

**WELCOME**

**HANDBOOK**

**W**elcome to Dover Court and to the start of an amazing year in Liverpool. This handbook contains essential and useful information to help make your stay a happy and successful one.

Please read through this handbook and know where to find it on the website so you can refer to it during your stay.

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

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

You will receive regular updates from the Halls Teams throughout the year, please ensure you regularly check your emails for updates.

## Student Accommodation Code

Dover Court abides by the student accommodation code developed by Universities UK and the Guild HE.

For further information on the code and how it protects students, visit:  
[www.thesac.org.uk](http://www.thesac.org.uk)



## Contacts

### Accommodation office

0151 795 0319  
accommodation@liverpool.ac.uk  
liverpool.ac.uk/accommodation

### Campus support

0151 794 3252  
Emergencies only: 0151 794 2222

### Out of hours and duty RA

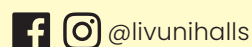
07525 886651

### Reception

0151 795 8180  
dover@liverpool.ac.uk

### Student Experience

hallslife@liverpool.ac.uk



## No smoking

The University of Liverpool operates a no smoking policy across all buildings on campus. This means smoking (including e-cigarettes) is not allowed in any areas inside Dover Court including your kitchen and bedroom. There are designated smoking areas outside the building for you to use. Please be respectful of other residents and refrain from smoking near open windows or doorways. If you are found to be breaching these smoking restrictions, action will be taken against you.

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

## Common room

The common room and games/consoles are available for all residents to use. At popular times, there may be a small wait to use the equipment.

## Using your key card

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

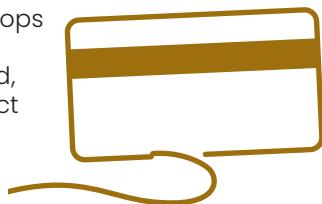
All corridor doors will lock behind you to ensure security for your flat. Please remember you keep your key card with you at all times.

Your bedroom door will also lock automatically behind you in order to keep your room safe and secure. It is very important to remember to keep your access card with you at all times (even if going to the kitchen) so you can access your room.

If you do lock yourself out of your room, please call Reception who will confirm your details and if possible will remote unlock your door to give you access.

There will be occasions where remote unlocking is not possible and you will need to visit reception to gain access with a temporary card.

If your card stops working or is lost/damaged, please contact Reception immediately.



## Car parking

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

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

For further information visit:

[liverpool.ac.uk/maps/visiting/car-parking/](http://liverpool.ac.uk/maps/visiting/car-parking/)

## Cycle storage

We have a cycle storage unit available for you to use free of charge. Please contact reception if you would like to use this facility.

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

A basic level of Insurance is provided by Endsleigh for your bike, please ensure you visit [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) to understand what is covered and if you need to extend. You can find your policy number on the Accommodation Website.

## Laundry facilities

Dover Court has chargeable laundry facilities in reception, which can be used by either:

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

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

There are instructions on how to use the machines in the laundry, however if you are having any

problems, please contact reception.

- If the laundry is particularly busy, please return at another time.
- Please prepare the laundry in your bedroom and do not shake clothes in the laundry area.

## Wi-Fi

There is wi-fi access throughout Dover Court, which you can access using your username and password once you're a registered student.

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

## Post and parcels

Your postal address is:

Your **forename** and **surname**

Dover Court Halls of Residence

**Your room number** – e.g. A12.3

15 Great Newton Street  
Liverpool  
L3 5AE

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

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

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


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



## TV Licence

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

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



For further information visit:  
**[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)**

## Maintenance issues

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

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

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

## Drinking water

All water within Dover Court is drinking water unless labelled otherwise.

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

## Guests

We do allow occasional guests to stay overnight in Halls of Residence but to reduce the impact on fellow residents and for safety and security reasons the following rules must be observed

- All guests must be 18 or over
- Guests must be signed in at reception
- A student may have one guest in a period of 14 days for a maximum stay of three nights

Consider the impact your guests will have on other residents. Guests that do not treat the community with respect will be asked to leave.

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

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

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

## Emergency requests

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

If you have any requests that may be considered an emergency please report these to reception via:

**T: 0151 795 8180**

**E: [dover@liverpool.ac.uk](mailto:dover@liverpool.ac.uk)**

## Heated towel rail

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

To turn on:

- Flick the red switch on the wall to on
- Press the white button

It will switch off automatically after 20 minutes.

## Cleaning expectations

The Cleaning team will clean all communal areas and kitchens up to three times a week.

The Team will not clean your bedroom, en-suite or studio kitchen.

You are responsible for:

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

Your kitchen waste and recycling bins will be emptied at least twice per week between Monday and Friday by the cleaning team.

## Recycling

We are keen to ensure that our waste is managed in the most efficient and sustainable manner possible. There are recycling bins in your kitchens, giving you the opportunity to recycle a

wide variety of items, which also includes food waste.

Recycling audits will be held throughout the year to monitor participation and performance. Please familiarise yourself with the recycling posters in your room for more information on what can be recycled where.

## Sanitary bins

The grey PHS sanitary bins next to the toilet in your en-suite are for disposing of feminine products only and will be emptied once a month.

Please **do not** attempt to open the bins or empty them yourself.

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

## Lighting

If your desk light is a strip light, there are two switches to turn it on. Make sure both are set to on in order for it to work. Please make sure you check this before reporting a fault.

## Heating

Heating is available via your bedroom and communal kitchen radiators. These are thermostatically controlled and will heat up based on the air temperature outside of the building.

To turn the radiator on, turn the valve clockwise towards the higher numbers (The radiator will only heat up if the temperature outside cools).

To turn the temperature down, turn the valve anti-clockwise towards the lower numbers.

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

## Inspections

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

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

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

## Smoke detector

Every room has one to detect heat and smoke. If this is activated reception will be notified.

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

## Fire alarms

If the fire alarm sounds within your area, you **MUST** evacuate to Great Newton Street and await instructions from University staff.

**DO NOT** reenter the building until you are told by University staff it is safe to do so.

Fire alarm testing will take place every Friday around 10am. The alarm should

only sound for 30 seconds. It is sounds for longer than 30 seconds, please evacuate.

## If you discover a fire

- Evacuate the building and make your way to the fire assembly point on Great Newton Street.
- Call Campus Support to report the fire.

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

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

## Fire equipment

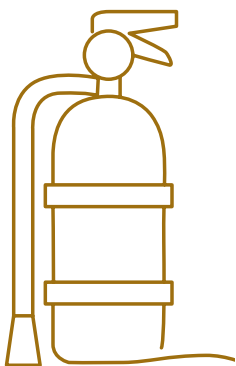
There are monthly checks on all firefighting equipment.

To carry out the checks we will need access to all kitchens.

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

## Misuse of Fire Equipment

Tampering with any fire equipment breaches the Universities Health and



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

This relates to the following safety equipment:

- Fire Doors
- Lifts
- Emergency Phones
- Fire Blanket
- Fire Extinguishers
- Smoke and Heat Detectors
- Safety Notices
- Emergency Exit Signage

## Flammable Materials

Items that employ a naked flame (lighters, candles, incense etc) are strictly prohibited within our Halls. Items that can cause a fire hazard are also prohibited. These include but do not exhaust:

- Mains operated fairy lights
  - Halogen bulbs
  - Chip Pans
  - Deep fat fryers
  - Electric, Gas and Paraffin Heaters
  - Block adaptors
  - Camp stoves/mobile hotplates
- Please also ensure that waste is regularly disposed of to ensure minimum amounts of flammable material.

## Prohibited Items

There are certain items we do not allow within Halls for Health and Safety reasons. These include but do not exhaust:

- Washing Machines
- Large Furniture (IE Tables/Fridges)
- Heated Clothes Airer
- Pressure Cookers
- LED Strip Lights
- Plug In Diffusers
- Wall Hooks

If you are found with any these items, they will be confiscated and you may be fined for breaching the Health and Safety Policy.

## Fire alarm testing

Testing of fire alarms takes place every Friday at 10am. You are not required to evacuate the building during this time, unless the alarm rings for more than 30 seconds.

## Emergency Situation

In the event of an emergency or you need an ambulance or the police, please call **0151 794 2222**.

It is important to call this number rather than 999, so Campus Support can escort the emergency service to your room.

If you do call 999, please call Campus Support on the number above straight after.

If there is an emergency situation that requires action from residents

such as an evacuation, you will receive further instructions from University Staff and Emergency Services.

## Security

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

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

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

You can review your Basic Contents Insurance policy via [liverpool.ac.uk/accommodation/current-students/insurance](http://liverpool.ac.uk/accommodation/current-students/insurance)

Please also visit the Insurance provider [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) to extend your cover. You can also find your policy number on the Accommodation Website.

If you suspect any suspicious behaviour, contact reception.

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

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

## Electrical safety

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

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

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

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

If any electrical items are identified as a hazard, you will be required to obtain a PAT test to show the item is safe, or the item will be confiscated and returned to you at the end of your Student Licence.

## Residential Advisors and Wardens

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

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

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

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

## Discipline process

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

For further information visit: [liverpool.ac.uk/accommodation/current-students/](http://liverpool.ac.uk/accommodation/current-students/)

## Halls Student Committee (HSC)

Each Halls of residence has a Halls' Student Committee (HSC) that anyone can be a part of. Each HSC is made up of residents who work together to make sure students opinions are heard at the University and at the Guild of Students. They also have a budget which can be used to improve and enhance the student experience and promote a feeling of community amongst students. This can be for events and trips or to purchase items students

decide they need. You will receive more information about this in due course, but if you want to get in touch directly just email: [hsc@liverpool.ac.uk](mailto:hsc@liverpool.ac.uk)

## Halls Life Team

The Halls Life team are here to make sure that you settle into your new home and have the best possible experience while living with us. Across the year we organise events and activities to make sure you have the opportunity to meet other residents and become a part of your Hall's community. Whether you volunteer with your Hall's Student Committee or take part in Give It A Go activities and trips, there is something for everyone to get involved in. Follow us on Instagram @livunihalls and join the official Facebook Group for your Hall. Visit our website for more information - [www.hallslife.liverpool.ac.uk](http://www.hallslife.liverpool.ac.uk)

## Sustainability

We are passionate about creating opportunities for students to live with us in a sustainable way. There are recycling bins in your kitchens that we encourage you to use, ensure you switch your lights off when not using areas, as well as initiatives and competitions run by the Halls Life Team and the Green Guild throughout the year to raise awareness. You'll hear more from us on this throughout the year.

# Student Support

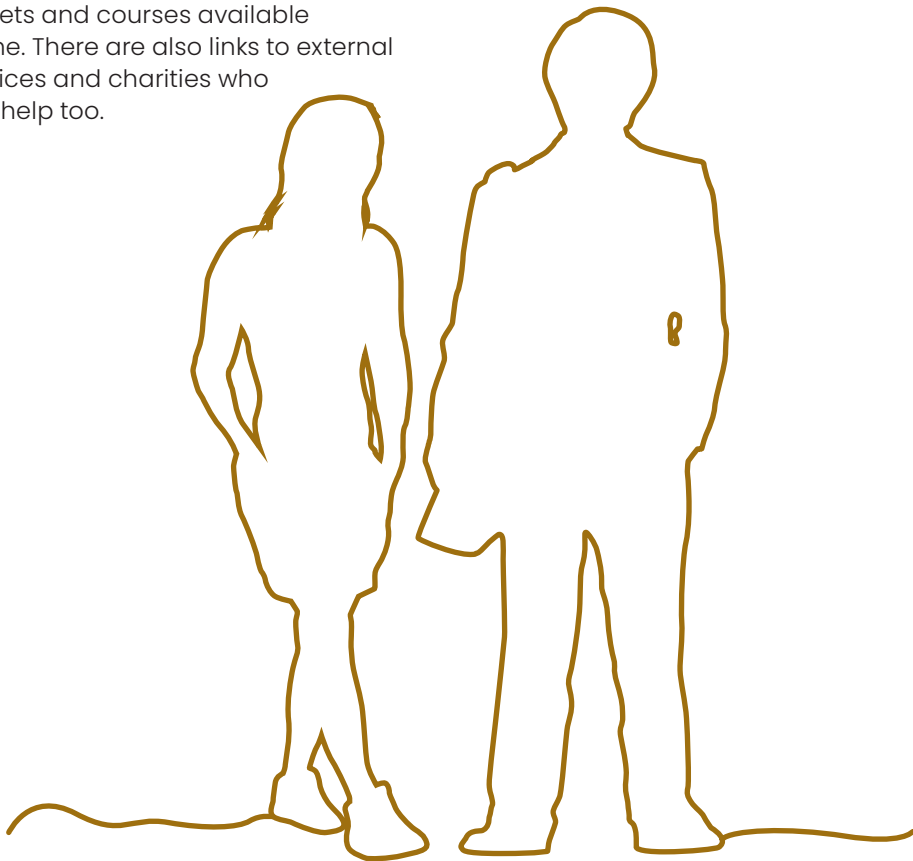
Working alongside the Wardens and Residential Advisers is a fantastic Student Advice and Guidance Team. Located in the Alsop Building (just off University Square) there are dedicated services for all students including:

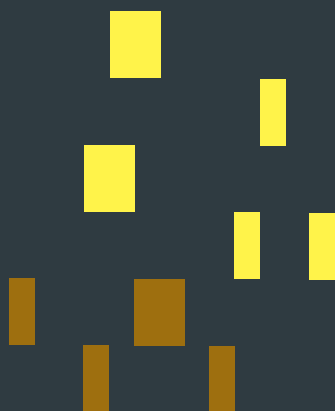
- Wellbeing and Mental Health Advisers
- Counselling Sessions
- Money Advice and Guidance
- Disability Support
- International Advice and Guidance

In addition to this, there is a wealth of self help and guidance documents, leaflets and courses available online. There are also links to external services and charities who can help too.

You can find out more about the services and how to get in touch here:

**[www.liverpool.ac.uk/studentsupport/](http://www.liverpool.ac.uk/studentsupport/)**





**THE ORIGINAL**

**REDBRICK**