

WELCOME TO YOUR NEW HOME



Manchester Gardens

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 feeling free to ask for any assistance you may require. Please also refer to the online Residences Guide for more detailed information.

Contact Details

Address: Manchester Gardens, Anson Road, Victoria Park, Manchester, M14 5ES
Reception Number: 0161 306 9840
Email : victoriaparkadmin@manchester.ac.uk

The University of Manchester leases the accommodation at Manchester Gardens (formerly known as Opal Gardens); however your licence agreement, rent payments and ResLife support are provided by the University. There is an office and security lodge located on site and University of Manchester students can also contact Dalton Ellis reception for assistance. Reception is open Monday to Friday, 8am to 6pm.

Finding your way to Opal Gardens

- By Air:** Manchester International Airport is approximately 10 miles from Dalton Ellis Hall (about 20 minutes by taxi). If you wish to take the train from the airport there is a 24-hour service which runs 7 days a week, every 15 minutes during peak times and goes direct to Piccadilly Train Station. From the station either take a taxi or take the short walk to Piccadilly Bus Station and catch a bus.
- By Car:** Use Satnav reference M14 5ES.
- By Taxi:** Taxi Ranks can be found at each railway station and the fare is about £5.00. The fare from Manchester Airport is £12.00 – £15.00
- By Coach:** From the City Centre take a bus numbered 50 (signed MANCHESTER - KINGSWAY- EAST DIDSBURY) from Piccadilly Gardens Bus Station to Anson Road/Daisy Bank Road, Fallowfield. Cross over the road and walk back on yourself to the junction of Oxford Place with Anson Road and carry on until you see the hall on your left hand side <http://www.tfgm.com/>
- By Rail:** By Train from the City long distance trains arrive at Manchester Piccadilly Station. Either take a taxi (approx. 15 minutes) or take a five minute walk to Piccadilly Gardens Bus Station. Short distance rail service departs from Manchester Oxford Road Station and Manchester Victoria Station.
<http://ojp.nationalrail.co.uk/en/s/planjourney/query>

Residence Information

Located at Victoria Park, near to bus routes to the University and City Centre, Manchester Gardens accommodates 426 students in mixed sex En- suite accommodation. Both undergraduate and postgraduate students live at the hall.

The hall provides flats for up to 6 people and is self-catered accommodation. The shared kitchen/lounge area in each flat is equipped with cooker, fridge, freezer, microwave, toaster and kettle, iron and ironing board. There is a common room, computer cluster and a launderette within the hall and students have access to a photocopier and vending machines.

The Residents Association organizes a large range of inter-hall sports competitions and ensures a good range of social events throughout the year.

Manchester Gardens benefits from an on-site 24 hour security presence and if you wish to bring a car this can be arranged on site for a fee.

Internet and WiFi

Manchester Gardens has no wifi connection. Each room does have a wired connection and cables can be obtained from reception.

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, duvet, pillows and towels. As the residence is self-catered we provide an oven, hob, fridge, freezer, kettle and microwave in each flat. You should arrange to bring with you any cooking utensils, crockery, cutlery and pans you may require. A word of advice is to wait until you arrive to see if you can arrange to purchase these with your new flat mates so you don't end up with large quantities of the same item!

A limited number of bedding packs are available at Dalton Hall reception for purchase on arrival, 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 Dalton Ellis 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 Reception between 10:00 – 18:00 hours (please arrive according to your time slot) on your chosen arrival date. If you arrive outside of these hours, please contact the ResLife team on 07789926829 for assistance.

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 / fob / swipe card at any time during your stay at Manchester Gardens please let the reception know immediately. There is a charge for replacements which will be advised by on site teams.

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 stair wall of your block. 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 / house Name / flat number / room number followed by your postal address and post code.

Manchester Gardens
2 Hope Road
Anson Road,
Victoria Park
Manchester
M14 5ES

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 Manchester Gardens 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.

Building and Maintenance Issues

If you have maintenance issues within your room please contact reception at Manchester Gardens.

Insurance cover

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

Manchester Gardens has on site security. University of Manchester security can be contacted by calling 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) works on a duty rota and are available from 6pm every night and over the weekend. The number for the RLA for Manchester Gardens is 07789 926 829, 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 Manchester Gardens 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. 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

The Laundry room is located in front of Manchester Gardens and is provided by Circuit Laundry Services, information on the cost and how to use the machines can be obtained from the reception.

Bicycles

Manchester Gardens Hall has two 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 Manchester Gardens in September



