Welcome to the Carnatic Halls of Residence

We hope that you will soon feel at home. The halls staff all work together to ensure that you get the most out of your time here, so please let us know if you have any problems or questions.

Each hall has a Warden and each student is assigned a Residential Adviser who will usually live in or very close to your hall. The Residential Advisers will be happy to help you with any issues you may have while you are here and support the Wardens in maintaining a smooth-running and peaceful environment in which to study, relax and sleep. There is a Duty Residential Adviser on call in every hall at night, to attend to problems and emergencies.

The success of the halls community depends on neighbourly consideration and mutual respect and co-operation. We hope we can rely on you to make this community a success. This handbook should be read in conjunction with the Student Tenancy Agreement, your legal contract with the University. You may need to refer to either or both of these documents as the year goes on.

We are looking forward to the year ahead and hope that you have a happy and successful time with us.

IAIN YOUNG WARDEN
MCNAIR HALL AND DALE HALL
SUPRIYA GARIKIPATI WARDEN
SALISBURY HALL AND RANKIN HALL
MATT MURPHY WARDEN
LADY MOUNTFORD HOUSE AND MORTON HOUSE
Who's who

The Wardens are responsible for the welfare of all students in their halls and may be consulted on any matters concerning life at the University. Appointments may be made through Carnatic Reception.

MCNAIR HALL AND DALE HALL

McNair Hall
Elmwood Road
Liverpool
L18 8DG

Dale Hall
Elmwood Road
Liverpool
L18 8DQ

Warden
Iain Young
T: 0151 794 6242 (internal 46242)
E: isyoung@liverpool.ac.uk

Lady Mountford House
Carnatic Road
Liverpool
L18 8DP

Warden
Matt Murphy
T: 0151 794 6390 (internal 46390)
E: murphym@liverpool.ac.uk

Carnatic Halls Reception
T: 0151 794 6221/6260
E: hallsm@liverpool.ac.uk

MCNAIR HALL AND DALE HALL

Salisbury Hall
Elmwood Road
Liverpool
L18 8DF

Rankin Hall
Elmwood Road
Liverpool
L18 8DN

Warden
Supriya Garikipati
T: 0151 794 6502 (internal 46502)
E: s.garikipati@liverpool.ac.uk

MORTON HOUSE AND LADY MOUNTFORD HOUSE

Morton House
North M ossley Hill Road
Liverpool
L18 8DW

Warden
Ellen Ellis
T: 0151 794 6407 (internal 46407)
E: ellen.knowles@liverpool.ac.uk

Halls Manager
Jeanette Watts
T: 0151 794 6243 (internal 46243)
E: carnatichousekeeping@liverpool.ac.uk

Deputy Hall Manager
Lee Puzzar
T: 0151 794 6223 (internal 46223)
E: carnatichousekeeping@liverpool.ac.uk

ACCOMMODATION OFFICE

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 enquiries.

T: 0151 794 8714 (internal 48714)
E: l.raw@liverpool.ac.uk

Accommodation Office Enquiries
T: 0151 795 0391
E: accommodation@liverpool.ac.uk

COMMERCIAL SERVICES

Director of Commercial Services
T: 0151 794 6403 (internal 46403)

CARNATIC CATERING SERVICES

General Manager
Sarah Cook
T: 0151 794 4497 (internal 44497)
E: s.cook@liverpool.ac.uk

Catering Manager
Janine McDermott
T: 0151 794 6202 (internal 46202)
E: janine.mcdermott@liverpool.ac.uk

Bar Manager
Tracy Smith
T: 0151 794 6207 (internal 46207)
E: tracy.smith@liverpool.ac.uk

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 the Residential Advisers will rely on your help and consideration to maintain an environment in which residents can study, sleep, relax and enjoy themselves. Residential Advisers provide an on-call emergency service 8pm-7.30am Monday-Friday and 6pm-9am Saturday-Sunday. The number is on the back of your Hall card.
Living in halls

UNREASONABLE NOISE
Everyone in halls needs to be able to study and get an adequate amount of sleep during normal hours. If you are thoughtless and noisy, you may prevent others from doing this. Please keep music and general noise to a reasonable level. Keep your music within your own room by keeping your windows shut and wearing headphones if possible. There must be no noise at all between 11pm and 7.30am. Remember that lack of consideration for others in the halls is regarded as a serious offence, and will be dealt with as such.

HALL ID CARDS
Hall ID cards are issued to all residents for security purposes and to obtain meals and other services within the halls.

If you lose or misplace your ID card the following procedures should be followed:

LOST/MISLAIRED HALL ID CARDS
If a Hall ID card is lost or mislaid a temporary ID slip will be issued by the Catering staff. This slip will be signed and dated and will last for five days. Before the expiry of the five days the student will be expected to order a new card. A new card can be ordered through the University online shop. There is a replacement fee of £10.

Food and drink

CARNATIC HOUSE (COUNTER SERVICE)
Breakfast
Monday-Friday
7.30am-9.15am cooked
Evening meal
Monday-Friday
4.30pm-7.15pm
Saturday and Sunday
11am-6pm
11-12 noon cold continental breakfast
12 noon-6pm hot food including breakfast items

Meal times will vary over Bank Holidays.
Supper packs are available.
The Hall ID Card is not transferable for the purpose of obtaining meals or services.

DIETARY REQUIREMENTS OR FOOD INTOLERANCE
You must take responsibility for your own diet.
If you have a dietary requirement or a food intolerance please take written details of your name, hall and what you can and cannot eat to the Catering Manager of your hall of residence as soon as possible. This cannot include individuals’ dislike of foods, only health or religious requirements.
The policy of our departmental kitchens is to consider that all products may contain traces of nuts, as ingredients used may have been produced by suppliers where nut traces can be found.

Because we are catering for approximately 2,100 students twice a day, we regret that, due to the possibility of accidental cross-contamination, we are unable to cater for potentially serious allergies.

GUEST MEAL TICKETS
You may buy meal tickets for guests from Catering Services at a cost of £2.50 for breakfast and £5 for other meals.

STUDENT MEAL TICKETS
Students not covered by the catered halls contract may buy meal tickets at a cost of £2.50 for breakfast and £5 for other meals. Students from any hall who wish to take a meal at another catering unit will need to get a catering transfer ticket from the Catering Manager’s Office in Carnatic House, or the Catering Manager(s) at Roscoe and Gladstone Hall.

MEAL VOUCHERS AND SUPPER PACKS
If you cannot get back to halls in time for the evening meal, you may order a supper pack. At Carnatic you should contact the Dining Room Supervisor in Carnatic House at breakfast on the day you require the pack, before 10am and they will arrange it. You will need to hand your student card in. Your pack can then be collected between 7.30pm and 10.30pm.
Supper packs are only available Monday to Friday. Supper packs at weekends will only be provided for official University field trips. Proof of the field trip must be provided in writing by your Head of Department. 48 hours’ notice is required.

PROBLEMS AT MEAL TIMES
If you experience any problems during the course of your meal, report it straight away to the Catering Manager or one of the Catering Supervisors who will try to rectify the problem right away. Alternatively, please complete one of the comments cards which are provided in the dining room.
If you remove crockery, glassware, cutlery, etc from the dining room a deduction will be made from your damage deposit. You may borrow items from the Catering Department in exchange for your Hall ID card and a refundable deposit. If you wish to do this, contact the Catering Manager.

Safe/ Reliable.
VENDING MACHINES
The department provides chilled drinks, tea and coffee, chocolate and snack vending throughout the halls of residence.

BARS
These are located on the ground floor of Carnatic House and the first floor in Derby and Rathbone.

Bars are open each evening from Monday to Sunday, 6-11pm, except where special arrangements have been made.

The Bar Managers organise quiz nights, open mike evenings, DJ sessions and karaoke nights. Live sporting events are shown on large screen TVs. Hall Student Committee (HSC) social committees may also organise events after consultation with the Bar Manager.

The two halls bars have their own dedicated websites with up-to-date details of events:
www.CarniBar.com
www.DerbiBar.com

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My experience of living in University residences over the past four years has been very positive. The 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

SHOPS
The Guild of Students runs a shop at McNair Hall where you can buy milk, groceries, snacks and newspapers. There are no shops on the Greenbank site, although there are vending machines.

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

- Sydney Jones Library Starbucks Café
  Feed your mind with hot wraps, pies, drinks and cakes open 8.30am-8pm.
- Biosciences
  Hot pasta, jacket potatoes and ‘food to go’.
- Victoria Gallery & Museum
- Vine Court
- Madisons
- Management School

CLEANING
At the start of your occupancy we will provide you with a clean, well-maintained room. We will endeavour to provide a cleaning service to communal areas Monday to Friday to maintain a satisfactory standard for all residents.

You will be expected to maintain a satisfactory standard of cleanliness in your study bedroom and in the communal areas. Kitchen surfaces, appliances and sanitary fittings should be cleaned after use and left in a satisfactory condition for the next person to use.

If you have any problems with the cleaning service, please contact the Hall Manager.

MAIL DELIVERIES
The Royal Mail makes deliveries to the Halls Reception Monday to Saturday. The post is then sorted and delivered to the post boxes in each hall. Parcels and registered mail will be accepted and signed for by the Carnatic Reception and retained in the Reception until a signature is obtained from the student. Identification will be required before registered mail is released.

VEHICLES
Bicycles
We are keen to encourage residents to cycle to and from the University and to use the local cycle routes around Merseyside, Lancashire and Cheshire. Bicycle parking is free on the Carnatic site. For your safety and security, bicycles must be stored in the designated areas. You can obtain a key to these areas from the Carnatic Reception. The key must, however, be returned at the end of the year or we will charge £10 for its replacement. There is also plenty of secure cycle parking on campus. Although there is no charge for the use of these facilities, you will need to apply for a proximity access card to operate the locks. More information about this is available on: www.liv.ac.uk/facilitiesmanagement/travel_plan/cycling/cycle_storage_compounds

Motorbike
If you have a motorbike, please check with the Reception about the appropriate place to keep it.

Cars
A charge of £10 per term will be made (£30 per year) for parking in designated areas of the halls. Cars must be parked in authorised parking areas. There are barriers at the entrance to some car parks for which you can obtain a key. If a key to a barrier is not returned at the end of the Student Tenancy Agreement a charge of £10 will be made. If access to car parking is via an electronic gate, students will be charged £30 for use of the gate fob. Failure to hand in the gate fob at the end of the Student Tenancy Agreement will result in retention of the £30.

Some areas are reserved for hall staff. Cars parked in unauthorised spaces may be clamped and a fee of £20 charged for release.

All charges relating to car parking and bicycle parking will be charged through the student fee account.

For information on car parking spaces at the individual halls contact Carnatic Reception.
**Health and safety**

**STUDENT HEALTH**
Students are strongly recommended to register with a local GP. You may register with the Student Health Service practice which offers a comprehensive general practice service. University staff are available 24 hours a day if you experience medical problems while living in halls and need assistance. The Hall Managers are available during office hours and there will be a Residential Adviser on duty each night. In the case of an emergency and if an ambulance is required contact Security Control on 2222.

Futher details are available at:  
[www.liverpool.ac.uk/accommodation](http://www.liverpool.ac.uk/accommodation)  
in the download section.

**FIRST AID**
There is a first aid box in the Reception in each Hall. The Residential Adviser also carries a first aid kit.

**SAFE ENVIRONMENT**
We are committed to maintaining a safe environment for students to live and University staff to work. You must ensure that your study bedroom is free from clutter and that the floor area in particular is free from trailing cables. Communal areas are the responsibility of all residents. Please report any safety issues to the Carnatic Reception or the Duty Residential Adviser.

**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 please contact the Carnatic Reception. 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).

**DRINKING WATER**
All cold water supplies within the University are supplied to drinking water standards but the cold water supply in your study 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.

**SAFETY INSPECTIONS**
All study bedrooms are inspected during the first academic term for the purposes of carrying out a safety check. For obvious reasons, students will not receive advance notification of the inspection. Safety checks will then take place periodically concentrating on the public and communal areas.

**BALL GAMES**
Although ball games are permitted within designated parts of the grounds, care must be taken not to damage property or cause injury. Play away from buildings. Games like cricket may only be played with a soft ball.

**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 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.

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**Bicycles, motorbikes and mopeds, or parts of them must not be brought into the halls. If found they will be removed without notice.**

**LAUNDERETTES**
On the Carnatic site, washing machines and tumble dryers are situated in Salisbury and Dale Hall and in the building which houses the Student Health Advice Centre (SHAC). It costs £2.20 per wash and £1 per dry.

**CASH POINT**
There is a cash point at the side of McNair Hall.

**COMPUTER FACILITIES**
All student study bedrooms have a permanent 24-hour data connection providing you with high-speed access to the internet and selected University computing facilities. This is included in your Hall fee. If you do not have your own computer, you can make use of the computer rooms in Salisbury Hall, McNair Hall, Roscoe and Gladstone Hall and Derby and Rathbone Hall. Wi-Fi is available in the Junior Common Rooms.

**GUEST ACCOMMODATION**
There is limited overnight accommodation at the halls. To book this accommodation contact the Hall Manager. The cost of guest bed and breakfast accommodation for 2012/13 is £28.50 for external visitors, and £12.50 for visiting students. 48 hours’ notice is required. Residents will be held responsible for the conduct of visitors and guests.

**HOTEL/BED AND BREAKFAST ACCOMMODATION**
There are a number of hotels and smaller bed and breakfast establishments located within the immediate area surrounding the halls. For details please contact:

Mersey Tourism  
T: 0151 233 2008  
E: askme@visitliverpool.com  
[www.visitliverpool.com](http://www.visitliverpool.com)

For details please contact:

Mersey Tourism  
T: 0151 233 2008  
E: askme@visitliverpool.com  
[www.visitliverpool.com](http://www.visitliverpool.com)

For further details are available at:

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FIRE DRILLS
The halls are obliged to carry out fire drills during the academic year. Fire drills may be carried out before lectures start in the morning, but they can take place at any time.

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

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:
- Smoke anywhere within the Halls
- Use candles, joss stick, 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
In line with the University Code of Practice, smoking is not permitted in Halls.

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 halls 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 provided by the University.

PERSONAL APPLIANCES
You may bring some electrical equipment into the halls but you must ensure the equipment is used in an appropriate area, eg 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.

FRIDGES/FREEZERS IN STUDY BEDROOMS
The Student Tenancy Agreement does not normally allow fridges/freezers to be kept in study bedrooms or other parts of the halls. Exceptions can only be made for students who need to keep their medication refrigerated. Written permission should be sought from the Warden prior to arrival. Small drink coolers/chillers are permitted providing they do not exceed a capacity of 20 litres.

EQUIPMENT FROM OVERSEAS
Equipment from another country may not be safe for immediate use without being electrically tested. Please refer enquiries about electrical appliances to the Hall Manager. If the Manager considers it necessary for you to have your appliance tested 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 hall. You must show this proof to the Hall Manager before you can use the equipment.

FAULTY EQUIPMENT
Any electrical appliances which halls 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 the terms of your Student Tenancy Agreement. It could also lead to disciplinary action, because the University’s Ordinance 17 places all students under an obligation to take reasonable care for the health and safety of themselves and others.

ADAPTORS
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. The use of power surge protectors is recommended.

FIRES AND HEATERS
The use of portable electric, oil or gas fires is not allowed under any circumstances. Any found within the halls will be removed and retained until the end of the Student Tenancy Agreement.

KITCHEN HYGIENE AND SAFETY
A cleaning service is provided to kitchen areas Monday to Friday. However, 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. Do not overfill the bin as it makes removal by the cleaning staff difficult. Spare bin bags are provided
- Recycling/waste – recycling bins are provided in your kitchen. Please refer to the recycling posters in your kitchens
- 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 evacuate 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.

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SECURITY

General advice

Halls of Residence 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 bitter experience that this is a clear invitation to thieves.

Remember:
- Be security conscious, particularly during the first few weeks of term, as you familiarise yourself with your new surroundings
- Always lock your study bedroom door and window whenever you leave your room, even if only for a few minutes
- If your study bedroom is on the ground floor, close the curtains whenever 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 Hall or your room, whatever reason they may give, unless they can provide you with suitable identification. All University staff are issued with personal identity cards. Investigate politely, and if you are suspicious, report it to Carnatic Reception or another member of staff
- Always be on the alert for intruders and, if any incident or person causes you to be suspicious, report it to a member of staff or University Security on ext 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, report the incident immediately to the Residential Adviser, Carnatic Reception and to University Security. You may also need to report the matter to the Police, and must do so if you are likely to be making an insurance claim
- Do not, under any circumstances, pass halls keys to any other person
- Make sure that you have read the University’s leaflet, ‘Security in the Halls of Residence’. Stick to the main roads after dark and do not wander in the parks. If you go out alone at night make sure someone knows where you are going and when you expect to be back. It is a good idea to carry a personal alarm
- Ensure that money or valuables are sent to you by registered post
- Leave your car securely locked, preferably with an additional anti-theft device, and do not leave possessions in the car
- Do not mark your keys for your hall or room with anything that identifies them. If you do, and they are lost, anyone finding them has immediate access to the Hall and your room
- If you lose your keys, report the loss immediately.

BLOCK INSURANCE

The University has negotiated with Endsleigh Insurance personal possessions under a Block Halls Insurance Policy. All students in halls 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 about cover under the policy, please view information at: www.endsleigh.co.uk

A copy of the Certificate of Insurance is available at: www.liverpool.ac.uk/accommodation Please see the ‘downloads’ section.

FIREARMS AND EXPLOSIVES

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

ILLEGAL SUBSTANCES

Illegal substances (including cannabis) are not allowed in residences. The possession and/or supply of certain drugs (Class A, B, and C) is a criminal offence and the University strictly upholds its legal obligations to prevent such activities taking place on its premises.

Hall Wardens and Managers will exercise their jurisdiction to confiscate any illegal or suspicious substances.

Drug possession or bad behaviour caused by taking drugs or the involvement in a criminal activity constitutes a University disciplinary offence and grounds for terminating a Student Tenancy Agreement. For further information please go to ‘downloads’ at: www.liverpool.ac.uk/accommodation

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!

SARAH RANSOME
MORTON HOUSE
Repairs and maintenance

During your stay in halls it is possible that a fault may occur within your accommodation. If something does go wrong during normal working hours please contact Carnatic Reception. Outside normal working hours, if the fault/defect cannot wait until the following working day, you should contact your Duty Residential Adviser. If you are unable to contact the Residential Adviser you should telephone Security Reception on T: 0151 794 3252 (internal 43252).

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

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

**SYSTEM FOR REPORTING AND CHARGING FOR DAMAGE IN COMMUNAL AREAS**
1. The Hall Manager will prepare a damage report for the Residential Advisers, and a copy will be sent to the Warden
2. If the culprit is known, or owns up, the Residential Advisers will inform the Warden and a bill will be sent to that individual for payment
3. Where the culprit does not come forward, the bill for repair may be divided among all members of the floor, block or hall as appropriate, and deducted from the damage deposit
4. In cases where the original damage deposit proves inadequate to meet the cost of the damage, the University may require students to pay an additional damage deposit

**EXCESS CLEANING CHARGES**
Information on excess cleaning charges is available at: www.liverpool.ac.uk/accommodation Please see downloads section.

Site facilities

**MUSIC ROOMS**
There are practice rooms in Derby and Rathbone Hall, Roscoe and Gladstone Hall and Salisbury Hall. If you would like to use one of the music rooms, ask at the Carnatic Reception.

Derby and Rathbone Hall has two pianos.
Roscoe and Gladstone has three pianos.

**CARNATIC SITE**
The facilities mentioned below are in Dale Hall but are for the use of all members of Carnatic Halls.

**SQUASH**
If you wish to use the squash courts, please book through Carnatic Reception.

**TENNIS**
There are tennis courts at Dale Hall.
Please book at Carnatic Reception.

For more details visit:
www.liverpool.ac.uk/carnatic
Global
Inspiring
Welcoming
Professional
Exciting
Welfare and advisory service

The following services are available to all students:

**STUDENT HEALTH SERVICES**
Offering a comprehensive general practitioner and nursing service to all students.
Details can be found at: www.liverpool.ac.uk/study/support/health

**SHAC (STUDENT HEALTH ADVICE CENTRE)**
SHAC is a nurse practitioner-led satellite unit of Student Health situated at the Carnatic site.
Details can be found at: www.liverpool.ac.uk/study/support/health

**STUDENT SUPPORT SERVICES**
Based in the Student Services Centre, Student Support Services can provide students with advice, support and information, particularly with financial issues (Financial Support Team), disability (Disability Support Team), advice and support to international students (International Support Team), and welfare issues (Student Support Assistant). Details can be found at: www.liverpool.ac.uk/studentssupport

**LIVERPOOL GUILD OF STUDENTS**
The Guild is located in the centre of campus and provides many useful welfare and commercial facilities.
Details can be found at: www.lgos.org

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: 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 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 installment of residence charge. It is security against a student’s failure to comply with his/her obligations under the Student Tenancy Agreement. 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 Carnatic Reception 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. If in any doubt about completing the inventory, students should call in and see the Carnatic Reception.

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 the accommodation 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.

Whilst 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 suffers 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 set 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.

LOST KEYS
Lost keys will be charged for at the rate of £10 per key.

Lost key fobs will be charged for at full replacement cost.

ALTERATIONS TO THE ACCOMMODATION
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.

CONDUCT AND BEHAVIOUR

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 residencies 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 11pm and 7:30am when noise carries further and 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 7(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 is not allowed in any buildings in the Halls of Residence.

Leaving shared areas dirty or untidy is a nuisance.

Policies and downloads

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.

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
Carnatic Halls of Residence

Ambitious
Respected
Creative.

Carnatic Halls of Residence 24/25