Dear student,

Welcome to the Campus Residences. We hope that you will feel comfortable and at home during the time you are living here. This handbook contains a range of information and will also tell you where you can find further information relevant to your stay in Campus Residences.

This handbook also contains regulations and rules specific to Campus Residences and which form part of your Student Tenancy Agreement with the University. We expect everyone to comply with their contract so that the Campus Residences can offer a community where work and leisure can both proceed without residents disturbing one another. Please make sure that you understand your obligations and, if in doubt, please do not hesitate to ask either a member of the residences staff, Senior Residential Adviser or Residential Adviser.

Please pay particular attention to the emergency procedures and who to contact in the event of an emergency. We hope that you will not need to use these procedures but it is reassuring if everybody knows what to do in an emergency situation.

ABDESSAMAD FATMI BEN TALHA
CAMPUS WARDEN
Who’s who

RESIDENTIAL, SPORT AND COMMERCIAL SERVICES
Director of Residential, Sport and Commercial Services
Catherine Anderson
The Director has overall responsibility for the management of University, residential, sport and commercial services.
T: 0151 794 2325 (internal 42335)

Personal Assistant to Director
Rosalind Stevens
T: 0151 794 2329 (internal 42329)
E: rosalind.stevens@liverpool.ac.uk

Director of Residential Services
Michael Kelley
The Director of Residential Services has responsibility for the delivery of all residential services.

Operations Manager
Ann Wilder
The Operations Manager supports the Hall Managers in ensuring the residences operate efficiently and effectively.
T: 0151 794 6675 (internal 46675)
E: willac@liverpool.ac.uk
F: 0151 794 4718 (internal 44718)

Accommodation Office Manager
Lee Rawlinson
The Accommodation Office Manager is responsible for the day-to-day management of the Accommodation Office, which deals with the allocation of University accommodation and all related processes including billing, transfers and general accommodation enquiries.
T: 0151 794 8714 (internal 48714)
F: 0151 794 4718 (internal 44718)

ACCOMMODATION OFFICE
Enquiries T: 0151 795 0377
E: accommodation@liverpool.ac.uk

Campus Warden
Abdessamad Fatmi Ben Talha
T: 07812 238 482
E: samadi@liverpool.ac.uk

HALL MANAGERS
Each Campus Residence has a dedicated manager who has day-to-day responsibility for the effective and efficient management of the residence.

The Hall Manager is generally available on site from 9.00am to 1.00pm Monday to Friday although these hours will vary from site to site. If the Hall Manager is not on site after 1.00pm the Customer Service staff at Vine Court will assist with any enquiries. Students are encouraged to approach the Hall Manager if they have a problem with their accommodation – whether it be a repair issue, a problem within a flat where perhaps the students are not getting on with each other, concern for another resident, etc. If the Hall Manager is unable to help with your enquiry directly they are likely to be able to put you in contact with somebody who can.

MULBERRY COURT
Mulberry Court
Liverpool L7 7EZ

Hall Manager
Liz Stansfeld
T: 0151 794 3298 (internal 43298)
F: 0151 794 3316 (internal 43316)
E: stans@liverpool.ac.uk

MELVILLE GROVE
81 Grove Street
Liverpool L7 7AD

Deputy Hall Manager
Aga Wiegli
T: 0151 794 3848 (internal 43848)
E: a.wiegli@liverpool.ac.uk

VINE COURT
35 Myrtle Street
Liverpool L7 7AJ

Hall Managers
Linda Flanagan
T: 0151 795 9751
Kate Harrison MBE
T: 0151 795 9752

Deputy Hall Manager
Katya Lemmon
T: 0151 795 9762
E: k.lemmon@liverpool.ac.uk

Reception contact number:
T: 0151 795 9765/9766

WARDENS, SENIOR RESIDENTIAL ADVISERS AND RESIDENTIAL ADVISERS
Welfare and discipline within the halls are the responsibility of the Wardens, assisted by Senior Residential Advisers and Residential Advisers. They will all be willing to help you with any personal problems. In addition, each Residential Adviser will be specifically responsible for a small number of students.

Your Residential Adviser will invite you to meet him/her during the first few days of term; it is very important that you attend this meeting. All Residential Advisers will rely on your help and consideration to maintain an environment in which residents can study, sleep, relax and enjoy themselves.

They may take immediate action in situations which arise out of office hours. Residential Advisers record all incidents in a log book which is reviewed daily to assess whether any further enforcement or disciplinary action should be taken.

At each residence there is always a Duty Residential Adviser available and they are issued with a mobile phone – see opposite for mobile numbers. The Duty Residential Adviser is the first point of call for emergencies between 8pm and 8am, Monday to Friday and between 6pm-9am Saturday and Sunday. If you are unable to speak to the Duty Residential Adviser, the mobile phones have a facility for you to leave a message.

The Duty Residential Adviser has a duty to respond to your call and ring you back as soon as possible. If the messaging system fails, or there is no response within a reasonable time, please try and contact the Duty Residential Adviser in person. If this is not possible you should contact Reception Security on T: 0151 794 3252 (internal 43252).

The above system is in place to help you. All students are encouraged to use it to report problems and seek advice.

Please note that any matters reported to Security will be referred by them to the Duty Residential Adviser. Security staff are not authorised to call out a contractor without prior authorisation by the residences’ staff/representative.

Duty Residential Adviser phone numbers
Melville Grove
T: 07973 247 764 (internal 7764)

Mulberry Court
T: 07973 247 981 (internal 7981)

Vine Court
T: 07812 238 363 (internal 8363) EAST BLOCK
T: 07812 238 364 (internal 8364) WEST BLOCK

Halls’ Student Experience Coordinator
Ellen Ellis
T: 0151 794 6407 (internal 46407)
E: Ellen.knowles@liverpool.ac.uk

Living in halls was an experience not to be missed and provided me with an opportunity to meet people from all walks of life. I’ve found the local music and social scene fantastic too!

ROBERT SUPRIA
LAW
Food and drink

While you are out and about on campus the following cafes and bars are available serving delicious food and drink:

- Sydney Jones Library – Starbucks
- Biosciences
- Madisons (Sherrington Building)

Laundry Services

Each residence has its own laundry for the use of residents. Students should not encourage anyone who is not a resident to use the laundry and should report use by outsiders to a member of staff.

Council Tax

If you move into a University self-contained residence, you will need to obtain a Student Exemption Certificate from the Student Administration Centre. You will need to send a copy of this (always keep the original) to Liverpool City Council so you receive a Council Tax bill. Overseas students with partners who have ‘no recourse to public funds’ printed in their passport should also send a copy of this page to Liverpool City Council.

If you experience any problems with Council Tax please call into the Accommodation Office, 1st Floor, Student Services Centre, 150 Mount Pleasant.
**Health and Safety**

**STUDENT HEALTH**

Student health is an important issue for the residences as, in any one year, a small number of students will fall ill and require medical treatment from a General Practitioner. Students are strongly recommended to register with a General Practice. Further information can be found at: www.liverpool.ac.uk/study/support/health

The University has the right to terminate your Student Tenancy Agreement if, in its reasonable opinion, your health constitutes a threat or danger to other residents.

University staff are available 24 hours a day if students experience medical problems while living in residences and need assistance. The Hall Managers are available during office hours and there will be a Duty Residential Adviser on duty each night. In the case of an emergency and if an ambulance is required contact Security Control on emergency number 2222.

**REPORTING SAFETY DEFECTS**

Any defects in your accommodation which might affect the health and safety of residents and staff should be reported. During normal working hours, these must be reported to the Customer Service Assistants at the reception in Vine Court. The contact details can be found on the ‘Who’s who’ page of this handbook. Outside normal working hours you should contact the Duty Residential Adviser. If you are unable to contact the Duty Residential Adviser, you should telephone University Security on T: 0151 794 3252 (internal 43252).

**VEHICLES**

Bicycles, motorbikes and mopeds, or parts of them, may not be brought into the residences for safety reasons. Please see the section on the facilities for car parking and cycle storage.

**PORTABLE HEATERS**

Use of portable heaters in the residences is a breach of the Student Tenancy Agreement. For information on heating please refer to the individual hall information. Any heaters found within the residences will be removed and retained until the owner leaves.

**FRIDGES/FREEZERS IN STUDY BEDROOMS**

The Student Tenancy Agreement does not allow students to bring fridges/freezers into the study bedrooms or other parts of the residences. The only exception to this rule is where a student may need to refrigerate medication and does not feel comfortable leaving it in a communal fridge. Written permission should be sought from the Hall Manager prior to arrival. Small drink coolers/chillers are permitted providing they do not exceed a capacity of 20 litres.

**ACCESS TO ROOMS**

The University reserves the right to enter student rooms and the accommodation generally for the purposes of inspection, providing cleaning services, carrying out repairs and maintenance or for any other reasonable purpose. We will always knock before entering student bedrooms.

All study bedrooms are inspected during the first academic term for the purpose of carrying out a safety check. Safety checks will then take place periodically within the residences concentrating on the public and communal areas.

**SAFE ENVIRONMENT**

The residences are committed to maintaining a safe environment for students to live and University employees to work. Residents must ensure that their study bedrooms are free from clutter and that the floor area in particular is free from trailing cables. Communal areas are the responsibility of all residents. If any safety issues arise they should be reported in the first instance to the Hall Manager or the Duty Residential Adviser.

**DRINKING WATER**

All cold water supplies within the University are supplied to drinking water standards but the cold water supply in your bedroom has been stored before use.

On occasions this means that the water may be warm and or taste stale. This does not mean it is not safe to drink. All mains-fed cold water taps within the University are labelled as drinking water.

**FIRE SAFETY**

If fire breaks out:
- Raise alarm/call for help at once
- Operate nearest fire alarm by breaking glass fire point
- Call Fire Service via University Security ext 2222
- Give clear and exact location/address
- Close all windows and doors and switch off all electric and gas appliances if it is safe to do so
- Evacuate the building and go to the assembly point as indicated on the fire notices.

If you hear the fire alarm:
- Leave the building quickly and calmly via the nearest exit. If this is not possible use an alternative exit
- Do not stop to collect personal belongings
- Report to your assembly area
- Do not re-enter the building until told to do so by the Fire Officer.

**FIRE DRILLS**

The residences are obliged to carry out fire drills during the academic year which will mean that you may experience two or three drills in any one year, and possibly more. Fire drills are usually carried out before lectures start in the morning, but they can take place at any time.

On hearing any alarm residents must follow the evacuation procedure. Please note the provisions in the Student Tenancy Agreement and the disciplinary regulations relating to fire safety. You may be in breach of the Student Tenancy Agreement or the Code of Practice if you fail to act appropriately.

The drills are supervised by the Hall Manager, who is assisted by the Deputy Halls Managers and Customer Service Assistants together with the Duty Residential Adviser.

**FIRE FIGHTING AND SAFETY EQUIPMENT**

Tampering with fire fighting equipment and fire alarms will not be tolerated under any circumstances. The risk to others is too great. The University will impose the strongest possible sanctions against those committing an offence and your Student Tenancy Agreement may be terminated.

**FIRE SAFETY BASICS**

You must not:
- Use candles, joss sticks, oil lamps, oil burners or incense
- Leave electric rings turned on and unattended
- Use chip pans, woks or any other method of deep fat frying
- Fix any form of lightshade/canopy to the ceiling or use decorative fairy lights
- Obstruct fire exits or staircases with boxes, bikes, etc
- Wedge doors open under any circumstances.

**SMOKING POLICY**

It is illegal to smoke inside any building. Smoking is strictly prohibited within all University halls of residence. Smoking is permitted in the grounds of the Halls but staff and students are asked not to smoke near entrances into buildings and should stand a reasonable distance away (about five metres) from the entrance to allow non-smokers to enter buildings without having to walk through smoke.
ELECTRICITY – SUPPLY, INSTALLATION AND APPLIANCES
The residences take electrical safety very seriously. All wiring and fixed appliances are tested every five years. All portable appliances are tested every two years as a minimum.

You must not interfere with any electrical installation, equipment or fitting within the accommodation.

Placing the health and safety of others at risk is in breach of the University’s Ordinance 17, in breach of the Student Tenancy Agreement and in breach of the disciplinary rules. The ‘information’ section of this handbook gives details of whom to contact if an electrical appliance is faulty.

PERSONAL APPLIANCES
You may bring some electrical equipment into the residences but you must ensure the equipment is used in an appropriate area, e.g. cooking equipment (kettles, toasters, sandwich makers) must only be used in a kitchen. The appliance must be working correctly so that it does not present a hazard or risk. All appliances must be fitted with a correctly wired and fused plug. Take care to ensure that no electrical leads from lamps, televisions, radios, etc get trapped under your bed or other furniture.

EQUIPMENT FROM OVERSEAS
Equipment from another country may not be safe for immediate use without being specially adapted. Please refer enquiries about electrical appliances to the Hall Manager.

If the Hall Manager considers it necessary for you to have your appliance adapted by a qualified electrician, it will be your responsibility to arrange and pay for that before using the appliance. You should ask the electrician who carries out the work for proof that the appliance is suitable for use in the residences. You must show this proof to the Hall Manager before you can use the equipment.

FAULTY EQUIPMENT
Any electrical appliances which residences staff have reasonable cause to believe may be faulty or constitute a hazard or risk may be removed from the accommodation and retained until you leave. Alternatively, you may be asked to arrange for the electrical item to be professionally tested and given a Portable Appliance Testing certificate to confirm it is safe to use. Use of faulty electrical appliances is a breach of your Student Tenancy Agreement. It could also lead to disciplinary action. All students are under an obligation to take reasonable care for the health and safety of themselves and others.

ADAPTERS
The use of electrical adapters is permitted, but they should be the type with a number of sockets linked in a line on a board, not the old block, plug-in type.

POWER FAILURES
In the event of a power failure you are advised to unplug electrical items. When power is restored, there is the possibility of a power surge which can damage sensitive items such as computers. As a general precaution, if you have a computer and it is not in use you are advised to unplug it from the electrical supply.

KITCHEN HYGIENE AND SAFETY
You are expected to maintain a reasonable standard of hygiene and cleanliness in the kitchens. Below are some guidelines to ensure these standards are maintained:

- Work surfaces – should be kept clear of clutter so the cleaning staff can complete their duties
- Dishes – should be washed and put away after use. The cleaning staff will not wash dishes
- Fridges – cleaning of the fridge is your responsibility. Please ensure old and out of date food is disposed of and spillages are cleaned up
- Cooker – the cooker top should be cleaned after use
- Rubbish – all rubbish should be disposed of in the rubbish bin. If the bin is full, replace the bin bag
- Recycling/waste – recycling bins are provided in your kitchen. Please refer to the recycling posters which are displayed in your kitchen
- Do not overfill the bin as it makes removal by the cleaning staff difficult. Spare bin bags are provided

- Food – do not throw food down the sink as it causes blockages
- Food storage – food should be stored in suitable containers
- Cooking – do not leave cooking unattended under any circumstances
- Smoke/fumes from cooking – kitchen doors must remain closed while cooking. For ventilation open a window and use the extractor fan
- Fire doors – keep fire doors closed. Under no circumstances should doors be wedged open
- Broken glass, cutlery and crockery – do not put broken glass in the kitchen waste bins. This puts the cleaning staff at risk from puncture wounds. Please place broken glass in the glass boxes provided
- Fire alarm – if you hear the fire alarm, switch off the cooker and immediately vacate the building. Do not re-enter the building until advised it is safe to return by an authorised person
- If the cleaning staff consider that a reasonable standard of hygiene is not being maintained, or that safety is being put at risk, they will inform the Hall Manager.

Dishes and cooking equipment are cleaned up after use. The cleaning staff will inform the Hall Manager.

If the cleaning staff consider that a reasonable standard of hygiene is not being maintained, or that safety is being put at risk, they will inform the Hall Manager.

Food should be stored in suitable containers.

Cooking should not be left unattended under any circumstances.

Smoke/fumes from cooking should be kept at a minimum. For ventilation, open a window and use the extractor fan.

Fire doors must remain closed while cooking. Under no circumstances should doors be wedged open.

Broken glass, cutlery and crockery should not be put in the kitchen waste bins. This puts the cleaning staff at risk from puncture wounds. Please place broken glass in the glass boxes provided.

Fire alarms must be kept in working order. If you hear the fire alarm, switch off the cooker and immediately vacate the building. Do not re-enter the building until advised it is safe to return by an authorised person.

If the cleaning staff consider that a reasonable standard of hygiene is not being maintained, or that safety is being put at risk, they will inform the Hall Manager.
Security

GENERAL ADVICE
Residences can sometimes attract undesirable visitors. Please take care, both of yourself, and your belongings.

The outside doors of all buildings should be kept locked. Do not leave them propped open. We have learned from experience that this is a clear invitation to thieves. Remember:

- Always lock your study bedroom door and window whenever you leave your room, even for very short periods of time.
- If your bedroom is on the ground floor, you are advised to close the curtains if you are away from your room for any length of time.
- Do not leave money or valuables where they may be seen by a would-be thief.
- Always keep your cheque book and cheque card separately, each in a safe place.
- Do not allow strangers to enter the residence, your flat or room, whatever reason they may give, unless they can provide you with suitable identification. All University staff are issued with personal identity cards.
- Always be on the alert for intruders and if any incident or any person causes you to be suspicious, report it without delay to a member of staff or call Security on 43252.
- If you have a bicycle make sure that it is secured with a strong chain in a designated area.
- If any of your personal possessions are stolen you should report the incident immediately to the Hall Manager or Customer Service Assistant and to University Security. You may also wish to report the matter to the Police, particularly if you are likely to be making an insurance claim.

- Residents must not under any circumstances pass residence keys to any other person, without exception. Lost keys will be charged for at the rate of £10 per key. A refund will be arranged if the original keys are returned within seven days. Lost electronic key fobs will be charged for at the rate of £10.
- Ensure that money or valuables are sent to you by registered post.
- Do not mark your keys for your residence or room with anything that identifies them. If you do, and they are lost, anyone finding them has immediate access to the residence and your room.

- Residents must not under any circumstances pass residence keys to any other person, without exception. Lost keys will be charged for at the rate of £10 per key. A refund will be arranged if the original keys are returned within seven days. Lost electronic key fobs will be charged for at the rate of £10.
- Ensure that money or valuables are sent to you by registered post.
- Do not mark your keys for your residence or room with anything that identifies them. If you do, and they are lost, anyone finding them has immediate access to the residence and your room.

BLOCK INSURANCE
The University has negotiated with Endsleigh Insurance for personal possessions and accidental damage cover under a Block Halls Insurance Policy. All students in University residences are automatically included in the scheme at no extra cost. Additional cover is available from Endsleigh Insurance for accidental damage to expensive items such as computers and bicycles.

If you need to make a claim on the insurance, or wish to make a general enquiry as to what is covered under the policy further information can be found at: www.endsleigh.co.uk. A copy of the certificate is available at: www.liverpool.ac.uk/accommodation

FIREARMS AND EXPLOSIVES
Firearms and other weapons including air guns and air pistols may not be brought into any part of the residences, even if you have a licence for them. Fireworks are also forbidden.

Repairs and maintenance

During your stay in residences a fault may occur with your accommodation. If something goes wrong during normal working hours, please contact the Customer Service Assistants at the reception in Vine Court. The contact details can be found on the “Who’s who” page in this handbook. Outside normal working hours, if the fault/defect cannot wait until the following working day, then you should contact your Duty Residential Adviser. If you are unable to contact the Duty Residential Adviser, you should telephone University Security on T: 0151 794 3252 (internal 43252).

DAMAGE
You will be held responsible for any damage in your room. If there is damage to common areas and the University is unable to identify the perpetrator(s), the cost of cleaning or repair may be shared among the residents of the appropriate area of the residence.

Repairs will be charged at the full cost of professional repair (where it is economic to repair) or replacement. In appropriate circumstances a fine may be imposed, the level of which will be decided on the circumstances of each incident.

REPORTING REPAIRS
All repair requests should be reported via the Customer Service Assistants at the Reception in Vine Court. In case of an emergency, please contact the Halls Manager or the Duty Halls Manager. If these are not available, please contact the Duty Residential Adviser. If they are unavailable, you should contact University Security on T: 0151 794 3252 (internal 43252).

Our aim is to support the University’s mission through the provision of a flexible, responsive and cost-effective repairs and maintenance service, designed to help protect the environment, the health, safety and welfare of its members and that of the wider community.

We expect you to:

- Report to the Hall Manager or Customer Service Assistant, as outlined in this handbook, any damage or want of repair at the residence or any failure of the services as soon as reasonably practicable and, in any event, within 24 hours of becoming aware of it.
- Cease use immediately and prevent further use of any electrical equipment suspected of being faulty.
- Show courtesy to staff at all times and acknowledge that they are trying their best to help you.
- Co-operate with contractors and operatives.
- Allow access to accommodation for the purposes of inspection and maintenance works.
- Participate in customer satisfaction monitoring.
- Contact us if things go wrong.
**Site facilities**

**MELVILLE GROVE**

**SITE ACCESS**
Access to Melville Grove is restricted to residents only. All residents are issued with an electronic fob to enter the site.

**CLEANING**
The cleaning staff will provide a cleaning service to houses three times per week, Monday to Friday. The staff will only clean the communal areas ie the kitchens, bathrooms and stairs. They do not clean bedrooms.

**CAR PARKING**
Melville Grove has its own car park for the exclusive use of residents and staff. The car park is secured by electronic gates which are operated by an electronic fob. Car parking permits are available from the Hall Manager. Students must present a valid insurance certificate for the vehicle they wish to park on site together with a valid MOT certificate and driving licence. If all these conditions are met they will be issued with a permit which is valid for one year.

- There will be a charge of £30 for the electronic gate fob
- Where a gate fob is not returned at the end of the period the £30 charge for use of the fob will be retained.

**COMPUTER FACILITIES**
Each study bedroom is provided with a high-speed data link. This facility is provided by the residences in conjunction with the University’s Computing Services Department.

**LAUNDERETTE**
Melville Grove has its own dedicated launderette for the exclusive use of residents. The launderette is situated opposite the Reception.

**CYCLE STORE**
A bicycle store is provided on site attached to the central bin store. Residents requiring access to the facility need to see the Hall Manager to obtain a key. Please note that any cycle is stored at the owner’s risk. The University does not accept any responsibility for loss, theft or damage.

**HEATING**
Melville Grove has been designed with a high standard of insulation for low energy consumption.

The panel heaters in bedrooms are programmed to switch on at certain times during the day ie 6.00-7.00am, 3.00-4.00pm, and 7.00-9.00pm. At most other times, the heaters can be switched on for one hour and then switch off again automatically. The heaters can be switched on as often as required.

During the peak demand for electricity within the University (4.00-7.00pm) the over-ride will not operate. It is expected that there will be enough residual heat in the building to maintain temperatures during this time. If you are too cold please advise the Hall Manager. Please do not attempt to alter the thermostat settings on the heater at any time as this will not defeat the control system except to make your room too hot at certain times of the day.

Residents are reminded not to cover or obstruct the storage heaters or the panel heaters in any way as this could result in a fire. Instructions for the use of the heater in your room will be available when you move in.

**WATER HEATING**
Water heating is provided either by storage or instantaneously to kitchen sinks, wash basins in each bedroom, bathrooms and showers.

Each kitchen is provided with a 3kw under sink storage heater. This will provide enough hot water for average dish washing and small laundry use. The recovery time to heat 15 litres from cold is about 20 minutes.

**DUTY RESIDENTIAL ADVISER**
T: 07973 247 764 (internal 7764).

**MULBERRY COURT**

**SITE ACCESS**
Access to Mulberry Court is restricted to residents only. All residents are issued with an electronic fob to enter the site. All visitors and guests wishing to access the site must use the intercom facility which is located at the main gates.

**CLEANING**
The cleaning staff will provide a cleaning service to houses three times per week, Monday to Friday. The staff will only clean the communal areas ie the kitchens, bathrooms and stairs. They do not clean bedrooms.

**CAR PARKING**
Although there are car parking facilities adjacent to Mulberry Court, the car park is not residences property and as such residences do not have the right to issue a University car parking pass.

**COMPUTER FACILITIES**
Each study bedroom is provided with a high-speed data link. This facility is provided by the residences in conjunction with the University’s Computing Services Department.
LAUNDERETTE
Mulberry Court has its own dedicated launderette for the exclusive use of residents and is located beneath the Reception on the ground floor.

CYCLE STORE
A cycle store is provided on site. Residents requiring access need to see the Hall Manager to obtain a key. Please note that any cycle is stored at the owner’s risk. The University does not accept any responsibility for loss, theft or damage.

HEATING AND HOT WATER
The heating and hot water at Mulberry Court is provided by a conventional gas-fired boiler plant with hot water storage. The heating times and provision of hot water is determined locally by the Hall Manager with reference to the Director of Residential Services.

The heating times are determined by the prevailing weather conditions, time of year, etc. With a central heating system it is not always possible to provide a level of service that is acceptable to all residents all of the time. In particular, residents have to accept that it is not possible during the winter months to provide heating 24 hours a day as the residence charge you pay does not cover this cost.

DUTY RESIDENTIAL ADVISER
Tel: 07973 247 981 (internal 7981)

VINE COURT
SITE ACCESS
Site access to Vine Court is restricted to residents only. All the residents are issued with an electronic card to enter the site.

CLEANING
The cleaning staff will provide a cleaning service to cluster flats from Monday to Friday. The staff will clean the communal areas; the kitchens, hallways and staircases. Bedrooms and ensuite bathrooms are not cleaned, this is the individual student’s responsibility.

CAR PARKING
There are no car parking facilities in Vine Court.

COMPUTER FACILITIES
Vine Court is completely wireless enabled. A guide for the wireless service has been produced and will be included in your Welcome Pack on arrival. More wireless information can be found at http://wireless.liv.ac.uk

LAUNDRETTE
The launderette is located opposite the Hall Reception in the East Block, ground floor.

FIRE SAFETY
Vine Court has been built to a very high standard and offers residents a high degree of protection in the event of a fire. The key aspect of the design is that it is safer for students who are not in the apartment or cluster where the fire alarm is sounding to stay put. The only time students are required to evacuate the building is when the fire alarm is sounding in their room/flat or fire zone. Students may if they wish evacuate the building but there is no requirement to do so.

In the event the fire alarm activates in your accommodation students must follow the information contained in the Fire Action Notice displayed in the accommodation. Please make sure you familiarise yourself with the information contained in the notice. In summary if a fire breaks out in your bedroom or flat or the alarm sounds you must:

● Leave the accommodation immediately ensuring doors are closed behind you
● Tell others in your cluster flat or fire zone to evacuate as you leave
● Go to the core lift lobby, pick up the dedicated red telephone and inform Reception the fire alarm is sounding. Wait here for instructions regarding further evacuation
● In the event you cannot contact Reception evacuate the building and go to the emergency assembly point outside the Sydney Jones Library.

Please note if you see or hear a fire in another part of the building it will normally be safe for you to stay in your room or flat. It is only when you become aware of smoke or fire in your immediate area or you are told to leave should you vacate the accommodation.

It is important for the fire strategy for the building that all fire doors must be kept closed. Wedging fire doors open is not acceptable and the building management will rigorously enforce this requirement. It is equally important that corridors and stairwells are kept clear at all times.

ACCESS CONTROL
Vine Court operates as a keyless building. On arrival students will be issued with an access control card. The card will open the following doors:

● Reception
● Post Room
● The main entrance door to your block of accommodation e.g. F Block
● The entrance door to your cluster flat
● Bedroom door.
My experience of living in University residences over the past four years has been very positive. The campus residences provide an excellent balance between having your own independent space in the city, and having the support of the friendly management and accommodation team. The halls have a friendly, peaceful atmosphere and are a great place to live and study.

ELLEN SIMPSON

All of the doors are fitted with a proximity reader. You should hold the card in front of the reader and hold it till you see a green light appear. The lock will remain open for approximately six seconds. Once the door closes you must allow approximately ten seconds for the lock to reset. If you put the access card back to the lock too early nothing will happen.

CYCLE STORE
Bicycle store is provided on-site. Please see on-site staff for more details.

HEATING
Each study bedroom will be heated by an air source heat pump system with individual control. This will maximise the potential for energy saving in the building heating. Communal areas will be heated by steel panel radiators controlled by a thermostatic radiator valve, served from high-efficiency low NOx gas fired condensing boilers. Solar thermal panels have been installed on south facing roof areas of each building to supplement the domestic hot water demand thus reducing the gas loads.

DUTY RESIDENTIAL ADVISER
T: 07812 238 363 (internal 8363) EAST BLOCK
T: 07812 238 364 (internal 8364) WEST BLOCK
Welfare and advisory service

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!

You are strongly advised to inform your Hall Manager if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any student with a disability living in University accommodation needs to make themselves known to the Halls Manager as a ‘Personal Fire Evacuation Plan’ has to be drawn up in conjunction with the local Departmental Safety Co-ordinator, and the University’s Safety Adviser’s Office. Once completed the student will be issued with a copy of the plan.

STUDENT COUNSELLING
The University Counselling Service helps students with personal and emotional problems. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

More information can be found at:
www.liverpool.ac.uk/counserv

SARAH RANSOM
I found that living in halls in the first year was a great experience and would really recommend it to anyone who’s a long way from home. It’s a great chance to meet new people and you have lots of fun!
Contractual information

Under the University’s Ordinances it is ordained that every student shall be subject to such rules regulating the conduct of students as may from time be made by the Senate and approved by the Council.

One of these rules is that no student shall engage in behaviour which constitutes a breach of any University Code of Practice such as to create a disciplinary offence.

POWERS AND RESPONSIBILITIES OF UNIVERSITY STAFF

Professors, lecturers, wardens, staff and other persons holding office in the University have power to check disorderly and improper conduct by students occurring on the premises of the University.

Wardens and Residential Advisers have a responsibility to attend any disturbance in their residence and to intervene in an appropriate manner.

Further information and guidance about student conduct and discipline can be found at: http://www.liverpool.ac.uk/students/student-administration-centre/policies-procedures/conduct-discipline.htm

THE STUDENT TENANCY AGREEMENT

Every student living in the University’s residences does so on the terms of the University’s standard Student Tenancy Agreement.

FIXED-TERM CONTRACT

The Student Tenancy Agreement is a fixed-term contract which means that it is binding throughout the period of residence stated in the agreement regardless of whether your course starts after the beginning of the period of residence or finishes before the end of the period of residence. You will be charged for the full period of residence, irrespective of whether you choose to be in occupation throughout.

THE DAMAGE DEPOSIT

The damage deposit is payable with the first instalment of residence charge. It is security against a student’s failure to comply with his/ her obligations under the Student Tenancy Agreement. Arrears of residence charge or compensation for damage or payment of additional cleaning charges, for example, may be deducted from the damage deposit of the student responsible. In practice the University will invoice the student for any payments for damage when it arises.

All residents are issued with a Room Inventory, which should be duly completed and returned to the Halls Manager’s Office within 48 hours of moving in. The inventory gives students the opportunity to indicate if any of the fixtures and fittings are damaged in any way. Any defect or damage should be noted against the appropriate item in order to ensure the student is not held responsible for the damage/defect within the room when he/she leaves. In any doubt about completing the inventory, students should call in and see the Halls Manager.

If after proper investigation the University is unable to identify the perpetrator(s) of mess or damage it may share the cost of cleaning or repair among the residents by making a deduction from the damage deposit of each. Alternatively, students may be invoiced locally and the damage deposit kept intact.

The University will check all accommodation when it is vacated to make sure it has been left in a clean and tidy state, with all fixtures and fittings in place, and undamaged (except for normal wear and tear). The University will return the damage deposit, after making any proper deductions, as soon as possible after the Student Tenancy Agreement has been terminated (usually four-six weeks). Where deductions have been made the University will give the student a schedule itemising those deductions. No interest is payable on the damage deposit.

GENERAL CONDITION AND CLEANING OF THE ACCOMMODATION AND RESIDENCES

Each student is required to keep his/her accommodation in a clean and tidy condition at all times. The accommodation must be left in the same condition at the end of residence as when it was first occupied (making allowances for normal wear and tear).

The University is responsible for the cleaning of all communal areas, but where a number of people share facilities, for example, kitchens and bathrooms, each resident is responsible for cleaning up after themselves and leaving the facility in a clean and tidy condition ready for use by the next person. This means wiping round baths, showers and hand basins, washing dirty pots and wiping down work surfaces, and disposing properly and safely of unused food.

It is a condition of the Student Tenancy Agreement that the resident keeps the accommodation and the common parts in a clean and tidy condition, and the University is entitled to charge for the cost of cleaning, repair or replacement arising from a breach of the student’s obligations in the Student Tenancy Agreement. In addition, failure to take reasonable care for the health and safety of others is a breach of the University Ordinance 17 and may lead to disciplinary action being taken.

RIGHTS OF ACCESS

The University acknowledges that each flat and study bedroom is someone’s home and will not intrude unnecessarily on residents’ privacy. Students must however allow the University at reasonable times and after giving reasonable notice to enter the accommodation for the purpose of viewing, inspection, maintenance or repair. No notice will be given in an emergency or where the need for repair (or any other matter affecting the suitability of the accommodation for habitation) was reported by the student. In other cases the University will aim (but not be bound) to give seven days prior notice for planned maintenance work and 24 hours prior notice for other purposes.

UNIVERSITY REGULATIONS AND THE GENERAL LAW

The University is a large and complex organisation and has a number of regulations, policies and codes of practice for the proper management of its various spheres of activity. The Student Tenancy Agreement and this handbook set out the rules and regulations which are most important and relevant to the residences.

While the University has its own rules, it and its students are still subject to the civil and criminal laws of England and Wales.

Each student in residence is responsible for ensuring that his/her visitors (whether or not they are students) comply with University rules and the general law of the land.

PAYMENT OF COMPENSATION AND COSTS

Where any student fails to comply with his/her obligations in the Student Tenancy Agreement and the University or its agents suffer loss as a result, the University is entitled to recover that loss from the student. This may be by way of a deduction from the damage deposit, or by invoicing the student. The University may take court proceedings to recover these losses, and may make an application to the court for the student to pay its costs as well as compensation.

TELEVISION LICENCES

If you bring a television for use in your room you must by law have a current television licence for it. You are not covered by your parents’ licence, or by the hall licence. The only exception to this is if the television only runs off its own internal batteries, and is portable.

The halls are visited by the television licencing authorities. You could be subject to a heavy fine if you are discovered to own a television set without a licence.
FIRE AND ELECTRICAL SAFETY
The fire alarm and evacuation procedures are set out in the ‘Health and safety’ section of this handbook on page 07.

Any electrical appliances which residences staff have reasonable cause to believe may be faulty or constitute a hazard or risk may be removed from the accommodation and retained until the student vacates (or arranges professional repair).

ALTERATIONS TO THE ACCOMMODATION
If the accommodation is in need of repair, the problem should be reported to the Halls Manager. Students must not under any circumstances attempt to repair the accommodation or any fittings or equipment in it.

Students should not decorate or alter in any way any part of the residence or attach anything to the walls or ceilings which would damage the decorative finish. The floor coverings must not be lifted.

USE
The residences are for residential use and private study use only and must not be used for the purpose of any trade or business, political activity or other meetings, except for social gatherings of reasonable numbers of people.

SHARING, SUB-LETTING AND SWAPPING
Each room and/or flat is allocated to a student or group of students.

Only the person named in the Student Tenancy Agreement may occupy the room. Students are not allowed to share it with anyone or allow anyone to stay there in their absence. If a student wants to swap his/her room with another student, he/she must first obtain written consent from the Accommodation Office.

The continued presence of overnight guests is in breach of the Student Tenancy Agreement and can cause difficulties within the accommodation as this places increased pressure on the communal facilities. Over a prolonged period of time it is very likely to create problems and as such is also grounds for disciplinary action.

Sharing accommodation is a breach of the Student Tenancy Agreement and may lead to it being terminated. The University reserves the right to bill students at the rate applicable to the room for additional occupancy.

Students must not leave children unsupervised within the accommodation or the grounds of the residence.

NUISANCE
The Student Tenancy Agreement gives examples of behaviour which is a nuisance and grounds for disciplinary action.

Causing excessive noise is a nuisance to others and therefore a breach of your Student Tenancy Agreement. The University will take steps to remove from residences students who persistently cause a disturbance and those students may also be liable to disciplinary action.

Excessive noise is unacceptable at any time of day, but students should be especially considerate to other residents between the hours of 11.00pm and 7.30am when many people want to sleep.

Students should wear headphones if they wish to play music loudly.

Offensive behaviour to other people is not acceptable. Being drunk is no excuse. You may be liable to disciplinary action if you are part of a group behaving in a way that infringes disciplinary regulations.

The University’s Ordinance 18 (d)(ii) gives all officers of the University the power to check disorderly and improper conduct by students occurring on premises of the University.

Smoking in areas where it is not permitted is a nuisance.

Leaving shared areas dirty or untidy is a nuisance.

The Department of Residential, Sport and Commercial Services is committed to continually reviewing its processes to achieve best practice. In conjunction with the University the Department has developed a range of policies and procedures which include:

- Guidance for students seeking to leave University accommodation
- Energy Policy
- Policy on the Environment and Sustainable Development
- Residential Services Travel Plan
- Snow and Ice Clearing Policy
- Smoking Policy
- Good Neighbour Policy
- Health and Safety Policy Statement
- Repairs and Maintenance Service
- Level Statement
- Complaints Procedure.

Downloads are available at: www.liverpool.ac.uk/accommodation

“
It’s great to be living in such close proximity to all your friends, and within walking distance of the shops.”

James Hare