



Manchester
Metropolitan
University

Facilities

Hall Handbook

Booth Hall

2011 - 2012

**Facilities – Residential Services
MMU Cheshire**

Telephone: 0161 247 5137/5579

WELCOME

The Residential Services staff are pleased to offer you a warm welcome to MMU Cheshire.

This Handbook and the Terms of Occupancy are designed to provide information about the operational and administrative framework that will ensure the residential community is as pleasant as possible, for both the students and the staff with whom you will come into contact.

On page 2 you will find the names and telephone numbers of the staff with whom you will have regular contact during your year in halls.

We hope you find the information useful so please keep the handbook in a safe place for future reference.

We wish you a happy and enjoyable stay in your accommodation.

Sometimes despite our best intentions we fail to give a good service. Please tell us when this happens so that we may put it right and continuously improve our service to you in the future.

The complaints procedure can be found on the accommodation web site web link:
<http://www.mmu.ac.uk/accommodation/pdf/complaints-policy.pdf>

All MMU halls are signed up to the Universities UK Code of Practice ensuring our accommodation meets high standards. Further details about the Code can be found at <http://www.uukcode.info/>



Good luck in your studies.

Terms of Occupancy – Key Terms

Below is a list of some of the 'key' Terms. This list does not contain all of the Terms and reading it should not replace a careful review of the actual Terms. **You should note that all University buildings, including the halls of residence are non-smoking.**

What you are getting	<ul style="list-style-type: none">• A self-catered non-smoking room in Booth Hall
Your contract period	<ul style="list-style-type: none">• 42 weeks• commences 17.09.11• terminates 07.07.12
Your financial obligations	<ul style="list-style-type: none">• £100 advance rent payment to secure your accommodation. This is the first payment of the annual fee.• 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	<ul style="list-style-type: none">• You must behave with respect and consideration to other residents, staff and your neighbours and• You must behave in accordance with the Terms.
Conduct with respect to your environment	<ul style="list-style-type: none">• You must not do anything to damage or put at risk the accommodation (your study room and the communal areas) &• You must behave in accordance with the Terms.
Conditions	<ul style="list-style-type: none">• You must be enrolled as a student of MMU.
Documents that form part of the contract	<ul style="list-style-type: none">• Terms of Occupancy• Residents' Disciplinary Procedure• Schedule of Payments• Students Regulations and Procedures• Car Parking Regulations
Legal basis	<ul style="list-style-type: none">• The contract is a student tenancy under paragraph 8 Schedule 1 of the Housing Act 1988.
Cooling off period	<ul style="list-style-type: none">• You have a 7 day cooling off period in which you can cancel the contract without any financial penalty. (This only applies if you agree to the contract without having face to face contact with a member of MMU Accommodation Office Staff).

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STAFF AND NUMBERS YOU MAY WANT TO CONTACT

Head of Residential Services	Karen Horner	
Accommodation/Welfare Officer	Lynne Pitt	5137
Residential Facilities Manager	Corrine Boothroyd	
Assistant Residential Manager	Tina Delves	5740
Reception	(answered 24/7)	5747
Faculty Finance Office		5121
PrOMPT Help Desk		2882
Student Information Point		5783
Programmes Office		5373
SU Advice Centre		6533
IT Support		4646
NHS Direct		0845 4647
Emergency Services	<i>(from any University telephone)</i>	<i>(9) 999</i>

INTRODUCTION

Whilst the purpose of this handbook is to address issues that have been raised by new students in the past, it is not exhaustive.

Staff within Residential Services are happy to help you with any queries you may have, so do not hesitate to approach us at any time. We meet each other regularly to discuss any issues affecting resident students, so do communicate with us.

Help us to help you; consult the notice board frequently; there may be a message for you, check your email account regularly, information is more often sent by email now.

Notify the Accommodation/Welfare Officer if you change your course or if you are thinking of leaving the University.

Please ask a member of staff if you have any problems or questions that are not covered in this Handbook.

Booth Hall has been designed to have a much higher level of security than our traditional open access sites. There are two entrance gates for pedestrians; one opposite the Crewe site and one at the other end of the development off Beswick Drive and adjacent to the *only* vehicular access.

The periphery of the site and entrance gates are covered by CCTV as is the entrance door to each block.

When you arrive you will be issued with a temporary swipe card that will give you access to Booth Hall, your block and the reception area. You will also be issued with a key that will give you access to your flat and bedroom.

Your student ID card will replace the temporary swipe card within the first six weeks. **Notices will be posted when this is due to happen.**

You must return the temporary card to the Accommodation/Welfare Office once your student ID card is activated; there is a charge for lost or damaged cards.

If you do not have an ID card you must contact the Accommodation office so that arrangements can be made to extend access via the temporary card.

Your ID card is very important. In addition to giving you access to the hall, you will need it to use in the library, sports facilities and admission to most social events.

If you lose your ID card you **must** report the loss to the Accommodation Office immediately so that the card can be disabled and you can be issued with a temporary access card.

You will have to buy a replacement ID card from the Student Information Point which is in the Laurence building on the Crewe Campus. The cost of a replacement card is £5.00 and if you lose your flat key you will be charged £50.00 to replace that too.

Booth Hall has staff working around the clock throughout the year with a minimum of two people on duty. During the day there will be many others; the Assistant Residential Manager, Hall Supervisor, domestic and reception staff.

You can of course contact any of the academic or support staff by telephone from your room during office hours.

FEES

Rooms in the self-catered halls are offered under contract for 42 weeks. **There will be no refunds or rebates made by the University to you (e.g. whilst you are on a placement or a field study trip taking you away from the University, absence through illness or because your lectures cease before the end of term).**

The boarding fee for 2011/2012 is **£3801.00**

Contract length is: **42 weeks**

The fees are collected in three instalments as outlined on the Fee Schedule. Payment can be made on-line by setting up a direct debit, or by credit/debit card.

If you require your room for more than 42 weeks, there will be a separate additional charge.

If you have any difficulty paying fees because your loan is late or for any other reason, do contact the Faculty Finance Office and explain your circumstances as soon as possible.

PASTORAL CARE

All University leased or owned residences have pastoral care teams comprising of wardens and/or residential advisors, who you can go to during your stay for advice or for help in sorting out any problems. If you are having particular problems with your accommodation you are encouraged to speak to one of the team, in confidence, they will do everything they can to help you.

Pastoral teams at all residences hold drop-in sessions during term time, no appointment is usually necessary, just enquire at reception for full details.

Pastoral care teams are on duty every night between 6.00 p.m. – 8.00 a.m. Monday to Friday and all day Saturday and Sundays. In addition to holding drop in sessions they can also be contacted via the Hall Reception/Security in an emergency.

INSURANCE

When you pay your accommodation fees you become a beneficiary of the Manchester Metropolitan University halls of residence block insurance policy.

This provides basic cover for your personal possessions up to £4000; an information leaflet giving details of the cover is included in your information pack and is also available from the Accommodation/Welfare Office.

Cycles must not be stored anywhere in the flats; they must be left in cycle racks provided; however cycles are not covered by the block insurance policy, so you might want to take out additional cover.

GENERAL INFORMATION

BEDROOMS CONTAIN

- Curtains
- Bed with interior sprung mattress
- Mattress protector
- Two under-bed storage drawers
- Wardrobe
- Easy chair
- Desk unit and desk chair
- Bedside unit
- Shelving unit
- Notice-board
- Mirror
- Wastepaper bin
- Telephone
- TV aerial socket
- Data connection socket
- Heater (*instructions in room*)

EN-SUITES CONTAIN

- Shower (*instructions in room*), wash basin, WC and mirror

KITCHEN/DINING AREAS CONTAIN:

- Two hobs
- Oven and grill
- Microwave
- Two sink units
- Freezer with seven large drawers
- Fridge with seven large drawers
- Floor cupboards *
- Wall cupboards *
- Kettle and Toaster
- Cleaning equipment store containing a vacuum cleaner, brush and ironing board
- Dining table and chairs
- Easy Chairs
- Occasional table
- TV unit

* You must provide your own small padlocks if you wish to lock the cupboard doors

The Fire Officer is adamant that candles must not be used anywhere in the hall.

If you have a TV set operable on mains electricity you require a licence, information about this is available by ringing 0300 7906138 between 8.30 a.m. and 6.00 p.m.

The electricity supply in the UK is 240 V, with square three-pin plugs. Within the UK you need to use British Standard 3 flat blade plugs (technically known as BS 1363), shaver sockets in bathrooms are 2-pin 220 V. If you are bringing electrical equipment from overseas you will need to check that any electrical products can work at this voltage **and**

you may need to purchase an adapter, these are available from our SU shop on the campus or at the airports and from larger supermarkets.

BEDROOMS/EN-SUITE

On arrival you should complete the inventory for your room indicating any damage or deficiency and return the form to Reception within the first couple of days. If you do not do this, the University will assume that everything is in good order and that the contents are complete.

Nails, tacks, pins or screws should not be driven into walls, ceilings or doors; glue, sellotape, adhesive or blu-tack must not be used. You should use the notice board provided for posters etc. white-tack is acceptable as long as it doesn't damage the walls or paint work.

The charge for making good any damage caused by ignoring this warning is likely to cost you at least £80 per wall.

All damage, breakage or loss to your bedroom/en-suite or its contents must be reported immediately to Reception.

You are responsible for cleaning your own bedroom and en-suite.

You will be living in a multi-occupancy community in close proximity with other students, your personal hygiene impacts on them; please ensure that your health and that of your flatmates is not jeopardised.

KITCHEN/DINING AREAS

For reasons of hygiene and to prevent illness, it is essential that washing up is done promptly and work surfaces and tables are cleaned after use.

The kitchen/dining area and internal corridor in the flat will be cleaned each week by University staff; however, the responsibility for the **upkeep** of cleanliness is jointly shared between flat members.

There will be a notice in the kitchen indicating which day of the week the staff will clean your communal areas.

You are asked to be co-operative and be aware that not everybody shares your own standard of hygiene. It is often a good idea to organise a rota of cleaning duties to ensure that everyone pulls their weight equally. It is not always possible to evenly share cleaning tasks but do not rely on others to clean up your mess.

Unfortunately, sometimes hygiene and cleanliness in the kitchens falls below minimum health and safety standards, in this case we charge you for any extra cleaning our staff undertake.

If it is not possible to identify the individual responsible, a charge of £10 per student will be levied against all residents allocated to that flat.

RUBBISH REMOVAL

You are responsible for removing the rubbish from your bedroom/en-suite to the central waste compound which is located in the central courtyard. University staff will remove the kitchen rubbish on a regular basis, however, if there is an excessive amount there will be a £5.00 per person charge.

It is most important that rubbish does not accumulate in bedrooms or kitchens because of the high risk of infestation.

HEALTH AND SAFETY INSPECTION

Staff are obliged to carry out routine inspections of all the bedrooms/en-suites and kitchens for health and safety purposes.

You will be given advance written notice of the date and approximate time that your own room will be inspected and whilst it is hoped that you will be able to accompany the staff during the inspection, if you are not able to attend for any reason, the inspection will still take place.

Health and safety checks in kitchens are normally undertaken on an ad hoc basis without notice during the weekends and between the hours of 9.00 a.m. and 7.00 p.m.

FAULTS AND BREAKDOWN – MAINENANCE REQUESTS

You should report any damage, breakdowns or maintenance items as soon as possible by email – a link is on the accommodation web site.

Response times are:

Emergency: TELEPHONE SECURITY ON 5747 (response time 1 hour)

Loss of all water or power, floods, gas leaks or persons trapped in lifts are classed as emergencies.

Urgent (response time 1 day)

Urgent defect work which whilst not an emergency nonetheless still requires a speedy response during normal working hours (Mon – Fri 0830 to 1630 hrs).

Non urgent/routine defect work (response time 21 days)

This is for non urgent /normal routine defect work undertaken during normal working hours (Mon – Fri 0830 to 1630 hrs).

Planned work (programmed)

Routine non urgent / normal repair work undertaken as part of a planned programme during normal working hour (Mon – Fri 0830 to 1630 hrs). Normally 7 days notice will be given to residents, for urgent work the minimum notice will be 24 hours unless the emergency requires immediate action.

Where repairs or maintenance work is necessary due to damage caused by residents or their guests, rather than fair wear and tear then a charge will be levied, a list of replacement/repair costs is attached to the Terms & Conditions.

To find out more information about types of repairs and response times that can be expected please contact Facilities Helpdesk at <http://www.mmu.ac.uk/facilities/planon>

The Property Services Team aim to resolve all maintenance issues within a reasonable time frame, however, should you have any complaints regarding the accommodation or its maintenance you should speak to the Assistant Services Manager in the first instance.

If the matter is not satisfactorily resolved then you should state your complaint in writing and this should be sent to the Accommodation/Welfare Officer.

The University has signed up to the UUK Code of Practice and in the event the complaint is not satisfactorily resolved, you can refer the matter to the Office of the Independent Adjudicator and the UUK Code Management Committee.

VISITORS

If you have parents or friends who wish to stay overnight, there is a Travel Lodge adjacent to Booth Hall and a Ramada Hotel on the business park opposite the campus.

You may have one overnight guest in your room without charge, **providing you register your visitor at reception.**

Overnight visitors should not stay more than **three** nights in any fourteen. A guest cannot stay again, anywhere in the Hall, until two clear weeks have elapsed.

Former residents of the Hall cannot stay overnight without charge until a clear term has elapsed from when they ceased to be in residence.

If recurrent visits from guests are noted, or there have been any complaints from other residents, due to guests, permission for such guests to enter the Hall will be withdrawn.

Please note: you cannot have friends or relatives to stay in your room if they are under eighteen years old. The Faculty has a policy relating to children; please refer to the Full Time Student Handbook.

ABSENCE FROM HALL

As a responsible adult, you are free to come and go without having to check in and out but you are required to co-operate with the necessary health and safety procedures, so please inform Reception of overnight absences.

Whenever you plan to be away from the hall for longer periods, you should inform the Accommodation/Welfare Office on 5137 or 5579. A record of your absence will assist any roll calls in the event of emergencies and may provide peace of mind to other residents if you have been absent for a while.

LEAVING HALL DURING THE YEAR

The *Terms of Occupancy* commits you to stay in the Hall for the term of the contract i.e. 42 weeks and you may only be released from this contract:

- i) if you cease to be a registered student with the University; or
- ii) if you can locate another student who is registered as a full time student with the University, who is not already in University accommodation and who is reasonably acceptable to the University.

END OF YEAR - DEPARTURE

You must vacate your room and hand in your keys by 12 noon on the Saturday at the end of the contract period. Failure to comply with these requirements may result in additional accommodation fees and charges for replacement keys. Any damage, breakage or loss to your room or its contents must be reported in writing before you leave (if you have not reported it earlier).

At the end of the academic year, please leave your room in the same condition you found it on arrival. Failure to do this may result in a charge to you of approximately £50.00 for staff to clean the room.

Tell your bank, friends, book clubs, academic department, University library etc. about your change of address several weeks before your move out of Hall.

All mail delivered to the Hall after you have left will be returned to the sender. No forwarding of mail will be undertaken.

COMMUNICATION

Student Telephone Service

Each bedroom has a telephone handset providing free calls to the emergency services (dial 9 999), free internal calls within connected University buildings. You can receive incoming calls from friends and family as long as you give them your extension number. Callers should dial 0161 247 1039 and when prompted, key in the extension number.

Please note: Telephone calls can be traced and anybody found abusing the system will have the service withdrawn and may be subject to a disciplinary hearing.

Incoming Mail

Incoming mail should be addressed to you with your hall and room number followed by the appropriate campus address:

Mr/Miss AN Other
Booth Hall of Residence
Block Name and Flat Number, Room number
Beswick Drive
Crewe CW1 5NP

All mail delivered to the Hall after you have left will be returned to the sender. No forwarding of mail will be undertaken.

Outgoing Mail

There is a post box outside the main entrance to the Crewe campus.

CAR PARKING

Booth Hall Residents

There is designated parking for students who are blue badge holders and this is free of charge.

There are spaces available for students in the Booth Hall car park, the parking permit fee is £180 for one academic year. Students who have accepted their room allocation and made the initial payment are able to buy a permit from the online shop on a "first come-first served" basis. The shop is not open until the beginning of September and you will be sent a link as part of the final joining information email.

The regulations contained within the University Parking Policy are rigorously enforced and failure to comply will result in the withdrawal of the permit.

COMPLAINTS

Noise is one of the most obvious problems caused by a large number of people living in close proximity to one another. Residents must appreciate that any noise is “unreasonable” if it disturbs someone else – whatever the time of day or night. Consequently, there is no restriction on the use within halls of computers, televisions, music systems and so on as long as other people are not disturbed. It is a good idea for residents who have headphones to use them to avoid causing any disturbance.

Extract from the Terms & Conditions that you have agreed to:

*Keeping noise at a level that does not interfere with the study, sleep or comfort of our staff, contractors and your Neighbours at all times. In particular, you agree not to make or allow any loud noise between **23.00 hours and 08.00 hours**. This includes any machinery, TV’s, stereos, CD players, MP3 players, mobile phones, loudspeakers, laptops, mobile devices, musical instruments, etc. You agree to reduce the level of noise immediately if asked to do so by us.*

If you are disturbed by noise you should first talk reasonably to the person/persons causing the disturbance. They may be unaware of the distress they are causing. If you cannot solve the matter yourself, contact a Residential Advisor who will hold a surgery every evening between 6 and 7 p.m. the RA can take action to stop any nuisance as required.

Please be thoughtful of the other residents who may not be able to tolerate the same level of noise as you.

The Faculty receives a number of complaints each year from local residents, particularly about noise, disruptive and/or anti-social behaviour by our students and we are obliged to treat all complaints seriously.

Behaviour that brings the University name into disrepute may result in disciplinary action.

Please show consideration for the local residents when you leave or return to the Hall, especially late at night.

LAUNDRY

There are coin-operated washing machines and dryers in a launderette which is located off the central reception area.

FOOD AND DRINK

Coffee Bar

The Café bar is on the ground floor of the Valentine building, offering premium barista coffees, deluxe hot chocolates and a great selection of teas. This is a great space to relax between lectures, and as there is free Wi-Fi you can have a bite to eat whilst catching up on some work or checking Facebook.

The Student Zone, Fillas & Overdraught Bar

Located in the centre of the Crewe campus, the Student Zone provides a variety of refreshments throughout the day. There is a range of breakfast options to help start your day as well as an excellent lunch time selection. The menus are changed on a regular basis so there is always something new to try. If you want food or drink at any time, there is a selection of vending machines that are always available. The Student Zone also has free Wi-Fi so meeting, eating and working together couldn't be easier.

Fillas offers premium, made to order sandwiches and baguettes, have your choice of toppings and get it made your way!

The Overdraught Bar will be open all through Freshers's week and will then operate on regular evenings throughout the year. The Bar will also be open for a variety of events which will be widely advertised.

The Studio café bar is located in the Students' Union building in the centre of the Crewe campus. You can relax with an excellent range of coffees, teas or cold drinks and it is adjacent to the SU shop which sells a range of stationery, clothes, newspapers and food staples.

HEALTH CARE

You must register with a local doctor if you are to receive primary health care, particularly in an emergency. You will find a list of local practices in the information pack in your bedroom.

In an **emergency** you should telephone for an ambulance and notify Reception that you have done so.

If you are feeling unwell, particularly at night and need medical advice from a professional, you may wish to call **NHSDIRECT** on **0845 4647**

ACCIDENTS AND EMERGENCIES

Whilst resident students are able to cope for themselves with most illness or injuries either by consulting with a doctor, hospital or staff, there are occasionally emergency situations usually during the late evening/early hours of the morning, when they may need to summon assistance.

If you have occasion to call any of the emergency services, i.e. Fire, Police, Ambulance or a Doctor, you **MUST** inform Reception immediately

If a student is injured or an illness becomes so acute they don't feel able to wait until morning to seek medical advice, then the Hall Supervisor should be contacted in the first instance.

Students should report all accidents that occur anywhere on campus within three days and complete the accident form available from Reception.

SAFETY IN HALLS

For your safety, the conditions necessary for the proper and safe use of halls of residence are laid out in detail in the "Terms of Occupancy".

It is essential that students lock their doors and close the windows in the ground floor rooms whenever they leave them. Your possessions are your own responsibility.

If you see anyone behaving suspiciously you should contact Reception immediately.

To ensure the general health and safety of everyone and to ensure a means of escape in the event of fire, the use of any electrical appliances in the corridors and stairways is totally prohibited.

Think of the danger of fire in communal buildings; learn what to do in case of fire, the fire drills, and where the exit routes and assembly points are located.

You must attend the Safety Talks at the start of each year – dates and times will be posted to you.

Misuse/vandalism of the break-glasses, fire extinguishers or appliances is considered to be a very serious matter that contravenes the “Terms and Conditions.”

The students shall not impede in any way, the officers or agents of the Faculty exercising their duty to carry out inspections for the purposes of protecting the health and safety of those living, visiting, or working in the premises.

ELECTRICAL SAFETY

University-owned electrical appliances & equipment is tested regularly and labelled as safe. It must not be tampered with in any way, and reported immediately if any appliance is discovered to be damaged or not working.

Student Personal electrical appliances and equipment to be used in The Halls of Residence; should be PAT tested and labelled in accordance with the IEE Code of Practice. Students will need to make arrangements with a service provider who can offer PAT testing of their personal appliances.

Appliances and equipment with plugs brought onto the University premises should show no signs of cracks or overheating and wires inside should be connected correctly, fitted with the correct amp fuse, and screwed down tightly. The cable between the plugs and appliances should be free of damage the coloured wires inside should not be visible.

- 1.1 Students will be held responsible for the safety of their own electrical equipment.
- 1.2 Electrical wiring/equipment must not be interfered with.
- 1.3 If there are any queries concerning appliance usage or wattage, the Faculty Engineer can be contacted for advice or guidance, but during office hours only.

- 1.4 The following appliances may not be bought onto the Faculty for use in bedrooms or the kitchen/dining areas: kettles, refrigerators, heating and/or laundry appliances.
- 1.5 There is total prohibition on the use of any appliance by students in corridors and stairways; this is to ensure the general health and safety of everyone and a safe means of escape in the event of a fire.
- 1.6 Each plug must supply one appliance only. Individual plugs must not be wired with a multiple of flexes supplying various appliances.
- 1.7 It is prohibited to use any form of multiple adapter that plugs directly into the wall socket. This is to avoid an overload of the circuit.
- 1.8 The use of personal electrical equipment in the Hall is carefully monitored as part of the routine health and safety inspection.
- 1.9 The Faculty may impound unsafe equipment.

2. FIRE SAFETY

- 2.1 Students shall read carefully and be at all times familiar with and observe the Fire Regulations which are displayed in the premises. They should note the position of all exits, fire alarm call points and fire fighting appliances.
- 2.2 The use of naked flames (e.g. candles) is prohibited in any area of the premises, especially bedrooms, as they represent a major fire hazard.
- 2.3 It is a criminal offence to interfere with Fire Equipment.

The Faculty has a legal obligation to ensure that buildings under its control are safe. To achieve this aim it is important that the safety guidelines are observed.

STATEMENT ON ASBESTOS

Under the Control of Asbestos Regulations 2006 the University has a legal duty to manage asbestos in non-domestic premises.

The University has taken all reasonable steps to identify materials in premises likely to contain asbestos and have assessed the risk of anyone being exposed.

The University are obliged to make sure that any material known or presumed to contain asbestos is kept in a good state of repair and that any material that contains or is presumed to contain asbestos is, because of the risks associated with its location or condition, repaired or if necessary removed. The Property Management Performance Team is responsible for the day to day management of the asbestos existing in and around the University premises.

Asbestos must be respected, but need not be feared. You can only be exposed to the risk of inhaling asbestos if it is damaged or disturbed and fibres are released into your breathing zone. Asbestos in good condition should be left in place.

Staff and students have a role to play in the management of asbestos. They must avoid drilling, cutting, or in any other way interfering with the fabric of the buildings. They should maintain an awareness of the potential presence of asbestos within the workplace and

report any material they suspect has been damaged or is in poor condition to the University property Management Performance Team Help Desk (0161 247 2882) or the University Health and Safety Unit (0161 247 3317).