

Students' Guide to Victoria Hall

2014 / 2015



Introduction

This is your guide to Victoria Hall (VH), written for you by the residential tutors. We are here to support you through your time in University of Manchester halls of residence and to help make sure you experience an enjoyable living environment.

This guide aims to provide you with information on where to seek advice, a few guidelines for communal living and some details regarding how things work in halls.

There are a number of ways to contact the tutors:

By email: <tutorname>.victoriahall@gmail.com

By phone: 07795257439

Facebook: Victoria Hall UBS 2014-2015, University of Manchester Students

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The Tutors

There are seven tutors and one senior tutor that live on site in VH and are on call 7-days a week, 365 days a year. Tutors follow a duty rota and are 'on-call' every weekday evening from 6pm until 8am the next morning, with 24-hours weekend coverage from Fridays at 6pm until Mondays at 8am, and 24-hour coverage on bank holidays as well. The rotating on-call tutors can help you with short-term problems requiring immediate/overnight assistance, such as:

- If you are disturbed during the night by noise. Please note - the call will be treated anonymously and the tutor will go directly to the responsible flat/room to resolve the situation.
- If you are feeling unwell and require immediate assistance.
- If you are concerned for you or a flat mates' security in VH.
- If you suspect the use of illegal drugs on the premises.
- If there is any other emergency issue or disturbance.

CONTACT THE ON-DUTY TUTOR ON - 07795 257 439

Each flat or block will also have a specific tutor assigned to them for the duration of the year, who will regularly visit to provide information and can be contacted by email. Your block tutor is here to provide on-going pastoral care for any anything and everything, in order to support you on both a practical and emotional level. Common issues include:

- If you want to discuss any concerns about your flatmates and/or living environment, we can help the flat to resolve any issues.
- To request help establishing a flat cleaning rota for your communal areas.
- To report any on-going flat or personal issues.
- To report any long-term maintenance issues (which you have already reported to reception/the caretakers) but require additional assistance resolving.

CONTACT YOUR BLOCK TUTOR ON - <tutorname>.victoriahall@gmail.com

Block	Tutor Email
A	abby.victoriahall@gmail.com
B	aruna.victoriahall@gmail.com
C + K	celina.victoriahall@gmail.com
D	irem.victoriahall@gmail.com
E + G	james.victoriahall@gmail.com
F	jinesh.victoriahall@gmail.com
H + J	mohamed.victoriahall@gmail.com
Ground Floor flats of B, D + F	nadim.victoriahall@gmail.com

As well as the tutors, Victoria Hall has a senior tutor, a warden and a deputy warden who will assist in more complicated matters, as well as any disciplinary issues that may arise – although we hope these to be rare!

The Caretakers

Here at Victoria halls we have a fabulous team of caretakers and security that are on site 24-hours a day. The job of the caretakers is to maintain the buildings – fixing any broken items and maintaining the Victoria Hall site. They are also a valuable contact if you have any issues as they work closely with the tutor team. The caretakers' office is near the front gate of VH and they can let you into your room if you have lost your keys out of reception office opening hours.

**CONTACT THE CARETAKERS ON - 0161 607 8006
OR FROM YOUR FLAT LANDLINE ON - 0845 415 5002**

VH Social-life

Let's face it, the social aspects of University life are some of the greatest perks to higher education! This is a pivotal opportunity for you to join social circles and form long-lasting friendships and – most importantly – strike the balance between achieving the degree you want whilst having an active social life.

At VH there are plenty of opportunities to socialise; we have both a Residents' Association (RA) and sports teams where you can be as involved as you like. Lots of the activities that we run at the halls are either heavily discounted or even free, so take the opportunity to meet new people and try new things as you only have this experience once.

VH Residents' Association (RA)

The RA at VH is an committee of students from the hall (formed in the first few weeks of term) who organise a number of social events throughout the year, such as a Halloween party, a Christmas market, the end of year ball, fancy dress parties, paintballing and courtyard events being just a few of the activities that took place in recent years.

Recruitment for the RA will begin just after Welcome Week, so if you want to get involved in the organisation of events you can put yourself forward for nomination. Your tutor will give more details during the welcome week introductions and posters and leaflets closer to the time will have all the information you need.

Regardless of whether you wish to join the committee or not, all students in Victoria hall are automatically members and are eligible for the full discounted (or free) tickets for all RA-organised events.

Each year, the RA from the previous year will have scheduled events for Welcome Week.

Sports teams – Campus sport

There are plenty of opportunities for you to take part in a range of sports. VH has football, and netball teams that have previously competed in University of Manchester campus sport leagues.

If you wish to join a sports team please contact the relevant tutors:

Football team = nadim.victoriahall@gmail.com & mohamed.victoriahall@gmail.com

Netball team = irem.victoriahall@gmail.com & aruna.victoriahall@gmail.com

Hall sport

Aside from campus sport leagues, the University of Manchester offers numerous sports facilities with discounted rates for students. The Armitage Centre, the Aquatics Centre and Sugden Sports Centre have between them a large range of facilities, including swimming baths, badminton courts, fully-equipped gyms, indoor and outdoor football pitches and much more.

Furthermore, students can register for participation in FREE hall sports at various sites across campus, just register here: <http://www.sport.manchester.ac.uk/hall-sport>.

Welcome Week Events

Please follow this link to see all Welcome Week Events:

<http://manchesterstudentsunion.com/top-navigation/about/welcome-2014/what-s-on-guide>

Living in Victoria Hall

This section is about the things that we as tutors want to share with you to make your life in halls easier. So things like where to report maintenance, the inventory check list and the dreaded (but necessary) flat inspections! You may think ‘why are flat inspections necessary?’, but it is good practice in respecting your living space and flatmates, creating an environment that is nice to live in.

Flat inspections

Each month every flat is inspected by Victoria Hall Management. Residents are responsible for keeping their accommodation clean. This is to ensure that the halls maintain high standards and you have a superior quality living environment. The flat inspections also highlight issues in flats if someone is afraid to speak up. For the first inspections tutors will actively provide advice on what is required in order to pass, but if you follow the advice below you will not need our help! If at any point you have concerns about the inspections, please contact your block tutor to answer any questions or to organise a meeting with you / your flat.

Cleaning – Kitchen / Living area & bedroom

As part of your contract, it is the joint responsibility of all flatmates to keep the flats’ communal area (kitchen, living room and bedroom corridor) clean at all times. Here are some of our top tips to assist you:

- Always wipe down worktops after use. Leave the area tidy for the next person using it.
- Tidy up any food lying around in the kitchen and don’t leave your bins overflowing as this encourages flies, mice and cockroaches.
- Place all rubbish directly into the bin - do not let it litter the kitchen - and take the bin out on a regular basis.
- Do not allow washing up to accumulate as it builds up quickly and becomes much harder to wash. It also makes items unavailable for your flatmates to use.
- We do have recycling bins for paper/cardboard, plastic, glass, clothes and other charity items, so please do your bit for the environment.
- Before flat inspections, put some music on and have a big team clean – all pitch in and it will be done within 15 minutes!
- Cleaning rotas can be very useful for sharing communal responsibilities – ask your block tutor for a template and a meeting to help fairly split responsibilities.

Reporting maintenance issues

If any items are broken, missing or damaged then you **MUST** report it to the main office as soon as possible. If the issue is urgent it will be dealt with straight away. If it is a smaller job it may take a couple of days. If the issue has not been dealt with within a week, please go back to the main office and ask for an update on the situation. If the issue has not been resolved after seven-days, please contact your block tutor who will look into the situation.

Inventory

You will be asked to complete an inventory at the beginning of term. It is **EXTREMELY** important that you fill in the inventory form for **BOTH** your communal area **AND** your bedroom. **PLEASE** look at the inventory form in your welcome pack to see the amount of detail that is necessary in order to avoid any charges. Please note the cost of items within your flat on the notice board – this will surely encourage you to look after your flat and fill out the form!

Entrance to the grounds and building

DO NOT let people that you do not know enter the grounds or any of the blocks. Would you leave your front door open at home? No! So think about what you are doing. Many of you will have precious belongings that you do not want to go missing, so keep VH private. Do not leave your flat door on the latch. If you do so and an item goes missing this will make the University insurance void. The sole purpose of this code of conduct is to ensure a safe, enjoyable and hospitable environment in which you may live and study comfortably. Victoria Halls has an excellent reputation for being a safe living environment; please do not let this year be any different.

Discipline

We as tutors love living at Victoria Hall and promote a fun, enjoyable environment for all. However, if we find out that you have committed any of the below offences, you will need to meet with the Warden and appropriate disciplinary action will follow.

Drugs

The University of Manchester operates a zero tolerance policy for the use of illegal drugs on university property and this includes halls of residence. Possession and/or use of all non-prescribed controlled drugs within the halls is considered unacceptable conduct. If you choose to breach conduct, you should not only expect disciplinary action from the Warden, but are also risking a mark on your university record as well as prosecution and legal action from the police.

Smoking

You are NOT allowed to smoke in your flat or bedroom in the halls – this includes e-cigarettes, shishas, burning candles and incense – and if you are caught doing so you will be fined. If you are persistently caught smoking or using flame-lit items, you will be asked to permanently leave the halls. Please, if you do smoke, smoke outside in the courtyard! Bins are provided to extinguish your cigarette butts so please use these accordingly. Anyone spotted dropping cigarette butts on the floor will be charged or have to do community service litter picking – so don't do it! We want to keep the halls as clean and as nice as possible so use the bins provided.

Noise and Other Disturbances

Please respect other residents, as they may not appreciate your late night rendition of Oasis as much as you and your friends do. Bottom line, respect your neighbours. If as a resident you are disturbed by persistent noise, the Duty Tutor will investigate any complaints concerning noise, misbehaviour and nuisance, and try to sort this problem out. Please note that not only noise, but behaviour which persistently disturbs other residents is also considered unacceptable conduct and could lead to disciplinary action.

Language and Behaviour

Treat others as you would want to be treated. Respect fellow residents, Hall Management staff, Caretakers and the Tutor Team. Any behaviour that is seen as unacceptable conduct will not be tolerated under any circumstances.

Health

GP – Surrey Lodge

We strongly recommend you register as a patient with a local doctors' surgery whilst you are staying at Victoria Hall. Your local doctors' surgery is called 'Surrey Lodge Group Practice' and is located 5 minutes walk south of Victoria Hall. Their contact details are:

Surrey Lodge Group Practice
11 Anson Road,
Victoria Park,
Manchester,
M14 5BY.

0161 224 2471

<http://www.surreylodge.co.uk/contact.php>

To join this practice you need to take proof of ID – i.e. passport, photo driving licence or national identity card – and international students need their student visa. You will also need a letter from the main office as proof of address or you can use your university accommodation contract.

Walk-in Centre

If you have not registered with a local doctor and you need medical advice, or if you cannot get an appointment with your GP soon enough for your needs, there is a walk-in centre located in the MRI hospital for minor illnesses, based through the A&E department. NHS walk-in centres do not provide all the services of a doctors' surgery, so you will still need to register with a GP for access to full medical treatment. Please be aware that waiting times can be significant during busy periods. You may have to wait for several hours when visiting a walk-in centre, but you will be seen. Walk-in centre opening times and information on other local walk-in centres can be found online:

<http://www.manchester.nhs.uk/findyournearest/otherservices/walk-in-centres.html>

If there is a need to call 999 for a serious illness or injury, please contact the Caretakers on 0161 607 8006 or free on 0845 4151 5002 from your flat phone to direct the ambulance to your blocks. Please do not use 999 as a taxi service to the hospital across the road as ambulance staff do not take kindly to this! Only call 999 in an emergency. Call the tutor duty phone on 07795 257 439 if you're unsure what to do.

Sexual Health

The Hathersage Centre is located across the road from Victoria Hall. They offer a first-come-first served walk-in clinic every day, with some appointments available. (Check with the clinic for details.) This service can be used for emergency contraception. If you have any health matters which you think we should be aware of please contact your halls tutor. Information will be treated with strict confidentiality and sensitivity.

Emergencies

If you have an emergency and need urgent assistance when VH reception is closed, you can contact the Duty Caretaker by calling **0161 607 8006** from any phone or by dialling **0845 415 5002** for free from your flat phone.

If you need to contact a member of pastoral staff for an out-of-hours emergency, you can ring/text the Duty Tutor directly on **07795 257 439**. If the matter relates to an ongoing problem in your flat or personal issues then you should also contact your block tutor, who can assist with longer-term solutions. Messages for tutors can be left at VH reception or, ideally, email them personally.

Please bear in mind that both the Caretakers and the Duty Tutor can only deal with problems and emergencies that cannot wait until reception reopens. The list below gives you some examples.

Examples of some emergencies are:	Examples of some things NOT classed as an emergency are:
<ul style="list-style-type: none">○ No electricity○ A water burst○ A building fault which could endanger the safety of a resident○ A fire (although alarms should register directly with the Caretakers).<ul style="list-style-type: none">○ A burglary.○ A resident locked out of their room.	<ul style="list-style-type: none">○ A broken light bulb.○ An electrical appliance not working, e.g. kettle, toaster, oven.○ A bathroom fan not functioning.<ul style="list-style-type: none">○ A blocked sink.

We want you to enjoy your stay at Victoria Hall so please let us know at any point throughout the year if there's anything we can do to help... And please join in on the activities, become an active member of the VH community! We hope you have a fantastic stay.

Thank you,

The Tutor Team.

What to do if...

In these circumstances...	You can get help from...	You should...
<ul style="list-style-type: none"> • Any urgent problem <p>For example:</p> <ul style="list-style-type: none"> • Noise • Medical problem 	<p>Reception Staff (9am–6pm Monday to Friday)</p> <p>Duty Caretaker/Security (6pm–9am and all weekend)</p>	If reception is closed you can contact the Duty Caretaker on 0161 607 8006 or 0845 4151 5002 from your flat telephone. They will also notify the Duty Tutor.
<ul style="list-style-type: none"> • You need to speak <i>urgently</i> with a tutor for any reason. 	Duty Tutor (6pm–8am and all weekend)	Call 07795 257 439 to speak with the Duty Tutor. Your confidentiality will be respected.
<ul style="list-style-type: none"> • Maintenance • Building issues 	Reception staff	All building and maintenance problems should be logged at reception.
<ul style="list-style-type: none"> • Hall Internet issues 	ask4™ Broadband helpdesk	Contact the Ask 4 helpdesk on 0114 303 3232
<ul style="list-style-type: none"> • Intruder • Fear of harm 	Reception staff Caretakers Duty Tutor	Call the Duty Caretaker on 0161 607 8006 immediately. If there is no answer, call the Duty Tutor on 07795 257 439.
<ul style="list-style-type: none"> • You want to move • Problems in your flat • Flat cleanliness • A personal issue • Money worries • You need advice 	Your Flat Tutor	Contact your Flat Tutor (email or leave a message in their pigeonhole at reception) and they will get back to you as soon as possible. Messages to the tutor team are confidential.
<ul style="list-style-type: none"> • You want to speak with the Warden 	Member of Tutor Team Reception staff	Leave a message at reception for the Warden to contact you or email wardenogvh@gmail.com
<ul style="list-style-type: none"> • Problems paying your Hall fees 	Accommodation Office	Call into Accommodation Office at the Student Services Centre during normal office hours.
<ul style="list-style-type: none"> • You lose your room key or security fob 	Reception staff	Go to Victoria Hall reception immediately.
<ul style="list-style-type: none"> • If you're not sure 	The Duty Tutor Your Flat Tutor	The Duty Tutor can be contacted 6pm–8am and all weekend on 07795 257 439. You can contact your Flat Tutor through their contact details posted in your flat.
In these circumstances...	You must...	
There is a fire alarm	Take your room key and security fob and leave the flat immediately. Assemble in the refuge area. Do not use lifts. If you have activated the alarm by accident, inform Reception Staff or the Duty Caretaker. Do not re-enter the building/flat until you are told to by staff.	
You want a party	Parties are only allowed on Fridays and Saturdays, excluding exam periods. You need to gain consent of neighbouring flats and get approval from the Block Tutor at least two days in advance.	
You have guests	You need the Warden's permission for a guest to stay more than two nights. Inform your Flat Tutor in the first instance. Residents are responsible for the behaviour and actions of their guests on-site.	