Welcome to Crown Place and to the start of an amazing year in Liverpool. This handbook contains essential and useful information to help make your stay a happy and successful one.

Please read through this handbook and keep it in a safe and accessible place, so you can refer to it during your stay.

If you have any questions, please contact reception, who will be more than happy to help you.

The main reception is open 24 hours a day, 365 days a year, and is manned by the Customer Service team in the day and Campus Support team in the evening. Both teams will be able to deal with all enquiries.

All information related to COVID-19 will be reviewed throughout the year. Please ensure that you regularly check your emails for updates.
The University of Liverpool operates a no smoking policy across all buildings on campus. This means smoking (including e-cigarettes) is not allowed in any areas inside Crown Place including your kitchen and bedroom. There are designated smoking shelters outside the building for you to use.

Please be respectful of other residents and refrain from smoking near open windows or doorways. If you are found to be breaching these smoking restrictions, action will be taken against you.

The University of Liverpool operates a zero tolerance policy on all illegal and psychoactive substances.

**No smoking**

**Using your key card**

Your key card is individually programmed to allow you to access your core, corridor and bedroom.

All corridor doors will lock behind you to ensure security for your flat. Please remember you keep your key card with you at all times.

Bedroom doors will remain unlocked unless you present your key card to the card reader when leaving your room. The reader will flash red and you should hear a ‘click’ sound. You can also lock your bedroom door from inside your room by doing this. For security reasons it is recommended that you keep your door locked at all times.

If you do lock yourself out of your room, please go to reception and request a temporary card. You must retrieve your own key card and return the temporary card within 15 minutes. If your card stops working or is lost or damaged, please contact reception immediately.

**Car parking**

We do not provide parking for students, but there are a number of visitor car parks near to Crown Place that you can use on a pay and go basis.

If you are a Blue Badge holder please contact reception who will be able to advise you further.

For further information visit: [www.liverpool.ac.uk/parking](http://www.liverpool.ac.uk/parking).

---

**Contacts**

**Accommodation office**
0151 795 0319  
accommodation@liverpool.ac.uk

**Campus support**
0151 794 3252  
Emergencies only: 0151 794 2222

**Out of hours and duty RA**
Cores A B C G: 07525 886652  
Cores D E F H: 07525 886653

**Reception**
0151 795 0907  
crown1@liverpool.ac.uk

**Student Experience**
hallslife@liverpool.ac.uk
Cycle storage
We have a cycle storage unit available for you to use free of charge. Please contact reception if you would like to use this facility.

For added security we recommend you register your bike at [www.bikeregister.com](http://www.bikeregister.com), and use a D-lock whenever you leave your bike unattended.

We also recommend that you insure your Bike, as the Basic Contents insurance that is included in your Accommodation fee does not cover Bicycles. Please visit [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) to extend your cover. You can find your policy number on the Accommodation Website.

Laundry facilities
Crown Place has chargeable laundry facilities in reception, which can be used by either:

- Purchasing a card for £2 from the laundry and uploading credit by visiting: [www.circuit.co.uk](http://www.circuit.co.uk).
- Downloading the free Circuit app to your iOS or Android device and uploading credit through the app.

Once you have prepaid online you can use the laundry machines as often as you like by using the card or the app.

There are instructions on how to use the machines in the laundry, however if you are having any problems, please contact reception.

- There is a limit of 4 students in the laundry area at any one time
- Please use hand sanitiser on entering and leaving the area
- Please prepare the laundry in your bedroom and do not shake clothes in the laundry area

Wi-Fi
There is wi-fi access throughout Crown Place, which you can access using your username and password once you’re a registered student.

If you are waiting to be registered and need access to the internet, please contact reception.

Post and parcels
Your postal address is:
Your forename and surname
Crown Place Halls of Residence
Your room number – e.g. C2.103
200 Brownlow Hill
Liverpool
L3 5UE

Please ensure you use the correct address and your full name is clearly marked on all post.

Your post will be placed in your shared post box for you to collect at any time.

Parcels or recorded delivery mail will be delivered to reception and you will receive a message to your University email account, informing you to collect your item.

You must show the email (this can be electronically) and your green student ID card to the reception staff in order to receive your item.

Please wear a mask when collecting post and parcels.
Guests

We want to ensure you have a positive experience whilst staying in our accommodation, and want you to have friends and family visit. Our visitor guidelines will be based on government guidance at the time, with some additional measures in place to further support your safety. For more information please contact reception.

For safety and security reasons, we currently do not allow guests to stay overnight in Halls of Residence, this policy will be reviewed in 2021 and residents will be informed of any changes.

Your attention is drawn to the following clauses in the Terms of Occupancy:

5.3 The Hall Manager or Warden reserves the right to exclude guests/visitors from Halls of Residence should they have reasonable grounds to believe that their presence will adversely affect the good order of the hall.

5.5 The student will be personally responsible, at all times, for the conduct of their visitors whilst on University premises.

Emergency requests

An emergency request is any repair that endangers the safety, health and security of you and your fellow residents or where there is an immediate risk to the structure of the building, for example a water leak.

If you have any requests that may be considered an emergency please report these to reception via: T: 0151 795 0907 E: crown1@liverpool.ac.uk

Maintenace issues

It is your responsibility to report any faults with your room immediately, through the Accommodation section of your Liverpool Life Portal via the ‘Requests’ tab.

Please be as accurate and detailed as possible when reporting any faults to ensure they are repaired quickly and correctly.

All non-emergency requests will be completed Monday-Friday, 9am-4pm

TV Licence

You will need a TV licence if you watch or record programmes on any channel as they are being shown on: TV, any online TV service, or to download or watch BBC programmes on demand, including catch up TV on BBC iPlayer. This applies to any device and provider you use.

The TV in your communal kitchen is covered by the University’s TV licence; however you will need to purchase your own licence if you live in a studio room.

For further information visit: www.tvlicensing.co.uk.
Heated towel rail

You control when your heated towel rail comes on using the controls on the wall outside your ensuite.

To turn on:
• Flick the lower switch on the wall to on
• Press the black square
• To turn it off, press the black square again

Cleaning expectations

The cleaning team will clean all communal areas and kitchens a minimum of once a week. The team will not clean your bedroom, en-suite or studio kitchen.

You are responsible for:
• Keeping your room and en-suite clean and tidy during your stay
• Washing your dishes
• Cleaning and wiping up spillages on the hobs, ovens and work surfaces
• Ventilating the kitchen when cooking
• Cleaning your bedroom and en-suite when you depart.

Sanitary bins

The grey PHS sanitary bins next to the toilet in your en-suite are for disposing of feminine products only and will be emptied once a month. Please do not attempt to open the bins or empty them yourself.

A notification email from reception will be sent to you before the bins are changed.

Lighting

If your desk light is a strip light, there are two switches to turn it on. Make sure both are set to on in order for it to work.

Please make sure you check this before reporting a fault.

Heating

Heating is available 24 hours a day, seven days a week.

You control the heating in your room by turning the thermostatic valve on your radiator.
• To turn the temperature up, turn the valve clockwise towards 3.75
• To turn the temperature down, turn the valve anti-clockwise towards off.

If it is hot outside and your radiator turns off, don’t worry it will come back on when the temperature drops outside as long as your valve is set to 3.75.

If the sun is coming into your room and it is too hot, close your shutter.

Smoke detector

Every room is fitted with a Detector to detect heat and smoke. If this is activated reception will be notified.

Do not tamper with this or cover it as you will risk the safety of yourself and fellow students.
Inspections

To ensure your accommodation is safe, we conduct Health and Safety inspections twice a year, which check for any maintenance issues in your room, ensuite and shared areas. We also inspect your room for any prohibited items such as candles, which will be removed if found.

Inspections take around five minutes and you do not need to be present whilst they are taking place.

A notification email from reception will be sent to you before the inspections are due to take place.

Fire equipment

Do not tamper with fire equipment such as fire blankets or fire extinguishers. You will risk the safety of yourself and fellow students and action will be taken against this.

There are monthly checks on all firefighting equipment.

To carry out the checks we will need access to all communal kitchens. Checks take around five minutes and you do not need to be present whilst they are taking place.

If you discover a fire

- Go to the lift area, pick up the red telephone, and inform reception
- If you cannot contact reception, evacuate the building.

There is a fire action notice on the back of your bedroom door. Please read this information and make yourself aware of the nearest fire exits.

For safety, please keep all doors in Crown Place closed. Wedging fire doors open is not acceptable at any time. These are Fire Doors and cannot operate in an emergency if wedged open.

Fire alarms

If the fire alarms are sounding in your room, living room and/or corridor you must evacuate to your nearest lift lobby.

If the fire alarms can be heard in other zones of the building, but are not sounding in your area, do not evacuate and remain where you are.

Misuse of Fire Equipment

Tampering with any fire equipment breaches the Universities Health and Safety Policy. It puts you and the other residents around you at risk in the event of a fire. Should you be accused of tampering with fire safety equipment, you will be invited to a Stage One Disciplinary Meeting with the Hall Warden. The outcome of this meeting could be a fine, or potentially a move to another hall of residence.

This relates to the following safety equipment:
- Fire Doors
- Lifts
- Emergency Phones
- Fire Blanket
- Fire Extinguishers
- Smoke and Heat Detectors
- Safety Notices
- Emergency Exit Signage
Your safety

Flammable Materials

Items that employ a naked flame (lighters, candles, incense etc) are strictly prohibited within our Halls. Items that can cause a fire hazard are also prohibited. These include but do not exhaust:
- Mains operated fairy lights
- Halogen bulbs
- Chip Pans
- Deep fat fryers
- Electric, Gas and Paraffin Heaters
- Block adaptors
- Camp stoves/mobile hotplates

Please also ensure that waste is regularly disposed of to ensure minimum amounts of flammable material.

Emergency services

If you need an ambulance or the police, please call 0151 794 2222.

It is important to call this number rather than 999, so Campus Support can escort the emergency service to your room. If you do call 999, please call Campus Support straight after.

Security

When you are away from your room always ensure your door is closed and locked.

Any valuable items such as laptops and jewellery should be locked away and out of sight when you’re not using them.

We would also advise that you review the Basic Contents Insurance that is included in your Accommodation fee. Although this does cover certain items inside your bedroom against fire, flood and theft up to certain amounts, some items are not covered. Additionally items taken/left outside your bedroom are not covered.

You can review your Basic Contents Insurance policy via www.liverpool.ac.uk/accommodation. Please also visit the Insurance provider www.endsleigh.co.uk/reviewcover to extend your cover. You can also find your policy number on the Accommodation Website.

If you suspect any suspicious behaviour, contact reception.

To ensure your safety, the Campus Support team will patrol your accommodation each evening. They may even visit your communal area, so please say hello and highlight any security issues you may have.

The Campus Support team are available 24 hours a day, seven days a week.

Electrical safety

All electrical appliances that plug into the wall must have a fused 3 pin plug and must not use more than 230v. If you have any other plug attached to your electrical appliance you must use the correct adaptor.

Please do not overload extension leads or use block adaptors; which are strictly prohibited within Crown Place.

If there is an electrical fault or the socket is overloaded, the fuse will trip and all of the power will turn off.

If this happens, please contact reception who will reset the power and investigate why the electric has tripped.
Drinking water

All water within Crown Place is drinking water unless labelled otherwise.

You will also see some stickers if the hot water is more than 50 Celsius, so please be careful.

Residential Advisors and Wardens

Residential Advisors (RAs) and Wardens live on site and are responsible for your welfare whilst you live in halls.

During the first few days of term you will be invited to meet your RA who will give you essential information about halls, so it is very important that you attend.

Should you have any personal problems or issues with your halls or university life, please speak to your RA.

RAs also provide an on-call emergency service every evening between 7.30pm-8am Monday-Friday and 6pm-9am Saturday and Sunday. They can be contacted by calling the duty phone for your core, details of which are at the beginning of this handbook.

Discipline process

To ensure Crown Place remains an enjoyable and safe environment for all residents, there is a disciplinary procedure in place for anti-social behaviour. Anti-social behaviour is acting in a manner that is likely to or has caused harassment, alarm or distress. This may include noise disturbances, property damage or conduct towards others.

For further information visit: www.bit.ly/hallsdocuments.

Halls Student Committee (HSC)

Each Halls of residence has a Halls’ Student Committee (HSC) that anyone can be a part of. Each HSC is made up of residents who work together to make sure students opinions are heard at the University and at the Guild of Students. They also have a budget which can be used to improve and enhance the student experience and promote a feeling of community amongst students. This can be for events and trips or to purchase items students decide they need. You will receive more information about this in due course, but if you want to get in touch directly just email: hsc@liverpool.ac.uk

Halls Life Team

Throughout the year there will be virtual and in-person events organised for you by the Halls Life team to help you meet others living in your accommodation. You will also have the opportunity to take part in a variety of free or discounted trips and events through the Halls Give it a Go scheme. To make sure you don’t miss out, join the Official Facebook Group for your hall and visit the Halls Life website for further information: www.browzer.co.uk/liv/
Student Accommodation Code

Crown Place abides by the student accommodation code developed by Universities UK and the Guild HE.

For further information on the code and how it protects students, visit: www.thesac.org.uk.