

# ResLife and support

Our unique ResLife team offer 24/7 student support and organise lots of events to help you get the most out of your time in halls.

Scan the QR code to find out more about their events and the ResLife contact details for your hall.

ResLife Advisors are on duty:

- 6pm to 8am on weekdays
- 24/7 on weekends, bank holidays, and University closure days

## Student Support

We understand that moving away from home, friends and family can be a daunting prospect.

There are plenty of services available at the University and in the local area which can help if you need it, scan the QR code below for more information.



## Report and Support

If you or someone you know has experienced or witnessed any form of bullying, harassment, discrimination, gender-based violence, hate or micro-aggressions, or have a safeguarding concern, you can report it anonymously or get support from a trained advisor.

#YourVoiceWillBeHeard



MANCHESTER  
1824

The University of Manchester

Accommodation



# **Accommodation Quick Guide**

**Welcome to your home for the upcoming academic year!**  
**This quick guide is here to answer any questions you may have about your new accommodation.**

## **Getting in touch**

**While you are living in accommodation, you might need to contact us. We have several teams on hand to help you with your questions and queries.**

**For general queries, parcel collection and maintenance issues.**

Speak to your in-house reception team directly. They will be able to answer any queries.

### **Inventories**

When you arrive, you'll either find an inventory form in your bedroom listing the items provided in your room and shared areas. Please take a few minutes to check everything is present and in good condition. Note any missing or damaged items on the form and return it to your local reception within 24 hours of arrival. Alternatively you may need to download your halls app to complete their inventory. If you don't complete the inventory, you may be held responsible for any missing or damaged items when you move out.

**Queries about accommodation allocation, fees, room transfers and leaving accommodation.**

Our Accommodation Office is open

Monday to Friday 9am – 5pm

Email: [accommodation@manchester.ac.uk](mailto:accommodation@manchester.ac.uk)

Call: 0161 275 2888



You can find out additional information about living in accommodation, including licence agreement dates, registering with a GP and payment information on our residents website.

## Living in Accommodation

### Safety and Security

We encourage you to download the **SafeZone App**. It allows you to seek first aid, emergency, and well-being assistance at any time of the day or night.

To help keep you and your housemates safe, please follow these simple rules:

- Always lock your bedroom and flat doors. Never leave windows open when you're not in the hall.
- Report any lost keys or swipe cards immediately.
- Never leave cooking unattended.
- Don't prop open fire doors or cover smoke/heat detectors. All halls are non-smoking, including vapes. Always evacuate if the fire alarm sounds.
- Be cautious of tailgating and don't let non-residents in.
- When on a night out, stay together and look out for each other. Make sure everyone gets home safely.
- Be mindful of who you invite back to your hall.

### Internet Access in halls

Each hall has different systems for internet access. If you have any problems, please speak to your reception team directly.

### Laundry Facilities

All students can access laundry facilities, for which payment is required, in or near to their hall. Please ask at reception for your nearest laundry facilities.

### TV Licence

If you watch live TV (on any channel or streaming service, including YouTube), or use BBC iPlayer, you must have a TV Licence.