

Dear Opal Gardens Resident,

I would like to take this opportunity to welcome you to Opal Gardens Halls of Residence and hope that your stay with us is an enjoyable one. This letter is to tell you a bit about the Welfare Team, Residents Association (RA) and life in Opal Gardens.

The Welfare Team consists of myself (Warden), a Deputy Warden (Celina Jones) and 8 Welfare Tutors who are here to help you settle into the hall and support you throughout your studies by providing advice and guidance on a range of matters. The tutors are all staff or students at the University and will understand many of the issues that may arise throughout the year and can point you in the right direction for help. They are also a friendly face around the hall to say hello to. A tutor is on call every night of the week from 6pm – 8am and weekends (24 hours) in case of an emergency or if there are any issues - such as noise complaints. We also have a Welfare Office which is open Monday to Saturday 6pm-8pm during term time. At the Welfare Office you can visit the on duty tutor to discuss any concerns, rent a DVD, hire out the common room, buy tickets for RA events or hire mattresses for any guests. One of the tutor team will be assigned to your flat for the duration of your stay and they will come and introduce themselves to you and explain more information about the Hall and how to contact them.

The Wardens also live in Opal Gardens and are there to support and assist the tutors, RA and ensure the smooth running of the Hall. We are also there to deal with any disciplinary matters that arise but I hope that you will not have to see that side of us!

The RA at Opal Gardens will be set up at the start of the year and we will be looking for volunteers to come forward to arrange events, trips and sports for our residents – if you like to get involved and want some great experience for your future career, I would urge you to put yourself forward. Past trips have included Edinburgh, York, Alton Towers and many more. Additionally, we have had regular social events, fundraising nights and plenty of sporting activities.

Opal Gardens consists of 4 main residential buildings – Kilburn, Williams, Phillips and Brotherton Court. We have a building that houses the Wardens Office, Welfare Office, Computer Cluster and Common Room (with a TV and various games) and there is a laundry room and bike shed on site. Residents can book out the Common Room for events throughout the year.

We have a security lodge on site which is manned 24 hours a day all year round. You will get to know the security guards there very well as they also carry out maintenance of the Hall. Details for how to report any faults are provided on our website.

I hope this gives you a little insight to our Hall and hope that you enjoy your time here. I would urge you to visit our website for further information and for details of our Facebook group:

www.halls.manchester.ac.uk/opalgardens/.

I look forward to seeing you soon and if you have any questions you would like to ask us prior to your arrival, please do not hesitate to [Contact Us](#).

Best Wishes

K. Urnevitch

Katie Urnevitch
Warden