

**STUDENT LIVING**

**ACCOMMODATION**

**HANDBOOK** All Saints





At the time of publishing this document we are unclear as to the full impact of COVID-19 restrictions for the coming academic year and what restrictions this may place upon living in student accommodation. Any amendments to the published information that we are required to make in order to comply with Government regulations will be advised by email.

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# USEFUL CONTACTS

## **All Saints Student Living Reception**

0161 247 1400

[studentliving@mmu.ac.uk](mailto:studentliving@mmu.ac.uk)

## **Student Living Office**

0161 247 2958

[accommodation@mmu.ac.uk](mailto:accommodation@mmu.ac.uk)

## **Residential Life**

[studentliving@mmu.ac.uk](mailto:studentliving@mmu.ac.uk)

## **Manchester Met Security**

General: 0161 247 1334

Emergencies: 0161 247 2222

## **Glide**

0333 123 0115

[studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

## **Circuit**

Top Up helpline 01422 820 026

[www.circuitcardtopup.com](http://www.circuitcardtopup.com)

## **Endsleigh**

0330 3030 280

0844 472 2507 (to make a claim)

[www.endsleigh.co.uk/contact-us](http://www.endsleigh.co.uk/contact-us)

# WELCOME FROM STUDENT LIVING

We would like to offer you a very warm welcome to your Manchester Metropolitan University Accommodation and to take this opportunity to wish you an enjoyable and safe experience whilst staying with us.

Our accommodation is a supportive community where students from a range of backgrounds and variety of courses are encouraged to mix together, learn to respect one another's needs and develop a successful balance between academic and social life.

This handbook is designed to provide you with as much information about your new home as possible and to ensure that you have a safe and happy year. Should you still have any questions please do not hesitate to contact a member of the Student Living team who will be happy to help you.



# RESIDENTIAL LIFE

## The Residential Advisors (RAs)

The RAs make themselves known to you throughout check-in week. There will be many opportunities to engage in academic, social and sporting activities, and the RAs will assist students to discover activities, which suit their interests. This year we have designed our programme so that activities can be delivered either virtually or face to face depending upon social distancing restrictions in place at the time. There are over 75 Students' Union (SU) societies and 100 sports clubs, not to mention the daily/ nightly events delivered by MMU Sport and the cultural activities available across the Manchester Met campus and throughout Manchester.

## Here for you

Our Residential Life Team is here to support you while you are living in Manchester Metropolitan leased and owned accommodation. Their role is to provide support and advice and promote community spirit within the accommodation. They can be contacted via reception or by emailing [studentliving@mmu.ac.uk](mailto:studentliving@mmu.ac.uk)

## Get involved

Our RA teams organise events throughout the year, such as quizzes and movie nights, to help you engage with the social aspect of university life. They will also point you in the direction of other activities you can get involved with around campus:

- There are over 75 Students' Union societies and 100 sports clubs, in addition to cultural activities available across Manchester.
- There is something for everyone: from those who want to try an activity for the first time, all the way to specialised courses that will enhance your academic experience.



# ARRIVAL

## **Complete your room check-in inspection**

When you arrive, you will need to complete an inspection of your room. Please make sure you do this, as this is your chance to tell us anything you think we might have missed which you could be charged for when you move out. You will need to complete your inspection within seven days of your arrival or we will assume that you are happy with the condition of the room.

When you leave, a departure inspection is completed to check everything is in the same state as when you moved in.

If you have any questions about the inspections you should discuss this with a member of the Student Living team.

# SETTLING IN

## **Meet your neighbours**

Friends that you make at university are often friends that you have for life, so make the most of your first few days and introduce yourself! The majority of students share facilities, so it is worth 'catching up' with your flatmates to discuss each other's preferences and start on the right foot. You may want to discuss how you will jointly share cleaning, washing up and taking out the rubbish. This would also be a great opportunity to make your own 'house rules' with regards to guests, noise, study times and the sharing of personal belongings.

The Residential Life team will be in regular contact during the first three weeks of term to provide advice and support while you adjust to student life.

## **A space of your own**

We would like you to feel at home in your new room and understand you will want to surround yourself with your belongings and reminders of friends and family.

In all bedrooms, we provide a notice board for your pictures and posters. We ask that you do not use blue tack, white tack or sticky tape as this can cause damage to walls by leaving marks or a sticky residue. You could then be charged for this damage when you move out. We also ask that you refrain from using nails, tacks, pins, or screws.

This year there will be restricted time slots for arrival so we are requesting that when you first arrive to site you keep possessions to a minimum. Please be selective about what you bring on your first trip.

# HOUSE RULES

Student accommodation is a great place to make friends and we want you to make the most of this opportunity. It is important however, to remember to respect each other's space and belongings and follow any informal flatmate agreement or university house rules.

## Consideration for others

Be aware of how your lifestyle may affect others, for instance:

- Do not play music too loudly, especially late at night. No amps, decks or large sound systems are allowed in halls.
- Do not have noisy friends in your room, especially in the evening.
- Cleanliness – do not leave dirty pots and dishes, and clean up after yourself.
- Do not use others' belongings without receiving their full permission.
- Abide by Government guidance in relation to COVID-19 and don't behave in a way which could put yourself or others at risk.

If a problem arises, talk to your housemate and explain how their behaviour affects you.

Noise is one of the most obvious problems caused by a large number of people living in close proximity to one another. Please respect your fellow students and the local community. Remember, you are responsible for your guest's behaviour within the accommodation, and you will be held accountable.

## Parties and socialising

We understand that you may occasionally want to have friends over and therefore we ask that you discuss your plans with the Student Living team/duty manager. They will be responsible for making the final decision. We do want you to enjoy your time here, but this has to be balanced with the needs of other students. Student accommodation is not suitable for parties so you are advised to seek alternative venues. The Students' Union, pubs and clubs often welcome impromptu parties, and students who live outside the accommodation may have a more suitable venue.

## Visitors and overnight guests

While visitors and overnight guests are welcome to stay in your home, you agree not to allow more than one adult visitor (18 years and older) to stay overnight and they are only permitted to stay overnight for a maximum of two consecutive nights or three non-consecutive nights in any 14 day period. This year we request that you do not allow any overnight guests for the first 14 days of your tenancy while you are forming a new household within your flat.

## Smoking and drugs

Please be aware that there is a no smoking policy (including e-cigarettes) in student



accommodation. This includes any illegal substance, or any substance that has a similar effect to illegal drugs commonly referred to as 'club drugs' and 'new psychoactive substances' (NPS) e.g. NOs. If you, or your visitors, are caught using banned substances or if there is clear evidence that they have been used, disciplinary action will be taken.

## Resolving disputes

If you are disturbed by noise or other anti-social behaviour, you should first talk reasonably to the person causing the problem. It may seem daunting, but they may not be aware of the distress that they are causing.

You could try the following tips:

- Approach them in a calm manner and explain the issue to them.
- If you or your housemate have been drinking, it may be worth waiting until the next day to speak to them.
- If you cannot solve the problem yourself, contact the Residential Life team via [studentliving@mmu.ac.uk](mailto:studentliving@mmu.ac.uk) or via the Student Living reception.

## Keys

Depending on which accommodation you live in, you will receive a swipe card, key and/or fob on arrival. Make sure you lock your bedroom door when you go out and take your key with you (you can leave it at reception). If you lose, or have any issues with your key, come to the reception and the Student Living team will be able to help you. Please do not let your friends borrow your keys, or leave them in the communal areas of your home. Also, avoid having your address or name on your keyrings.



# SERVICES

## Internet and IT support

Our partners at Glide will help you get up and running with the high-speed internet connection in your room, and the wireless service available across all Manchester Met halls. To contact Glide, email [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk) or call the Glide helpline on 0333 123 0115.

## Laundry information

Card operated washing machines and dryers are provided by Circuit laundry. Locations and opening times:

Cambridge Laundry (open 24/7): located in both Cambridge North and Cambridge South  
Cavendish Laundry (open 24/7): located on the Third Floor

There is a one off cost of £2 to purchase a card. The machines are located in your laundry. You can top up online or via a machine. To contact Circuit Top Up helpline please call 01422 820 026 or visit [www.circuitcardtopup.com](http://www.circuitcardtopup.com)

## Print Services

Print Services is here to help you with all your printing needs, delivering quality prints to the highest standards. They are open Monday to Friday, 8:15am – 4:30pm. To enquire about printing please email [printservices@mmu.ac.uk](mailto:printservices@mmu.ac.uk) or visit [www.manmetprint.co.uk](http://www.manmetprint.co.uk)



# POST & PARCELS

Your Student Living halls team understand how important it is for you to receive post and parcels. Please ensure that you use the correct address for your hall. You must always use your full name as it appears on your Manchester Met ID card. Please do not use your nickname as post and parcels may be refused.

Cambridge Flats: Block Letter, Floor Number, Flat Number, Room Number  
Cavendish Flats: Floor Number, Flat Number, Room Letter

Cambridge North	41 Cavendish Street, M15 6TT	Post box located outside the entrance gate
Cambridge South	42 Cavendish Street, M15 6UU	
Cavendish	Cavendish Street, M15 6BG	Post box located on the ground floor

Letters and cards are delivered to your post box; you will have received your post box key when you checked into your hall. Large parcels, packages and recorded deliveries that cannot go into your post box will be available at your reception. Remember to bring your Manchester Met ID or photographic ID with you. Check locations for your hall post boxes and collection points from previous information.

There are many residents in halls. In order to ensure the correct post/parcels are received by the correct people we cannot accept post/parcels that fall into the below categories:

- Post/parcels with nicknames used
- Post parcels without a first name and surname
- Post/parcels in parent/guardian names
- Post/parcels for people not living at the hall
- Post/parcels with just a room number and no name

## Deliveries

Your hall will not accept any online orders for food from supermarkets or Amazon Pantry. You must ensure that you are waiting in your room/reception ready to accept your delivery when it arrives. Reception will not accept your delivery.

## Post shop

The post shop is available to serve all your mail, courier, and even stationary requirements. It is located on the ground floor of Cavendish and is open Monday to Friday 10:00am – 3:00pm.

[www.mmu.ac.uk/estates-facilities/facilities-mgmt/post-shop/](http://www.mmu.ac.uk/estates-facilities/facilities-mgmt/post-shop/)

# FIRE & ELECTRICAL SAFETY

## Electrical safety

Any electrical appliances that you bring with you to your new home must be electrically safe and of sound design.

ONLY use appliances with an EU 'CE' safety mark. We will remove any items that do not have the relevant safety mark, as they constitute a Health and Safety hazard.

Please ask for advice if you are unsure or visit the following website:

[mmu.ac.uk/accommodation/documents](http://mmu.ac.uk/accommodation/documents)

## Fire precautions

Every resident has a responsibility to understand the fire procedures in the building. Please familiarise yourself with these to ensure the safety of yourself and others.

All accommodation is equipped with heat detectors and smoke detectors. Fumes from cooking, smoking, steam, dust and aerosols can all activate the smoke detectors. If the fire service is called when the system activates unnecessarily, it is a serious matter.

The fire service will then be committed to dealing with a false call that may prevent them from dealing with real emergencies elsewhere. The fire equipment provided is to save lives, do not interfere with it, or it will result in disciplinary action.

For your safety and the safety of others, please ensure that you close all doors, including any interconnecting doors. Please keep all corridors clear for fire escape routes.

Report any fire, however small, to your Student Living reception as soon as possible, so an assessment of the damage and appliances can be made.

Please also take note of the following essential rules:

- Do not wedge doors open or tamper with door retaining springs – doors prevent smoke and fire spreading.
- Do not leave cooking unattended.
- Do not use chip pans, or deep fat fryers.
- Do not burn candles, incense, oil burners or other materials that create smoke.
- Remember to unplug hair straighteners.
- Do not tamper with or cover smoke detectors.
- Do not smoke or use vapes anywhere inside the building – we are obliged to take disciplinary action in all such cases.

[www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions](http://www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions)

# HALL ALARMS & EVACUATION

Please check the evacuation procedure and meeting point for your accommodation. If you suspect that someone has not evacuated, inform the Student Living reception and the duty manager supervising the evacuation or Security immediately.

## Hall evacuation information

There are two different stages to the fire alarm.

1. The standby alarm: A fire detector outside the immediate vicinity has been activated. You are in no immediate danger and so there is no need yet, to evacuate the building. If you are in bed, it is sensible to get up, get dressed and be ready to evacuate.
2. The full alarm: The fire alarm when activated is a continuous siren. When you hear the alarm please evacuate the building by the nearest fire exit and go to your initial assembly point.

Do not use the lifts in Cavendish when the fire alarm has been activated.

## Initial assembly points

Cambridge North	All Saints Park (Grosvenor Park)
Cambridge South	
Cavendish Hall	

If widespread evacuation is necessary, you will be instructed to move out of the accommodation compound, staying in an orderly group so that a roll call can be completed as quickly as possible.

For all residents, failure to evacuate will result in disciplinary action being taken against you under the Student Code of Conduct.

[www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions](http://www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions)

Fire alarms are tested in both locations on Thursdays after 10:00am

# REPAIRS & MAINTENANCE

## Maintenance

Please report urgent issues such as loss of all water or power, floods and gas leaks to the Student Living reception immediately.

### Emergencies

All Saints Cambridge & Cavendish Hall: 0161 247 1400  
Security: 0161 247 2222

### Non essential repairs

[studentliving@mmu.ac.uk](mailto:studentliving@mmu.ac.uk)

## Service Level Agreements (SLA)

We aim to complete tasks within the following time scales.

Priority A	Emergency	Issues that present a direct risk to the safety of people and property or involve the loss of critical assets or buildings.	Respond, make safe and update customer - one hour
			Rectification - 24 hours
Priority A	Out of hours emergency	Issues that present a direct risk to the safety of people and property or involve the loss of critical assets or buildings.	Respond, make safe and update customer - two hours
			Rectification - 24 hours
Priority B	Urgent	Issues that may cause disruption to core campus operations (conference, event or teaching and learning spaces)	Respond and make safe - 12 hours
			Rectification - one day
Priority C	Standard	Issues that may cause disruption to core campus operations (office and ancillary spaces)	Respond and make safe - two days
			Rectification - seven days
Priority D	Routine	Issues that pose minor localised disruption	Respond and make safe - five days
			Rectification - ten days

## Replacement and repairs charges

Please see below details of typical charges that you may incur during your stay. These charges are only a guideline and there may be variations depending on the availability of items and changes to suppliers. For the full list, please refer to the terms and conditions of your accommodation.

Lost keys	£22
Lost fobs	£2
Fire extinguisher	£65
Bins	£16
Desk chairs	£70

Mattresses	£100
Sofas	£300
Light shade	£50
Rubbish removal (per bag)	£11
Redecoration of wall (one wall)	£70

# CLEANING

## Cleaning

Periodic cleans will take place in your kitchen/communal areas. Even though we offer this service, it is still your responsibility to keep your room, kitchen and flat clean and free from rubbish.

It is more important than ever that you keep communal areas clean. We appreciate that cleaning isn't anybody's favourite job but it is essential in keeping everyone healthy. We appreciate that you may not have had much previous experience of cleaning and so we have provided videos and posters with tips on how to clean different areas.

## Cleaning tips

You are responsible for your own washing up and keeping a good standard of cleanliness.

- Try not to let dishes pile up. Wash up as you go along; do not let them soak in the sink.
- Invest in a good multi surface cleaner and a non-abrasive cleaning cloth or sponge to wipe up spills as you go.
- Wipe down your shower and sink after you have used it, remove hair from the plug.
- Wash your shower curtain once every couple of months to keep it clean.
- Use a toilet brush and a good toilet cleaner regularly.
- Vacuum the carpets and mop the floors regularly.

## Avoid the charges

If you have cleaned regularly throughout the year, avoiding charges should be relatively easy. Here are a few pointers that should help at the end of tenancy departure:

- Empty your room and flat of all belongings.
- Remove all rubbish from your bedroom and flat.
- Clean and vacuum your bedroom and the communal areas.
- Empty your fridge and freezer and dispose of the contents.

Any items left in your room or flat after your departure will be disposed of and you will be invoiced for disposal and cleaning.

# ENVIRONMENT

## Recycle Right

Recycling in Manchester may be different to what you are used to at home. At Manchester Met we are focused on effective recycling – so before you trash it, check the recycle right posters to see if your waste items can be recycled.

Non-recyclable items such as coffee cups and food packets go in the black non-recyclable waste bin.

Don't forget - if you need bin liners or you are missing bins in your accommodation ask at your nearest reception. Find out more about recycling at

[www.mmu.ac.uk/recycling](http://www.mmu.ac.uk/recycling)

## Turn trash into cash

Good recycling behaviours can win you and your flat mates cinema tickets and £300.

Once a term, the Environment team and Residential Advisors will visit your kitchen to check how well you are recycling.

You will receive a score and some feedback on how to improve – top scoring flats will win cinema vouchers and be entered in to a prize draw to win £300.

Find out more about our recycling competition at [www.mmu.ac.uk/environment](http://www.mmu.ac.uk/environment)

During your time in student accommodation, the Environment team will work with you to support good environmental behaviours.

# TRAVEL

## Getting around

Manchester Met accommodation is located just a short distance from Manchester city centre. With great public transport links and accessible and safe cycle routes, getting around Manchester couldn't be easier. Find out more at [mmu.ac.uk/studenttravel](http://mmu.ac.uk/studenttravel)



# SECURITY & PERSONAL SAFETY

## Campus security

Your wellbeing and safety is important to us, and Campus Security colleagues operate 24 hours a day, seven days a week to ensure our community is safe and secure. The team offer a range of services including regular patrols of the estate; monitoring alarms and CCTV provision across campus; advice and signposting including wellbeing, way-finding and crime prevention. You have a part to play in keeping the campus safe, so if you see or hear anything suspicious or you think there may be uninvited visitors in halls, please advise either Campus Security or staff on reception.

### Contact Campus Security:

In an emergency: 0161 247 2222

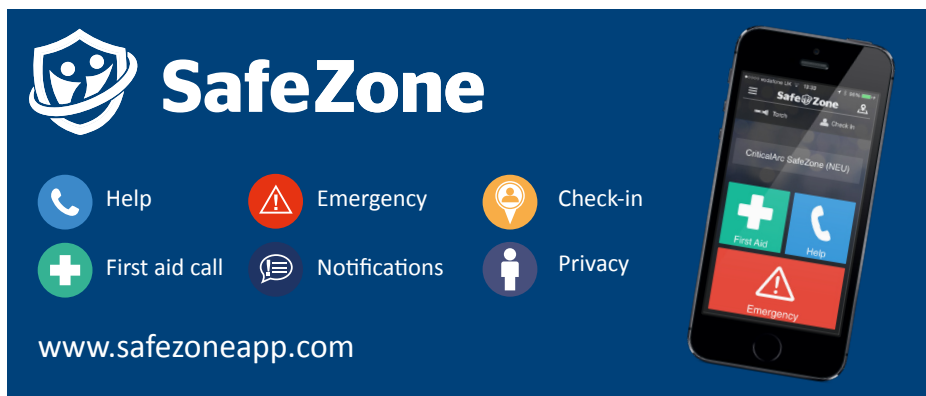
For general enquiries: 0161 247 1334

## Keeping yourself safe

It can be easy to forget simple safety rules when you are busy making new friends! Stay alert and keep in mind the following simple points:

- If you are going out in the evening, go with other people and make sure you know how you are going to get home.
- Order a taxi to pick you up if you know you are going to be out late, or check the times of the night buses.
- Do not rely on walking home or picking up a cab - the queues at taxi ranks can be long.

Find out more about student travel by emailing [studenttravel@mmu.ac.uk](mailto:studenttravel@mmu.ac.uk) or call the Travel Team on 0161 247 2989.



The image shows the SafeZone app logo, which consists of a shield icon containing two stylized human figures. To the right of the logo is the text "SafeZone" in a large, white, sans-serif font. Below the logo and text are six circular icons arranged in two rows of three. The first row contains: a blue circle with a white telephone handset icon labeled "Help"; a red circle with a white warning triangle icon labeled "Emergency"; and an orange circle with a white location pin icon labeled "Check-in". The second row contains: a green circle with a white plus sign icon labeled "First aid call"; a dark blue circle with a white speech bubble icon labeled "Notifications"; and a dark blue circle with a white person icon labeled "Privacy". At the bottom left of the graphic is the website address "www.safezoneapp.com". On the right side of the graphic is a smartphone displaying the SafeZone app interface. The phone screen shows the app's title "Safe@Zone" at the top, followed by a "Check in" button. Below that, it displays "Critical/Arc Safe-Zone (NEU)". There are two large buttons: a green one with a white plus sign labeled "First Aid" and a blue one with a white telephone handset icon labeled "Help". At the bottom of the screen is a red button with a white warning triangle icon labeled "Emergency".

# PERSONAL BELONGINGS

## Your valuables

Register your laptop, tablet, phone, bicycle and other valuables at [immobilise.com](https://www.immobilise.com) to help trace them if they are stolen or lost. Smart phones, tablets and laptops have tracker software already installed, check with your supplier and download the software to your device if it is not automatically included.

Always check with Security if your belongings are missing – they may have been booked into the lost property office:

Lost property office:  
Cambridge and Cavendish Hall Security Office, Cambridge South

## Insurance for your belongings

By paying your accommodation fees you are automatically covered by the University Block Insurance Scheme for your possessions. It may be worth checking the website [endsleigh.co.uk](https://www.endsleigh.co.uk) to make sure that the cover is adequate. You may need to take out further cover for particularly valuable possessions.

You are covered for:

- £6,000 cover for belongings in your room against theft, fire, flood and burst pipes.
- Desktops, laptops and computer equipment in your room up to £2,000.
- Sports equipment up to £1,000 and musical instruments up to £600 in your room.
- Visual and audio equipment such as televisions and CD or DVD players in your room.

Thefts can occur anywhere, but usually when doors are left open or unlocked. Try getting into the habit of locking up, even for short trips to the kitchen or bathroom. Entrances to the buildings are locked, but it is important that you treat your accommodation like your home and check that everything is locked behind you.

For more information contact Endsleigh Insurance on 0330 3030 280 or visit [endsleigh.co.uk](https://www.endsleigh.co.uk)

# MEDICAL & FIRST AID

## Your health

It is essential that you register with a doctor on your arrival. Ask at reception for the location of the nearest GP. If you are ill, you should visit your registered GP. If you are ill outside of GP office hours, you should phone the doctor for advice. If your GP needs to visit the accommodation in an emergency, reception must be informed immediately. We have members of staff onsite who are First Aid trained, please go to your hall reception for advice. You can also ring the NHS helpline on 111 for immediate advice.

## Know the signs

It is important to be vigilant for illnesses that are more common in young people and those living in close proximity, such as mumps and meningitis. If you are a UK student aged between 18 and 25, there is a very good chance that you have had only one dose of the MMR (Measles, Mumps and Rubella) vaccine. Please check this and get another vaccination if you require it.

## Meningitis

Meningitis is a life-threatening disease so get to know the signs and symptoms just in case. Symptoms include vomiting, headache, stiff neck, drowsiness, a fever with cold hands and feet, confusion and dislike of bright lights. If in doubt – check it out! [Meningitis-trust.org](http://Meningitis-trust.org)

## Mumps

Mumps is an acute viral illness that causes fever, headache and painful swollen glands. It can also lead to conditions that are more serious. It is spread through coughs, sneezes, and direct contact through saliva. [nhs.uk/conditions/mumps](http://nhs.uk/conditions/mumps)

## Mental health

If you are experiencing changes to your mental health such as anxiety, high levels of stress, low mood, inability to sleep, the University offers support via our Counselling, Health and Wellbeing Team. Please ring 0161 247 3493 Monday – Friday, 9:00am-4:00pm. If you want to talk to someone out of hours, go to your 24/7 hall Reception. The team can listen and provide advice on how to contact professional support. The Samaritans are available 24/7. You can call them for free on 116 123. More useful numbers can be found on the last page of this handbook.

For First Aid contact All Saints Student Living 0161 247 1400 or Security outside of reception office hours 0161 247 2222

# FINANCE & TENANCY INFORMATION

The Student Living Accommodation team provide advice and guidance for any issue regarding your contract, such as changing rooms, moving out or if there are any other issues about your accommodation you would like to discuss.

## Money matters

Living in university-managed accommodation means that your rent includes your utility bills, making it easier for you to manage your money. Aside from your rent, there are other things that you should consider budgeting for.

You do not need to buy a licence for your communal area in your home if Manchester Met has provided the television. However, if you would like to watch live television, or view on a laptop, iPad, mobile phone or other devices in your own room, you will need to purchase a licence. If you are not staying at the University over the summer and do not require the licence for the full year, then you can apply for a refund for any unused part of the year (usually a block of three months). You can pay for your licence online at [tvlicensing.co.uk](http://tvlicensing.co.uk)

## Accommodation fees

You have already paid a rental pre-payment, with the balance of your accommodation fees payable over three instalments:

- October (35%)
- January (35%)
- May (30%)

If you think that you might have difficulty meeting these payment dates, you should get in touch with Financial and Legal Services.

If you would like to apply for a Student Loan or Access to Learning Fund, then contact the Student Financial Support Unit on 0161 247 1045.

You can pay your fees online at [finance@mmu.ac.uk](mailto:finance@mmu.ac.uk). Remember to provide your Manchester Met ID number and what fees you are paying. Any bank fees associated with this will be your responsibility.

## Help when you need it

If you have difficulty making payment, or payment dates you should contact Financial and Legal Services or you can contact the Students' Union Advice Centre for free and confidential advice. They can provide you with budgeting and debt advice and can check that you are receiving all bursaries and loans that you are entitled to. For more information, you can also visit [mmu.ac.uk/studentfinance](http://mmu.ac.uk/studentfinance)

# TERMS & CONDITIONS OF RESIDENCE

When accepting the Terms and Conditions of Residence you are entering a legally binding contract between yourself and the University. You should read the terms carefully and understand what they mean to you. Here is an overview of some of the 'key' terms from this contract.

## Legal basis

This agreement is a licence and not a tenancy. This means that you have a personal right to occupy the room during the period of residence but do not have exclusive possession of the room. [www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions](http://www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions)

## Documents that form part of the license

- Terms and Conditions of Residence
- Student Code of Conduct
- Accommodation Refurbishment Charges
- Student Regulations and Procedures.
- Car Parking Regulations.

## Conditions

You must be enrolled as a full-time student at Manchester Metropolitan University.

## Financial obligations

You have agreed to a legally binding contract and your rent must be paid for the full contractual period. Even if you move out you will be liable for the full rent unless a suitable replacement tenant is found.

## Conduct with respect to others

You must behave with respect and consideration to other residents, staff and your neighbours. You must behave in accordance with the Terms and Conditions of Residence.

## Conduct with respect to your environment

You must not do anything to damage or put at risk the accommodation (your study room and communal areas). You must not drill, cut or in any way interfere with the fabric of the building.

## Leaving your accommodation

The duration of your stay is for the period noted in your fixed-term contract as outlined in the Terms and Conditions of Residence.

[www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions](http://www.mmu.ac.uk/accommodation/contract-information/terms-and-conditions)

Your licence agreement can only be terminated in the following circumstances:

- You leave the University (you will be charged a four week notice period).
- You find a replacement for your room (that complies with the University criteria). The proposed replacement must then be accepted by Student Living accommodation.

### **End of your occupancy**

When your licence agreement ends, you will need to have left your room and handed your keys in by 10:00am on the last day. You may be charged additional accommodation fees or charged for replacement keys/locking mechanism/fob/key card if you do not do this.

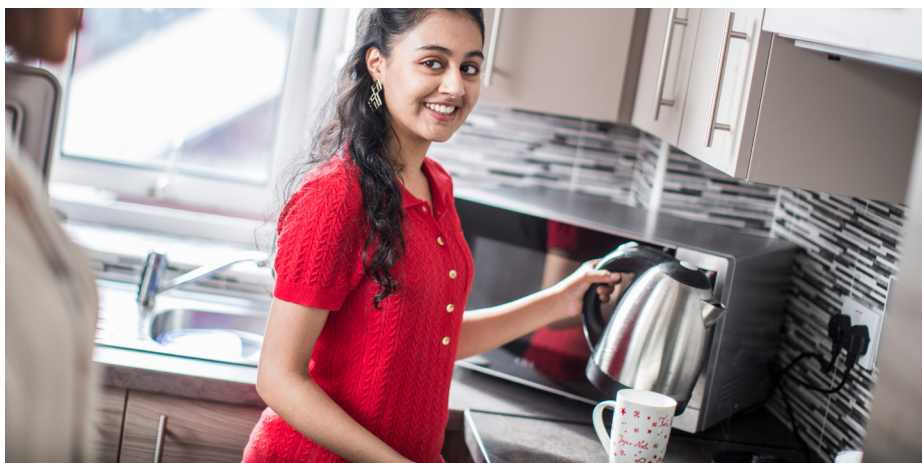
Remember to leave your room and communal space clean and tidy and report any damage to your Student Living reception before you leave. Charges may be applied for damage.

### **Change of address**

Make sure you tell the relevant people about your change of address. This would include your bank, friends, student loans company, university library or any clubs that you belong to. All mail delivered after you leave will be returned to sender – there is no forwarding of mail.

### **Complaints procedure**

We hope you have an enjoyable stay. However, if something is not right, please let us know and we will do our best to try to resolve the issue. If you have a complaint, find information about our complaints procedure here [www.mmu.ac.uk/accommodation/contract-information/policies](http://www.mmu.ac.uk/accommodation/contract-information/policies)





## STUDENT ACCOMMODATION CODE

The Student Accommodation Code has been designed to protect your rights to safe, good quality university accommodation, wherever you are studying, and to make sure you get the best out of your time living in university residences. It outlines everything you should expect from your university-managed accommodation as well as your responsibilities as licensees. Not all university residences are covered by The Code - to find out which buildings are covered, please visit [www.TheSAC.org.uk](http://www.TheSAC.org.uk)

**The code protects your rights to:**

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

# OTHER USEFUL CONTACTS

## Manchester Met Contacts

### Financial and Legal Services

0161 247 1837/1852

### Student Financial Support Unit

0161 247 1045

### Students' Union Advice Centre

0161 247 6533

[s.u.advice@mmu.ac.uk](mailto:s.u.advice@mmu.ac.uk)

### Students' Union

0161 247 1162

### Counselling

0161 247 3493

[counselling@mmu.ac.uk](mailto:counselling@mmu.ac.uk)

### Student Hubs

0161 247 1000

[studenthub@mmu.ac.uk](mailto:studenthub@mmu.ac.uk)

[www.studenthub.mmu.ac.uk](http://www.studenthub.mmu.ac.uk)

### Wellbeing Advisor

0161 247 2337

[wellbeing@mmu.ac.uk](mailto:wellbeing@mmu.ac.uk)

## Other useful numbers

### NHS

111

### Share (Self Harm Support)

[selfhelpselfharmgroup@googlemail.com](mailto:selfhelpselfharmgroup@googlemail.com)

### Samaritans

116 123

### Papyrus (Prevention of Young Suicide)

0800 068 4141

### Alcoholics Anonymous

0845 769 7555

### Beating Eating Disorders

0845 634 1414

### Frank (drugs advice and support)

0300 123 6600 or text 82111

### Victim Support General Helpline

0808 168 9111



# POLICIES

## Manchester Metropolitan University policies:

1. Terms and Conditions of residence  
[www2.mmu.ac.uk/accommodation/contract-information/terms-and-conditions](http://www2.mmu.ac.uk/accommodation/contract-information/terms-and-conditions)
2. Key Terms
3. Student Code of Conduct  
[www2.mmu.ac.uk/accommodation/contract-information/policies](http://www2.mmu.ac.uk/accommodation/contract-information/policies)
4. Car Parking  
[www2.mmu.ac.uk/accommodation/contract-information/policies](http://www2.mmu.ac.uk/accommodation/contract-information/policies)
5. University Smoke Free Policy
6. Accommodation refurbishment charges
7. Electrical Safety Policy
8. Adverse Weather Policy
9. Opening the University in Severe Weather
10. Guest Policy

All of these are available to view on the University accommodation webpage at [mmu.ac.uk/accommodation/documents](http://mmu.ac.uk/accommodation/documents)

