4th April
COMMUNAL ONLY	Week Commencing 2nd May



Reception Facilities

The main reception should be your first stop if you require any help with your accommodation.

Reception Opening Times:

Mon – Thurs	9:00 am – 18:00 pm
Friday	9.00am – 17.00 pm
Sat & Sun	12:00 noon – 13:00 pm
Bank Holidays	12:00 noon – 13:00pm

Should you require assistance outside of the reception opening hours there will always be a caretaker on site who can be contacted either at the caretaker lodge (located next to car park gates) or on the caretaker mobile (below):

Caretaker Mobile: 0161 607 8006

*****Please note that the caretaker must only be contacted in an out of hours emergency. All maintenance must be reported to the office to allow a proper follow up procedure*****



On-Site Facilities

Laundrette

The laundrette is located next to F block entrance on the courtyard. In order to use the service you will need to get a laundry card these are provided from the machine in the laundrette. (N.B. Exact change is needed in order to purchase the following cards, and any mistakes made cannot be refunded by Victoria Hall.) There is an option of three different card that you can purchase, you can choose to buy a laundry card for £2.00 which will have no credit but can be topped up online at <http://www.circuit.co.uk/card-top-up-unauth/> or by phone on 01422 820026 you can also choose to purchase a card for £10.00 which can be used straight away as this card will have £8.00 credit, the 3rd option is buy a card for £20.00 which can also be used straight away as this card will have £18.00 credit. Once the credit has been used you can top up online at the above website. The cost of a wash ranges from £2.50-£3.50 and the cost of a dry is £1.20. Instructions for the laundry use are shown below (also available in laundrette):

When washing begin by loading you detergent into the washing machine drum followed by your clothes, closing the door and then selecting the wash program you require.

Next place you card against on the small scanner top left hand side of the washing machine.

The display will show your balance and then the washing machine will start.

The same instructions apply to use the dryer.

Victoria Hall Ltd accepts no liability for any loss of laundry credit due to user error in failing to follow these instructions correctly.

Should you discover a fault with the machines you should contact circuit on 0800 0924068 or 01422 820040 and quote the site name (Manchester UBS) and the site number (402725).

N.B. The dryers dry by hot air. If you overload the dryers they will not dry your clothes.
Please note that unused credit remaining on cards cannot be refunded.

Laundry should not be left unattended during the washing or drying cycle. Victoria Hall Ltd accepts no liability for loss of personal items from the laundrette. Should you experience any maintenance problems with the laundry please contact Circuit on 0800 0924068 and quote the site name (Manchester UBS) and the site number (402725).

Bins & Recycling

All rubbish should be removed from the flats and taken directly to the bin stores located on site. There are two bin stores and they are located on the courtyard. One to the left of G block and one just before you reach D block. All rubbish should be contained within appropriate bin bags and must not be loosely discarded. Rubbish must not be left in stairwells, these areas are checked daily and an administration charge will be levied for each item of rubbish that has to be removed. The City Council empty our bin stores on a Monday and Friday. Recycling facilities are also provided in the bin sheds in the courtyard.

Mail

Mail is kept in reception for you to collect. Please ensure that all mail is correctly addressed. Please note that we only accept mail for current residents – “care of mail” will be returned to sender. Victoria Hall will accept registered mail & parcels and will sign (without liability) on your behalf. An information slip will be put in your pigeon hole to notify you that we are holding a parcel for you. A signature is required upon collection. Please remember that Victoria Hall does not offer a mail forwarding service or a mail holding service after the end of your tenancy. Please visit www.royalmail.com to make arrangements for your post to be forwarded to your new address.

Please Ensure your Mail is addressed correctly:

Name
Block. Flat. Room.
Victoria Hall,
281 Upper Brook Street,
Manchester,
M13 0FZ.

Security

Victoria Hall Ltd employs a team of caretakers who work on a shift rotation basis to ensure that the site is covered 24 hours a day, 365 days a year. If you have a concern about security please inform a member of staff immediately. To supplement the work of our caretakers we have CCTV surveillance in operation throughout the site, enhanced further by security fencing and restricted door access controls.

Our security is however only as good as the residents who live with us, so please ensure that you follow some simple safety steps such as closing windows and doors if you leave a room, keeping your door access fob and bedroom key on your person at all times and by not allowing visitors to tailgate you onto site or into a block.

The flat intercoms allow you to talk with people ringing your flat but will not allow you to “buzz” them in for security control. You will need to physically go to the main gate and escort your guest up to your flat. Should you ever see anyone suspicious on site you must report it to the Management Office or Caretaker on duty immediately. If a crime is being committed or you feel threatened call the Police immediately by dialling 999. In the unlikely event of a bomb alert you must evacuate the premises immediately using the protocol on the blue emergency sticker on the back of your bedroom door. Should a bomb threat be made to you personally you must call the police immediately by dialling 999 then contact the Management Office or Caretaker on duty.

You are welcome to have guests at Victoria Hall during your stay although all overnight guests must be signed in at reception during office hours. This is very important for fire safety. You should also check with your flatmates that they do not have any objections. Please remember that as our tenant you are legally responsible for the behaviour of your guests and any damage and/or nuisance they may cause will be your responsibility.

Maintenance

Please report any maintenance issues directly to reception either in person or by email at:
repairs.ubs@victoriahall.com

If you report any maintenance to a caretaker out of hours **you must** come to reception the next day to follow the report up.

Bicycle Storage

There are bicycle storages areas on site and there is no charge for their usage. Please refrain from storing bikes within your flat and/or staircase.

Car Parking

Is £250 for the academic year. Please pay for your car park space at reception. Car Parking is not available during move in week. Spaces are allocated on a first come, first served basis. If your car is parked without authorisation on the car park you will be issued with a parking fine. **The fine is payable to the ticketing company and not Victoria Hall.**

Smoking

Victoria Hall Ltd is a completely no smoking site, this includes bedrooms, flats and courtyards. Failure to adhere to this policy will result in disciplinary action.

Courtyard

You are welcome to make best use of the courtyard (weather permitting). We would request however that you show due consideration for your fellow residents and therefore ensure that noise is kept to an absolute minimum. This is particularly relevant after 10.00pm at night where thereafter no congregating will be permitted; consequently we would request that you return directly to your flat after a night out. **Ball games or barbeques are not allowed at any time.**

Payments

Victoria Hall Ltd will accept payments via cash, cheque and most debit/credit cards. We can only accept cheques and card payments for transactions totalling over the value of £5. Please note that an administration charge of £30 is applied each time a cheque is returned from the bank unpaid.

Key & Fob

All door access fobs are individually programmed and identify the user at all doors where presented (whether access is gained or not). Your fob will allow you access to the site, reception, laundry and then to your block and flat. You are responsible for the safe keeping of your fob and key. Please inform reception immediately should you lose either.

Your fob can be cancelled - a replacement fob costs £15

Your bedroom key is unique – a replacement key costs £20

Please ensure that you remember to take your key and fob with you at all times as staff may be busy and not able to immediately grant you access.



Internet Information

The internet service available to our students in Manchester is provided by Ask4.

Ask4 is the leading supplier of internet services to private student accommodation providers across the UK.

Ask4 ensure that the buildings have access to super-fast, scalable internet services and value-added services such as IPTV and VoIP.

Ask4 student internet services are designed to be incredibly easy to use. As well as offering high quality fast broadband packages, they also provide additional services such as Online TV, Voice over IP, Storage and Network Gaming Solutions.'

For any problems or queries with your internet service please refer to the support information issued to you. This contains a comprehensive troubleshooting guide. If you are still experiencing difficulties then you can contact the ask4 Support Centre at any of the following contact points:

Support Centre Opening Times

- Mon – Fri 08:00 – 22:00
- Sat – Sun 10:00 – 20:00
- Phone: 0845 123 8710
- Fax: 0114 269 5333
- e-mail: support@ask4.com
- Text 'Help Me': 07797 800 545
- Portal: portal.ask4.com

Calls are charged at local rate. Texts are charged at standard network rate.



Internal Calls

Each flat has its own direct dial number beginning 0845 415....To find out your telephone number dial 175 from your flat phone. Calls to your telephone number from anywhere in the UK are charged at local rate.

To make internal calls between flats dial the full telephone number of the flat required. A PIN is not required and calls are free of charge.

To contact the Management Office	dial 5001	(9am to 6pm)
To contact the Caretaker on duty	dial 5002	(outside office hours)

External Calls

Calls made to other Victoria Hall locations and to Ask4 Technical Helpdesk require a PIN but are free of charge.

A PIN is not required to make emergency calls—just dial 999

To prepare your account for making external calls dial 152 from the hall phone and you will be prompted to enter your PIN. Select option 1 for account management, then 2 to add credit and enter the voucher code.

To make an external call dial 152, enter your PIN and select option 2.

To check your credit dial 152, enter your PIN and select 1 for account management, then 1 for your current balance.

Please use the following grid to find your flat telephone number. Callers should dial 08454 151 ... (then flat extension number)

A1 – 768	B4 – 786	C5 – 804	D15 – 822	F8 – 840	H5 - 858
A2 – 769	B5 – 787	C6 – 805	D16 – 823	F9 – 841	H6 - 859
A3 – 770	B6 – 788	C7 – 806	D17 – 824	F10 – 842	H7 - 860
A4 – 771	B7 – 789	C8 – 807	E1 – 825	F11 – 843	H8 - 861
A5 – 772	B8 – 790	D1 – 808	E2 – 826	F12 – 844	J1 - 862
A6 – 773	B9 – 791	D2 – 809	E3 – 827	F13 – 845	J2 - 863
A7 – 774	B10 – 792	D3 – 810	E4 – 828	F14 – 846	J3 - 864
A8 – 775	B11 – 793	D4 – 811	E5 – 829	F15 – 847	J4 - 865
A9 – 776	B12 – 794	D5 – 812	E6 – 830	G1 – 848	J5 - 866
A10 – 777	B13 – 795	D6 – 813	E7 – 831	G2 – 849	J6 - 867
A11 – 778	B14 – 796	D7 – 814	E8 – 832	G3 – 850	K1 - 868
A12 – 779	B15 – 797	D8 – 815	F1 – 833	G4 – 851	K2 - 869
A13 – 780	B16 – 798	D9 – 816	F2 – 834	G5 – 852	K3 - 870
A14 – 781	B17 – 799	D10 – 817	F3 – 835	G6 – 853	K4 - 871
A15 – 782	C1 – 800	D11 – 818	F4 – 836	H1 – 854	K5 - 872
B1 – 783	C2 – 801	D12 – 819	F5 – 837	H2 – 855	K6 - 873
B2 – 784	C3 – 802	D13 – 820	F6 – 838	H3 - 856	
B3 – 785	C4 – 803	D14 – 821	F7 – 839	H4 - 857	



Phone Tariffs

The following is a list of call rates to various locations. The rates are set by Ask4 and any queries should be directed to them (see Internet Information, page 16)

Destination of Call	Cost per minute
Local / National Calls	1.9p
Mobile numbers	15p
0845 Numbers	3.6p
0870 Numbers	8p
0800 Numbers	0p
China	12p
India	28p
USA/Canada	20p
Western Europe	7p
Australia	6p
Taiwan	15p
Pakistan	25p
South America	30p
Japan	9p
Rest of World	45p

**Please note there is a minimum billing charge of 1 minute for all calls.
All billing after 1 minute will be calculated by the second.**



Television Service

Each flat is provided with a TV in the shared living area. Victoria Hall Ltd are not responsible for providing the Television license. As the tenants you are required to purchase a license for this television.

If you have your own television in your bedroom you may also be required to purchase a separate license.

If you are unsure if you need a licence the TV Licensing Guidelines state:

‘You need a TV Licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch or record TV programmes as they are being shown on TV.’

For further information refer to:

www.tvlicensing.co.uk

A 10 channel Sky package is provided in addition to the 5 terrestrial channels.

There is an aerial socket in each room that a student can use to plug their own TV into.

IPTV is also available for computer users – contact reception for further details.



Contents

Insurance

As part of your accommodation package, your possessions are automatically protected by an exclusive Endsleigh insurance arrangement. Endsleigh are the only insurance service officially recommended by the NUS and we're delighted to provide the Personal Possessions cover, as detailed in your "Certificate of Insurance". To download the PDF certificate and to find out more please visit <http://www.accommodation.manchester.ac.uk/choosing-accommodation> and look under Finance and Legal.

In summary your room is covered, but your laptop and other gadgets aren't covered outside your room. To check the insurance provided and to arrange cover for your laptop, gadgets and other valuable items and to benefit from Endsleigh's 24 hour laptop and mobile phone replacement* promise call or visit Endsleigh online.

Personal Possessions Certificate

We hope you're delighted with your cover. Block Possessions Insurance is a single policy, issued in the name of the University, College or Hall(s) of residence, providing insurance protection for your individual personal possessions.

The first thing to do is read your Certificate of Insurance carefully, to ensure it covers the full value of all your personal possessions in your room.

Need to extend your cover?

Extra cover in your own name can easily be arranged and to help you decide if you need additional insurance, we recommend that you check the following:

Value of your possessions

This is a "new for old" policy so calculate the total value of your belongings as if you were replacing them at shop prices. If the basic possessions limit is not enough for you, we can top up your cover.

Accidental Damage

Do you need to extend your cover for accidental damage on electrical goods within your room? (Check your certificate as some block halls arrangements may automatically include this cover).

All Risks – Items you take out of your room

Are there any items for which you will require accidental loss or damage cover outside of your room, including up to 30 days anywhere in the world? E.g. watches, cameras, jewellery, games consoles, expensive clothing, musical instruments etc.

Imagine what would happen if you lost your PC or laptop – check whether you have cover for these items both in and out of your room. You can extend your cover to ensure you have the right cover for you.

Mobile Phones

Is your phone covered against theft, accidental loss or damage and airtime abuse?

Legal Expenses

Would you like legal representation, up to £50,000 for legal expenses in respect to litigation in the UK and Western Europe?

If the answer is yes to any of these questions:

Please call us FREE on 0800 028 3571, visit your local Endsleigh Branch or log on to www.endsleigh.co.uk/blockhalls



Energy Saving

COOKING

- Every time you open the oven door the oven temperature is lowered, by 25 to 75 degrees. Try not to keep the door open for longer than necessary.
- Let food cool before putting it in the fridge so the refrigerator does not use energy unnecessarily.



- Keep your oven and hob clean. A clean oven uses energy more efficiently.
- Use the kettle to boil water for cooking, it's more efficient and is quicker too!
- Use pots and pans that fit the burners (these absorb more energy, reducing heat lost).
- Don't forget to turn off the oven when you have finished cooking

- Microwaves generally use less energy than ovens as they are on for a shorter period.
- Defrost freezers regularly to keep them running efficiently.
- When making toast, use the toaster not the grill.



HEATING

- Keep windows and doors closed when heaters are on to avoid heat being lost.
- Use the timer on your heater to make sure it is not left on unnecessarily. Your heater can be set on a timer to come on at specific times, please refer to your welcome pack or ask the caretaker on duty for advice on how to do this.
- If you are away during weekends or the University holidays ensure heaters and appliances are switched off at the wall.
- Please remember that portable heaters are not allowed at Victoria Hall (see Tenancy agreement 3.6.1). It is worth noting that these often use more electricity than the wall heaters.
- Close your curtains at night to keep the heat in, especially in colder weather. Make sure they don't cover the heater, so the heat doesn't go behind them and out the window. Approx 20% of heat is lost through windows.



WATER

- Use your plug! When washing-up fill the bowl as running the hot tap is both wasteful and expensive.



- Using your shower for long periods uses A LOT of electricity.
- The water heaters are equipped with thermostats, so that they turn off once the water is heated, and turn back on again when the water begins to cool. If you wish to save further you are able to turn off the water heater switch in the hall/kitchen cupboard and turn it on when required (the tank takes approx. 30 minutes to heat up).

LIGHTS

- Sounds simple but... turn a light off if you are not using it.
- Turn lights off in bedrooms if you are in the lounge.
- Turn lights off when you go out.



ELECTRICAL APPLIANCES



- Switch televisions, CD players and DVD players off if you are not using them. Even leaving these appliances on standby can use as much as 60% of the electricity that would be used by the device if it were in use.
- Don't leave items on charge unnecessarily
- Personal computers use approx 270 watts when awake and 60 watts when asleep.
- Screensavers are not energy savers. If you are not going to use the PC for 20 Minutes consider turning the monitor off, if you will not be using it for over 2 hours turn the monitor and CPU off.
- The following are the approximate kilowatt ratings of typical items you might use in your flat. The kilowatt rating shows the units used per hour.



PERSONAL ITEMS

- | | |
|---------------------|----------------------------|
| • Clock radio | 0.10 kilowatts |
| • Hair dryer | 1.2 –1.875 kilowatts |
| • Iron | 1-1.8 kilowatts |
| • Laptop | 0.05 kilowatts |
| • Radio/stereo | 0.07-0.04 kilowatts |
| • Colour television | Approx 0.133 kilowatts |
| • VCR/DVD | Approx 0.02 kilowatts each |



VICTORIA HALL ITEMS

- | | |
|--------------------|----------------------|
| • Shower | 7.20 kilowatts |
| • Bedroom heater | 1.25 kilowatts |
| • Lounge heater | 3 kilowatts |
| • Oven | Up to 2.55 kilowatts |
| • Microwave | 1.20 kilowatts |
| • Immersion heater | 3 kilowatts |
| • | |

The higher the kilowatt rating, the more electricity the appliance will use per hour.

Remember!

Energy saving measures need to be taken by the **whole flat** for it to make a difference.

Tips sourced from:

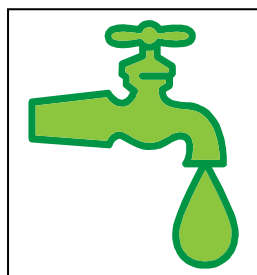
http://www.eere.energy.gov/consumer/your_home/appliances/index.cfm/mytopic=1004
<http://www.whatprice.co.uk/environmental/energy-saving-tips.html>
<http://www.house.co.uk>
<http://www.electricity-guide.org.uk/tips.html>



Water Efficiency

In the UK, we actually each use on average 150 litres of water every day, with the average household using over 100,000 litres of water every year. Imagine 264 pints of milk and that's 150 litres of water. One fifth of a household's carbon footprint comes just from heating water for baths, showers and washing.

We're placing more and more demands on the amount of water we have. Climate change and an ever growing population means the way we currently use water is damaging our natural environment and is not sustainable. Getting water into our taps has another cost too - carbon emissions from treating and transporting water. An average UK family uses about 500 litres of water per day, which results in more than 1.5 tonnes of carbon escaping into the atmosphere every year. There are simple steps that we can all take now to reduce the amount of water being wasted, to protect our precious water resources for the future.



In the kitchen

Wash fruit and vegetables in a bowl rather than under a running tap, then use the leftover water for watering house plants.
Use the minimum amount of water needed when boiling kettles and pans
Keep a bottle of water in the fridge rather than running the tap until the water gets cold.
Report any leaks or dripping taps to the office immediately.

In the Bathroom

Turn off your tap whilst brushing your teeth, shaving or washing your face.
Using your toilet as a bin wastes water
Take a shorter sharper shower – a seven minute shower uses 9 litres of water per minute



Tips sourced from www.actonco2.direct.gov.uk



Disciplinary Procedure

Victoria Hall aims to offer students a place to live that is comfortable and conducive to study. Residents and their visitors are expected to show consideration towards others and follow the terms of their tenancy agreement. Where these terms are breached, or where residents or their visitors behave inappropriately, Victoria Hall will take action.

Offences that will result in action include:

- Damage to Victoria Hall property
- Theft of Victoria Hall property
- Excessive noise/neighbour nuisance
- Use of illegal drugs on Victoria Hall premises
- Abusive or threatening behaviour towards residents, staff or visitors
- Irresponsible behaviour in relation to health and safety
- Misuse of fire equipment
- False activation of the fire alarms

NB: This is not an exhaustive list and any behaviour that is considered to be inappropriate will be dealt with at the discretion of Victoria Hall Management.

ANTI –SOCIAL BEHAVIOUR & USE OF ILLEGAL DRUGS

Victoria Hall takes the issue of anti-social behaviour and the use of illegal drugs on Victoria Hall premises very seriously and will work closely with the Police and the University to tackle such cases. If residents or their visitors cause a nuisance to other residents, staff or members of the public the appropriate disciplinary action will be taken in conjunction with The University of Manchester. In addition all incidents will be logged and where appropriate information (including CCTV footage) will be passed to the police to assist prosecution.



Complaints Procedure

Complaints

Victoria Hall 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. We 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.

If you have a complaint, in the first instance please discuss this with a member of staff concerned, Hall Management Office or staff at Dalton Ellis Hall to try and resolve the matter. If you have a complaint you should let us know as soon as possible and within eight weeks of the event or lack of action, about which you are complaining.

If you have a complaint which you feel cannot be resolved informally you should let us know as soon as possible and in writing to Helen McCann, City Accommodation Manager, Victoria Hall, 281 Upper Brook Street, Manchester, M13 0FZ. If you would prefer to submit your complaint directly to The University of Manchester, please visit <http://www.accommodation.manchester.ac.uk/aboutus/complaintsprocedure/> for further details on The University of Manchester complaints procedure.

Complaints to Victoria Hall

Your complaint will **normally** be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and responded to fully within seven working days of the receipt of the complaint. If circumstances mean a full response is likely to take longer we will inform you and keep you informed of the process.

Within four weeks of receipt of any written complaint from a tenant, Victoria Hall will rectify any breach of the ANUK Code of Standards or, where any allegations are contested, enter into correspondence with the tenants or their representative.

Please note that we will not accept emails. Should you be dissatisfied with the response to your complaint, staff will advise you how to escalate your complaint to a higher level. **PLEASE REMEMBER SHOULD YOU WISH TO COMPLAIN TO THE UNIVERSITY OF MANCHESTER THEIR PROCEDURE MAY BE DIFFERENT.**

Noise Complaints

Whilst we do understand that being at University is an exciting time, we ask you to respect the experience of our other residents. Please be respectful to your neighbours by keeping music and other noise to a level that cannot be heard outside your room or flat. The main cause of noise complaints is that bass can be heard from music that is being played or that TV's are too loud. To avoid having a noise complaint made about you, please ensure that your bass is low and that your speakers are not on the floor.

If you are disturbed please follow these steps:

- A. Figure out where the noise is coming from (which flat?)
- B. Call the Caretaker on 0161 607 8006 from your mobile phone or dial extension 8006 from your flat telephone. Please do not wait until the next day and report it to the office.
- C. The Caretaker will visit the flat you have made the complaint against and assess whether the noise is causing a disturbance. He will ask the flat to quiet down and then revisit the flat later on in the night to ensure the noise has abated.
- D. The Caretaker will then make a report to the office and the Disciplinary Procedure will be put in place.



Invoicing Procedure

Residents will be invoiced when money is owed to Victoria Hall.

Eg. Payments for contract cleaners, damages, negligent use of the fire equipment.

If a member of staff decides it is necessary to invoice a resident you will receive notice from Victoria Hall. The details of the charge will then be passed onto The University of Manchester and added on to your University account. Every effort will be made to discover who is responsible for the charge if the damage is in the communal area. Ultimately however, charges will be equally divided if the source is not discovered. For this reason you must inform your Residential Life Advisor **immediately** upon receipt of an initial charge letter from Victoria Hall who you feel is responsible for the damage. Once the information is passed as a group charge to The University we may not be able to revoke this charge.

All invoices must be settled immediately upon receiving notice from The University of Manchester and paid at Dalton Ellis Hall. Please note if you have money outstanding on your account you will not be allowed to pick up exam results / register for the next academic year.

For details of charges on your account you can call Dalton Ellis Hall on 0161 306 9840.

Rent Payments:

For further details on payments you must contact Dalton Ellis Hall on 0161 306 9840. You can choose to pay by one of the following two methods:

Single Instalment* due 20.10.15.

Single Room:	£5123.00	Semi Deluxe Room:	£5220.00
Deluxe Room:	£5392.00	Super Deluxe Room:	£5549.00

Termly Instalments

Room Type	20.10.15	20.01.16	20.04.16*	Total
Single	£2049.20	£1536.90	£1536.90	£5123.00
Semi Deluxe	£2088.00	£1566.00	£1566.00	£5220.00
Deluxe	£2156.80	£1617.60	£1617.60	£5392.00
Super Deluxe	£2219.60	£1664.70	£1664.70	£5549.00



What to do If.....

In these circumstances...	You can get help from...	You should...
Urgent Problems such as noise or a medical problem	Reception Staff 9am – 5pm Monday – Friday Caretaker 5pm – 9am and all weekend Also refer to this Manual	If Reception is closed you should contact the Caretaker on 0161 607 8006 or 0845 4151 5002 from you flat telephone. They will also notify the Residential Life Advisors
You need to speak to a Duty Residential Life Advisors Urgently	Residential Life Advisors 6pm – 9am and all weekend	Call 07795 257 439 to speak with the Residential Life Advisors. Your confidentiality will be respected.
Maintenance Reports Building Issues	Reception Staff Caretaker	If Reception is closed and you report your Maintenance to the Caretaker you must follow this up with the office on the next working day.
Hall Internet Issues	Ask4 Broadband Helpdesk	Text 'Help Me' to 07797800545 Or telephone 0845 123 8710
Intruder Fear of harm	Reception Staff Caretakers Residential Life Advisors Police	Call the Caretaker on 0161 607 8006. If there is no answer call the Residential Life Advisors on 07795 257439. If you are in immediate danger, feel threatened or a crime is being committed dial 999.
You want to move Problems in your flat Flat cleanliness Personal Issues Money worries You need advice	Your Residential Life Advisors	Call your Flat Residential Life Advisors. You can also email or leave a message for them at Reception. Messages to the Residential Life Advisor Team are confidential.
You want to speak with the Warden	Member of Residential Life Advisor Team Reception Staff	Leave a message at Reception, with a Residential Life Advisors= or email wardenogvh@gmail.com.
Problems paying your Hall fees	Accommodation Office	Call into the Accommodation Office at University Place during normal office hours.
You lose your room key or fob	Reception Staff	Replacements can be purchased and fobs deactivated.
If you are not sure	Residential Life Advisor Reception	We will always attempt to advise you or point you in the right direction.



Useful Information

