

# WELCOME TO YOUR NEW HOME



## Oak House

The information in this booklet is designed to help answer some essential questions you may have before your arrival at University Residences.



## So you're moving in – what next?

Just over 450 people work within the residences here at the University of Manchester who will all help to settle you in and make sure your life in hall runs smoothly. Staff will be on site during our main arrival days in September, please feel free to ask for any assistance you may require. Please also refer to the online Residences Guide for more detailed information.

### Reception Contact Details

**Address:** Reception, Owens Park, Fallowfield, 293 Wilmslow Road, Manchester, M14 6HD  
**Reception Number:** 0161 306 9900  
**Email:** [centraladmin.fallowfield@manchester.ac.uk](mailto:centraladmin.fallowfield@manchester.ac.uk)

Reception is located in Owens Park and is open 24hrs a day. The Central Administration team are also located at reception and are available Monday – Friday 0900hrs – 1700hrs

### Finding your way to Oak House

**By Air:** Manchester Airport is approximately 8 miles to the south of the city, a taxi typically costs around £15-£20 to the Hall. Buses and rail shuttle service also run into Manchester city centre.  
**By Car:** Manchester is situated in the heart of the North West of England and has superb road networks into the city centre.  
**By Coach:** Chorlton Street bus station is approximately 4 miles to Owens Park, a taxi typically costs £9 - £12  
**By Rail:** Piccadilly train station is approximately 4 miles to Owens Park, a taxi typically costs £9 - £12.

### Residents Information

Originally built on the site of the Old Oak House hotel, Oak House is located on the Universities Fallowfield site and is only a couple of minutes' walk away from the centre of Fallowfield where you will find shops, supermarkets, bars, restaurants and takeaways. Oak House offers mixed sex accommodation in separate 'houses' – Holly Court, Chestnut Court, Beech Court, Maple Court and Sycamore Court – in which residents are located in designated flats (generally of 8 people) and residents share bathroom, kitchen and communal facilities.

Also located nearby are two amenity buildings with squash courts, bar, pool tables and a reading room.

### What do I need to bring?

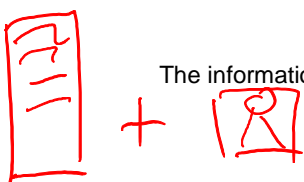
In your room we provide a bed, desk, desk chair, lamp, wardrobe and chest of drawers. You will need to bring with you bed linen (single size), duvet, pillows and towels. As the residence is self-catered we provide an oven, hob, fridge, freezer, kettle and microwave in each flat. You should arrange to bring with you any cooking utensils, crockery, cutlery and pans you may require. A word of advice is to wait until you arrive to see if you can arrange to purchase these with your new flat mates so you don't end up with large quantities of the same item! A limited number of bedding packs can be purchased from the reception area on arrival but these are subject to availability.

### Key Collection

During the online induction process you will be asked to book an arrival slot (September arrival only), if you need to come earlier than the official contract start date shown on your offer, please contact reception. Rooms will be allocated subject to availability and are not guaranteed.

Room keys will be available from Squirrels Bar between 0900hrs – 1700hrs hours (please arriving according to your slot time) on your chosen arrival date. Outside of these hours keys for all of Fallowfield can be collected up to 2100hrs from Little Court dining room. If you are arriving after this time please go to reception who will be happy to assist.

Please remember to bring with you the key release form (this is printable at the completion of your online induction) and some photographic ID.



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If you will be arriving later than your contract start date, please do contact us to let us know when to expect you.

If you **lose your key / swipe card at any time during your stay at Oak House please let us know immediately**. There is a cost for replacements, although if you find your keys within 7 days of reporting them lost your money will be refunded.

### **Arrival by Car**

If you are arriving by car please note that car parking is limited, once you have unloaded your car we ask that you remove it from the car park to allow others to unload.



### **Hotel Accommodation**

If we cannot provide you with early arrival accommodation or if your family wish to stay locally over your first few days then information on Manchester hotels can be found at <http://www.manchester.com/hotels/>.

### **Rent Payments**

By accepting your licence agreement you agree to pay the rental value on the property you will be occupying. This can be done either via one instalment, due in October or by 3 instalments in October, January and April. If you haven't done so already please complete a direct debit mandate form which will allow a transfer of funds from your bank account to ours and tell us which instalment plan you would like to use. If you have not set up a direct debit you should note that you will become liable for the full rental costs for the full rental period in October. If you want to discuss this further please contact our student services centre on 0161 275 5000 who will be able to assist.

### **Mail**

Please **ensure that your mail is correctly addressed**. Letters will be delivered into mailboxes. Larger items, registered letters or parcels will be delivered to the reception for you to collect during office hours, please note that you will always be asked to show your student ID card to collect items.

Please make sure you tell everyone your correct address :  
your name / house Name / flat number / room number  
Oak House  
1 Moseley Road  
Fallowfield  
Manchester. M14 6HX

Our Reception staff are more than happy to sign for items on your behalf if required but we would ask that you note that we do have the following criteria for doing so, items should not be:

- Larger than 300mm depth x 300mm height x 400mm width
- Over £150 in value
- More than 11kgs in weight
- Perishable food

If you are expecting an item that does not meet the criteria please arrange to have the delivery company call you directly to arrange delivery. You should note that if reception do sign or accept any item we cannot be responsible for lost or damaged items. If you leave Owens Park you should arrange to redirect your mail as we cannot send on mail to you once you have vacated. Should we unknowingly sign for items of high value (over £150) we will not be held liable for any loss. In the case of any subsequent claim for loss or damage of any mail item the maximum compensation will be £150.



During vacations, mail will continue to be placed in your mailbox, if you are expecting something that may arrive in vacation time please arrange an alternative address with the sender.



## Amazon Lockers

Some of our residences have **Amazon lockers where you can arrange to have a parcel delivered** or leave one to be collected. They are very simple to use!

Firstly you need to add the locker to your Amazon address book, the names of the lockers are listed below:

Locker Name	Location
<b>Grass</b>	Owens Park Located near Reception
<b>Guffaw</b>	Richmond Park Located in the bar area of the Amenity Building
<b>Gum</b>	<b>Oak House</b> Located outside Carill House

Please note that you **must be a resident at the Locker location to use this service**. Some of the lockers are located inside areas where you require a key to access. The lockers should not be used for anyone who is a non- resident Amazon will delete the account of anyone using a locker who is not in that accommodation.

1. Type [www.amazon.co.uk/add\\*\\*\\*\\*\\*](http://www.amazon.co.uk/add*****) into your browser. Replace \*\*\* with the name of the locker you wish to add to your account. Don't use spaces.
2. You'll be redirected to Amazon, sign into your account.
3. Once signed in Amazon will automatically add the address to your account.

From now on, simply select to "Dispatch / Return to this address" during checkout/returns process and complete your transaction as usual. All items must be eligible for a delivery to a locker.

## How do I collect my package?

Once your parcel is delivered to the Amazon Locker, you'll receive an email notification with a unique pick up code. When you arrive to collect your parcel, enter your pickup code or scan the barcode using the barcode scanner and follow the instructions on the screen.

All parcels delivered to locker locations must be picked up within 3 business days. If you're not able to collect your parcel within this timeframe, the parcel will be returned for a full refund.

## Room Inventories

**You will receive an inventory in your room on arrival**, if you don't have one please let reception know. This is your **opportunity to report any missing or damaged items**. Please return this to reception within 48 hours of arrival and we will arrange to replace any items.

If you have maintenance issues within your room, then we have a Buildings Maintenance System (BM) where you can log these on line. There is a PC in Carill House where you can log any issues. There will be more information about this in your room when you arrive.

## Insurance

All University of Manchester halls are included in a block insurance policy, this is provided by Endsleigh. A basic cover is provided and you are recommended to check on the details to ensure that this level of cover suits your needs. Information on the cover provided can be found [here](#), our policy number is HH1053.



### Smoking

**All halls are non-smoking areas; this includes the use of E-cigarettes**

## **Computer Network**

Halls are connected to the University network and once you have completed your University registration online and signed up for your University username and password you will be able to join the network. Known as HORNET, representatives will be available during key issue.

## **Overnight Guests**

It's your home and you will want to have guests to stay! We would ask that you note that guests are welcome for a maximum of 2 nights in every 7. This can be extended with the written permission of the Residential Life Officer for the hall.

## **Your Safety & Welfare**

The University has a dedicated security team covering all areas 24 hours a day, 7 days a week. To contact them simply call 0800 838 9807 or 0161 306 9966 – we recommend that you put these numbers into your contacts folder on your mobile phone. All security staff are trained as first aiders.

Our Residential Life team (ResLife) are also on hand for any help or support you may need, they will introduce themselves over the first few weeks of residence. Residential Life Advisors (RLA) work on a duty rota and are available from 6pm every night and over the weekend. Each block has their own RLA and their contact details are in a book provided to you on arrival.

## **Residences Life Team**

In conjunction with your Residents Association (RA) and Junior Common Room (JCR) ResLife will be organising events, trips, lectures, volunteering events and much more during your time in halls. Please do get involved, these events are a great way to meet new people and find your way around your new city.

## **Fire Safety & Alarms**

Fire notices and regulations are displayed throughout Oak House and we would ask you take time when you arrive to read this and also familiarise yourself with the fire alarms and your nearest emergency exit. If you discover a fire, however small, you should sound the fire alarm and evacuate immediately to your assembly point. Please contact security to report the fire on 0161 306 9966. You will be required to attend a fire safety talk during welcome week, the details of which will be confirmed to you.

Our fire alarm systems are tested weekly and you will be told when this will take place. At all other times please do evacuate the building – it's for your own safety.

Our residences health and safety policy is available for you to view at [Here](#).

## **Laundry Facilities**

There are launderette facilities in each of the halls of residence and your nearest one is in Squirrel's bar location no 24. This service is managed by a private company. All machines are card operated. You will receive a laundry card in your pack you can top this up on-line [Circuit Laundry](#)

## **Bicycles**

Oak House has designated bike shelters and storage for you to use. Please ensure you secure your bike using a D lock. The University also runs a bike registration scheme and subsidised D lock purchases. For more information view <http://www.estates.manchester.ac.uk/services/security/estates-services-ian-ourservices/crimereduce/>.

## **TV Licences**

We do not cover any of our residences with a TV licence, therefore you are advised to ensure that you purchase the appropriate licence either prior to or immediately after arrival. If you watch or record programmes as they're being shown on TV or live on an online service - **on any device** – you need to be covered by a TV Licence.

*All of the team look forward to welcoming you to Oak House in September*

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### **What will my Hall look like?**

NB Rooms may differ from those shown

### **Typical Oak House Bedroom**



### **Typical Oak House kitchen**



### **Typical Oak House Dining Area**



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