Greenbank Halls of Residence Handbook
Welcome to Roscoe and Gladstone Hall

Living in an official University of Liverpool Hall of Residence is a unique opportunity to both live and work in the University. You get to meet a wide range of new people and learn to live in a large community. With the ten Roscoe and Gladstone Hall Resident Advisers – ‘RAs’, I am part of a team that is responsible for your well-being. You will be allocated one of these RAs who will be responsible for helping you to work through any issues you have while living here. Also, when Reception is closed there is a Duty RA on call seven days a week. We encourage you to take part in activities that enhance your stay such as balls and sports clubs, and discourage aspects which detract from the well-being of others, such as anti-social behaviour. I trust that you’ll have a great year at Roscoe and Gladstone Hall and look forward to meeting you soon.

DR IAN MAGEDERA
HALL WARREN, ROSCOE AND GLADSTONE HALL

Welcome to Derby and Rathbone Hall

The Hall provides many opportunities for making new friends and taking part in a wide range of activities, as well as pursuing your academic studies. Our team of Hall Residential Advisors aims to provide a peaceful and inclusive environment and offers support for residents should a difficulty arise. Please read this handbook, as it contains information which will help you to get the most from hall life. We wish you an enjoyable and successful year.

ROGER BARRACLOUGH
HALL WARREN, DERBY AND RATHBONE HALL.
Who's who

The warden's are responsible for the welfare of all students in their halls and may be consulted on any matters concerning life at the University. Details of 'surgery' hours are made available in individual halls.

GREENBANK HALLS
Greenbank Lane
Liverpool L17 1AH

Hall Manager
Nik Horobin
T: 0151 794 6402 (internal 46402)
E: nhorobin@liverpool.ac.uk

Deputy Hall Manager
Caroline Woods
T: 0151 794 6402 (internal 46402)
E: cwoods@liverpool.ac.uk

Reception Supervisors
Pauline Levick
T: 0151 794 6439 (internal 46439)
E: beck@liverpool.ac.uk
Kate Weston
T: 0151 794 6438 (internal 46438)
E: kweston@liverpool.ac.uk

DERBY AND RATHBONE HALL
North Mossley Hill Road
Liverpool L18 8BH

Warden
Dr Roger Barracough
T: 0151 794 6451 (internal 46451)
E: hallsdr@liverpool.ac.uk

OSCOE AND GLADSTONE HALL
Greenbank Lane
 Liverpool L17 1AH

Warden
Ian Magedera
T: 0151 794 6401 (internal 46401)
E: hallsrg@liverpool.ac.uk

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

RESIDENTIAL SERVICES

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

Operations Manager
Ann Willder
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

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)

Accommodation Office Enquiries
T: 0151 795 0319
E: accommodation@liverpool.ac.uk

COMMERCIAL SERVICES

General Manager
Sarah Trafford
Catering and Bars@the Residences
T: 0151 794 4497
E: s.cook@liverpool.ac.uk

GREENBANK CATERING

Catering Manager
Janet Bryning
T: 0151 794 6470 (internal 46470)
E: bryning@liverpool.ac.uk

Bar Manager
Tracy Smith
T: 0151 794 6414 (internal 46414)
E: tracy.smith@liverpool.ac.uk

HALLS' STUDENT EXPERIENCE COORDINATOR
Ellen Ellis
T: 0151 794 6407 (internal 46407)
E: Ellen.knowles@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 to Friday and 6pm-9am Saturday and 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 11.00pm 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.

You should carry this card with you at all times.

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

LOST/MISSLAIED 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.

The Hall ID card is issued for security purposes and is required by Reception staff for collection of parcels and registered mail. If a new card is not purchased, this will be reported to the Hall Warden.

ID cards are for your personal use and must not be loaned to anyone else. A fine of £10 will be issued if your card is used by another resident or a visitor.

ROOM KEYS
If your keys are lost or stolen you should contact the Residential Advisers on duty to gain access to your room. Proof of identity will be required before entry will be given.

In order to receive new keys, please report this to the Halls Reception staff. New keys will be issued by the Reception staff as soon as possible.

If you are in catered accommodation you must return your room keys and entrance fobs at the end of each term. Failure to do so will result in a charge of £10 per key and fob.

It is an offence to lend room keys to anyone else or attempt to have duplicates made.

Food and drink

ROSCOE AND GLADSTONE HALL DINING ROOMS (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
  - 12-6pm 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.

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.

If you have any concerns regarding a nut-free diet please contact the Catering Manager based at Roscoe and Gladstone Hall.

GUEST MEAL TICKETS
You may buy meal tickets for guests from Reception at a cost of £2.50 for breakfast and £5.00 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 £5.00 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) at Roscoe and Gladstone Hall. Transfer tickets are also available from Greenbank Reception.

MEAL VOUCHERS AND SUPPER PACKS
If you cannot get back to your halls in time for the evening meal you may order a supper pack. For both Roscoe and Gladstone and Derby and Rathbone Halls you must order your pack from the reception at Roscoe and Gladstone before 10.30am on the day you require the meal. Your pack can then be collected from Derby Bar between 7.00pm and 10.30pm.

Supper packs are only available Monday to Friday and will only be provided at weekends 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.
VENDING MACHINES
The department provides chilled drinks, 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 Hall. Bars are open each evening from Monday to Sunday, 7.00pm-11.00pm, 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.

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 Café – Starbucks
Feed your mind with hot wraps, pies, drinks and cakes open 8.30am-8.00pm.

Modern Languages
In a hurry ‘grab and go’.

Biosciences
Hot pasta, jacket potatoes and ‘food to go’.

Waterhouse Café (Victoria Gallery and Museum)
Breakfasts, light sides, pastas, sandwiches, soups open Tuesday-Friday 10.00am-4.00pm and Saturday 11.00am-2.00pm.

Food and drink also available at:

Madisons (Sherrington Building)
Vine Court
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. The Hall Manager and Domestic Supervisors will inspect all areas on a regular basis to ensure reasonable standards are being maintained. In rooms with an ensuite bathroom an inspection will be made before the end of the first term and then again at Easter and before vacating the room at the end of the academic year. If any bathrooms are found to be in a dirty condition the resident will be given 24 hours to rectify the problem. If after this time there has been no improvement the ensuite will be cleaned by the Domestic staff and the resident will be charged according to the Excess Cleaning Charge schedule. A copy of this schedule can be found as an appendix to the Student Tenancy Agreement and a copy can be found in the downloads on the Accommodation web pages.

MAIL DELIVERIES
The Royal Mail delivers to Roscoe and Gladstone Hall from Monday to Saturday. The post is then sorted into the relevant Hall’s post boxes. Parcels and registered mail will be accepted and signed for by the Reception staff and is then retained in the Reception until a signature is obtained from the student. Identification will be required before registered mail is released. Parcels can be collected during the open hours of the Reception (Monday-Friday 7.30am-8.00pm, Saturday-Sunday 9.00am-5.00pm).

VEHICLES
Bicycles
In keeping with the green agenda, bicycle parking is free. Bikes must be stored in designated sheds/areas for which a key or fob will be issued. Where a key is issued and not returned there will be a charge of £10.

Motorbike
If you have a motorbike, please check with the Hall 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. 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 the retention of £30. Some areas are reserved for hall staff. Cars parked in unauthorised spaces may be clamped and a fee of £20 charged for release. Further information can be obtained from the Reception.

Bicycles, motorbikes and mopeds, or parts of them must not be brought into the halls. If found they will be removed without notice or clamped.
LAUNDERETTES
There are laundrettes in Derby and Rathbone Hall and in Roscoe and Gladstone Hall. It costs £2.20 per wash and £1.10 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 Roscoe and Gladstone Hall and Derby and Rathbone Hall.

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:

VISIT LIVERPOOL
T: 0151 233 2008
E: info@visitliverpool.com
www.visitliverpool.com

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 Reception staff 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. The number is indicated on the back of your Hall card.

FIRST AID
There is a first aid box in the Reception.

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 Hall Reception or the Duty Residential Adviser.

REPORING 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 Reception Staff. Outside normal working hours you should contact the Duty Residential Adviser. If you are unable to contact the Duty Residential Advisers 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. Ball games must not be played in the vicinity of the 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.
Health and safety 10/11

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 ALARM TESTING
Fire alarms are tested weekly at a set time, convenient to the students. Notices are placed in each block informing you of these times. Any problems speak to staff at Reception.

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.

SMOKING POLICY
In line with the University Code of Practice, the Halls of Residence are a no-smoking environment and therefore smoking is not permitted within the Halls. Smoking is only permitted in designated locations outside at both Halls.

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
- Use any inflammable streamers or decorations.

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 Reception. It is 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 Reception staff 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.

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 unplugged 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, Domestic Supervisor and Hall Warden.
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 the Reception staff, Residential Advisers or Security.
- 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 Advisers, Reception or Hall Manager 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.
- 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.
- Do not use fire exits as a means of leaving the building except in an emergency. These doors do not self-close and therefore pose a security threat.

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

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. Fireworks 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 ‘documents’ 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 RANSONE
During your stay in halls it is possible that a fault may occur within your accommodation. If something goes wrong during normal working hours please contact a member of staff, preferably Reception staff via phone, and/or in person. 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 advisers 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 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 will be billed via the Accounts Office
3. Where the culprit does not come forward, the bill for repair will 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.

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**SITE FACILITIES**
The facilities mentioned below are for the use of all members of Derby and Rathbone Hall and Roscoe and Gladstone Hall.

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

Dale Hall has a Bechstein piano for the use of experienced pianists. Applications to use it should be made in writing to the Warden, Dale Hall, stating your qualifications.

Derby and Rathbone Hall has one grand piano.

Roscoe and Gladstone has three pianos.

**SITE FACILITIES**
The facilities mentioned below are for the use of all members of Derby and Rathbone Hall and Roscoe and Gladstone Hall.

**LIBRARY**
Roscoe and Gladstone Halls has its own library and reading room. Check the noticeboard in the hall for opening times. Student Volunteers take it in turn to staff the library. If you are willing to help, please contact the Library Residential Advisers in your hall.

**BILLIARDS AND SNOOKER**
There are full-size tables in both halls. Cues can be hired from the Reception at Roscoe and Gladstone Hall. At Derby and Rathbone Hall, residents must provide their own cues. Fees vary from a fixed amount per game to annual membership depending on the hall. Please check with the Hall Reception staff.

**BADMINTON**
Students can play badminton at Derby and Rathbone Hall in the Knowsley Room. Please check at the Reception for details.

**ALL WEATHER PITCH**
An all weather pitch is available for hire at Derby and Rathbone Hall. Enquire at the main Hall Reception.

**DARTS**
Available in the Games Room at Roscoe and Gladstone Hall.

**TABLE TENNIS**
Available in the Games Room at Roscoe and Gladstone Hall.

**TENNIS**
There are two courts. Book at the Main Hall Reception.

For more details visit: www.liverpool.ac.uk/greenbank

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*My current accommodation has allowed me to enjoy the best aspects of the vibrant student life that Liverpool has to offer; while at the same time it has offered me a refuge when dedicating my time to the academic aspects of my degree.*

MICHAEL HUMANN
Global Inspiring Welcoming Professional Exciting.
Welfare and advisory services

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: 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. 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 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 Reception staff.

If after proper investigation the University is unable to identify the perpetrator(s) of mess or damage etc it may share the cost of cleaning or repair among the residents by making a deduction from the damage deposit 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 common areas 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 licensing authorities. You could be subject to a heavy fine if you are discovered to own a television set without a licence.

The introduction of IP/TV means that television pictures can now be received through your computer. A licence is required to view the television this way.

LOST KEYS
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 full replacement cost.

FIRE AND ELECTRICAL SAFETY
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
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 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 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 permitted in any University building.

Leaving shared areas dirty or untidy is a nuisance.

A copy of the University of Liverpool Student Tenancy Agreement is available at: www.liverpool.ac.uk/accommodation within the downloads section.

UNIVERSITIES UK CODE OF PRACTICE, MANAGEMENT OF STUDENT ACCOMMODATION

Universities UK, in conjunction with the Department for Communities and Local Government, has drawn up a voluntary Code of Practice for Universities which own and manage student accommodation. The Code can be viewed at: www.universitiesuk.ac.uk

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
- 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