



Manchester Student Village Residents' Handbook Academic Year 2009-2010

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Facilities and Services

1. Office Contact Details

Barry Mason	General Manager
Michelle Fiske	Lettings Officer
Andrea Miller	Reception
Phil Martin	Facilities Manager
Sarah Duckworth	Housekeeping Supervisor

The office address is:

Administration Office
Manchester Student Village
Lower Chatham Street
Manchester
M1 5SX

Reception +44(0) 161 200 5540
Office +44(0) 161 236 1776

Email: msv@mcrstudents.com
Web: www.mcrstudents.com

The office is open from 8.30am – 6.30pm Monday to Friday and Saturdays 10.00am - 2.00pm. Reception is staffed 24 hours a day.

2. Bicycles

Bike storage is available but unfortunately limited so is therefore allocated on a first come, first served basis. Bikes are not permitted in flats/bedrooms/stairwells as they pose an emergency exit obstruction.

3. Cleaning

All residents are responsible for the cleanliness of their bedrooms. The MSV housekeeping team will assist you with your kitchen, shower and toilet once a fortnight, but it remains residents responsibility to keep these areas clean at all times. Rubbish should be removed on a regular basis to the bin chutes – do not allow rubbish to accumulate as it could pose a health and hygiene risk.

The information below is a recommended guideline that will ensure your flat is a nice place to live and is maintained to a hygienic standard. Maintaining the cleanliness and condition will also ensure you do not receive unnecessary charges:

Kitchens

- Wipe down surfaces after use.
- Wash plates, pot and pans after use.
- Wipe the cooker top whilst it is still warm (not immediately after use – allow it to cool first)
- Ovens can be kept clean if wiped regularly.
- Floors should be kept clean and clear.
- Bins should not be left to overflow and should be emptied on a regular basis. Bin chutes are located in each block on each floor.
- The MSV Housekeeping team WILL NOT dispose of your rubbish for you so please do not leave it to pile up and expect them to do it!
- Tiles are easily cleaned with a good kitchen detergent.
- The sink area should be kept clean and clear of food that could cause blockages.

Toilet

- Empty the bin on a regular basis
- Each toilet is provided with a toilet brush, this should be used to clean the toilet at least once a week or when necessary.
- The sink should be wiped down daily
- The seat and outside of the toilet should be wiped a couple of times a week to maintain the condition.
- Always leave the toilet as you would expect to find it. The shelf should be kept clean and tidy.
- Polish the mirror every couple of days.

Shower room

- Clean the sink regularly and ensure there are no blockages
- The shower base and tiles must be rinsed down after each use and washed down weekly.
- The floor should be mopped weekly.
- The shower curtain should be pulled out in full after use to allow it to dry properly.

Hallway

- Hallways should be kept clean and clear of obstructions at all times.
- Belongings must NOT be stored in hallways.
- Hallways should be hoovered on a regular basis (at least once a week).

Inspections will be carried out on a regular basis which could result in a charge being made to all the flat residents if flats are not maintained to an acceptable standard.

Please ensure any damage / maintenance requests are reported to reception as soon as possible.

4. The Common Room

We have a large common room brand new in September 2008 located in the corridor between reception and the laundry.

You will find a 42” screen TV, pool table, vending machines, seating areas and a quiet study room.

Smoking or drinking alcohol is strictly prohibited in the common room and remember you are on CCTV in this room at all times!!

5. The Sunbed

A state of the art Sunbed is available for use. Please see reception for details.

6. Insurance

Please ensure you read your insurance document and ensure it provides adequate cover for your requirements. If you do not have a policy document please ask Reception for one. If you leave your flat or bedroom door unlocked please be aware your insurance may be void if you need to make a claim. Would you leave your front door open at home? Probably not.

7. Internet

Unmetered high speed 24/7 internet access is available in each study bedroom, the cost is included in your weekly rent. A one off registration fee applies which is paid online to the provider. You will receive a start up disc and connection lead when you move in. If you have any problems with the internet you need to contact Cablecom directly NOT reception. Their Helpline number is 0871 700 0082. The basic connection costs £150 and a gold connection, with a speed of up to 2mb is £275* (*based on 2008-2009 price – prices may increase).

8. Laundry

Coin operated washing machines and tumble dryers are available and are available 24 hours a day. The laundry is situated along the corridor behind reception.

It is recommended that you stay with your washing to ensure no items go missing or become mixed up with another resident's.

9. Lifts

There are three lifts available from Reception one of which is suitable for residents with disabilities.

10. Maintenance

In an emergency, contact Reception immediately; otherwise fill out a maintenance form available from Reception. You can choose whether you wish to be present when the issue is investigated/repaired. We aim to attend to maintenance requests the same or next working day (depending on the time the issue was reported).

The maintenance team also replaces light bulbs.

11. Parking

There is an underground car park at the Student Village with 24 hour security. The car park opens at 6.00am and the shutters are lowered at Midnight. Pay and display and limited contract car parking is available. Please ask at Reception for details of contract car parking.

12. Post

The Royal Mail will deliver mail to each flat. All large items and registered/recorded post will be delivered to Reception. A note will be placed on the Reception notice board to let you know of any post that requires collection. You will be asked for proof of identification when you come to collect your post. Please return any unwanted / junk mail to reception – do not allow it to build up and become a nuisance.

We reserve the right to reject or dispose of food parcels that may cause a health and safety risk.

Please ensure you use the correct address for your flat

Your name
Room number
Manchester Student Village
Manchester

B block – M1 5SS
C block – M1 5ST
D block – M1 5SU

13. Security

Manchester Student Village is an extremely safe building with swipe card access, CCTV and Facilities Officers available 24 hours a day. You can help to maintain the security of the building by reporting any suspicious behaviour to Reception and by not giving access to anyone you do not recognise. Instead direct them to the Facilities Officers who will assist them. If you lose your key or swipe card please report it to Reception immediately. Do not lend or give your keys or swipe card to anyone.

Ensure you always lock your windows, bedroom and flat door when you leave your flat. Your flat door should never be left 'on the latch' even if you are in your flat and especially at night.

14. Telephones

Telephones are provided in each bedroom and your telephone number is provided with your welcome pack. Receiving incoming calls and making internal calls is free of charge. An activation fee of £15 applies to make external calls and credit can be purchased with a debit or credit card. Payments can be made online or over the telephone.

15. Television Licence

If you are bringing a television with you, you must ensure that it is licensed. Licence forms are available from the Post Office or applications can be made online from www.tvlicensing.co.uk.

Residents in a kitchen diner flat only require one licence between the four residents.

16. Vending Machine

Vending machines are available in the common room and in the laundry.

Welfare and Safety

1. Abusive or Violent Behaviour

Abusive behaviour towards residents or staff will not be tolerated under any circumstances and the Police will be involved if necessary. If you are threatened or assaulted by a resident or guest or feel vulnerable please contact Reception/The Manager who will provide immediate assistance.

2. Chip pans, deep fat fryers, oil burners, woks and candles cause fires and are strictly forbidden. Any of these items found in flats will be immediately confiscated.

3. Change of contact details

If your home address and/or emergency contact details change, you must inform the office in writing immediately so that we can update your details on file. You can email us at msv@mcstudents.com

4. Complaints Procedure

In the first instance please speak or write to the Lettings Officer. Details will always be requested in writing so there is a written record of the complaint/concern.

5. Confidentiality

Under the terms of the Data Protection Act we cannot discuss any details about your rent, charges or your contract with anyone else including your parents unless you give us written permission to do so. No information will be passed to any third parties with the exception of the police, immigration or other legitimate authorities without your consent.

6. Council Tax

Full time students are exempt from Council Tax. If you are not a student or you cease to be a full time student, you will be solely and personally responsible for the payment of any Council Tax liability chargeable in respect of your occupation of the flat/studio. Students are required to provide exemption forms which are provided in the first weeks of the first term, usually by your Faculty Office.

7. Doctor

It is recommended that you register with a local doctor, Dr Ngan visits every Wednesday. If you are unwell during the night or at weekends and require assistance, please contact a member of the student village team via reception. In an emergency dial 0 on the phones outside of the lifts or 5540 from your bedroom and ask a member of staff to contact an ambulance for you.

8. Drugs

Any residents using or dealing drugs will face immediate eviction. If you suspect someone in your flat is using or supplying drugs you can contact any member of staff in confidence.

9. Flatmates

Where possible we allocate rooms according to preferences but cannot guarantee that everyone will always get along, because you are all individuals and it is probably the first time you have lived with other students. Please try and be tolerant towards students who may have different cultural beliefs or where English is not their first language. The beginning of term can be unsettling for many new residents and we ask that you try and live together for at least six weeks before requesting a room move. If you are unable to resolve your differences and are genuinely unhappy please speak to the Lettings Officer. Please bear in mind if the building is full a room is not always possible.

10. Guest Policy

Residents are responsible for their guest's behaviour at all times. All guests must be met in reception and signed in the visitors' book. You must also escort your guests out of the building and ensure that they sign out. This policy is essential in case we ever need to evacuate the building and to maintain the security of all residents. Keys and swipe cards should never be lent or given to guests.

Overnight stays should be kept to a minimum of three nights per week with the consent of your flatmates.

11. Noise

Please be considerate towards other residents who may be trying to work or sleep. Wherever possible keep the volume of televisions, radios, stereos etc to an acceptable level and close doors quietly especially between the hours of 11.00pm and 9.00am. When returning to the Student Village, please keep noise to a minimum and respect the fact that this is also a residential area. If you are disturbed on a regular basis please report the issue to either the Facilities Officers or Letting Officer.

12. Parties

No parties are to be held in flats or rooms without prior consultation and agreement from the Residence Manager.

13. Pets

No animals are permitted in any part of the building with the exception of guide or hearing dogs by prior arrangement.

14. SMOKING AND MCR STUDENTS

PURPOSE

This policy has been developed as part of SMOKEFREE legislation which aims to protect people from exposure to second-hand smoke and to assist compliance with the Health Act of 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

This policy came into effect on Sunday 1 July 2007.

POLICY

Smoking is prohibited in all communal areas of MCR Student buildings. This means it is illegal to smoke in any **corridors, lifts, stairwells, or common rooms** as well as the **kitchen, bathroom and hallways** within your flat.

This applies regardless of whether you selected to be in a smoking or a non-smoking flat.

If you selected to be in a smoking flat you can smoke in your bedroom as long as all residents in your flat agree to this. If you selected to be in a non-smoking flat, smoking is also prohibited in your bedroom.

This policy also applies to any guests you bring onto the premises.

IMPLEMENTATION

Appropriate no-smoking signs will be clearly displayed at the entrance to and within the premises.

NON-COMPLIANCE

Warnings will be issued if a resident or their guests do not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty and possible criminal prosecution.

HELP TO STOP SMOKING

The NHS offers a range of free services to help give up smoking. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0169 for details. Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

Move in, Rent, Charges and Move Out Information

1. Move in Inspection

On arrival you will be given a move in inspection form detailing the items provided for your use in your room or in the common areas of your flat. You should check the inventory on arrival and report any damage or deficiency to the manager within 24 hours. If you do not report any missing or damaged items it will be assumed that everything is in good working order. It is important to check the inventory fully as a final inspection will be carried out and compared with the move in inspection, before your damage deposit is returned.

2. Keys and fobs.

Keys will be issued on arrival once you have paid your first term's rent and application fee by a method of guaranteed payment. Keys will not be handed over before the start date detailed on your signed Licence Agreement.

Please take care not to lose your keys or fob. Replacements are available from our reception but you will be expected to pay an additional charge for each key or swipe card ordered.

3. Room contents

Each study bedroom is provided with :

- Single bed
- Mattress
- Desk with three drawers
- Desk chair
- Mirror and shelves
- Easy chair
- Wardrobe with hanging space and shelves
- Bedside lamp
- Notice board
- Wall space heater
- Ashtray and bin
- Telephone

Each kitchen contains

- Fire extinguisher
- Microwave
- Hob oven and grill with extractor fan
- Toaster
- Kettle
- Fridge and freezer
- Ironing board and emergency fire blanket
- Breakfast bar and cupboard space

Kitchen Diner flats also include :

- Two sofas
- Dining table and four chairs
- Coffee table
- Television stand

Residents are required to bring with them items such as bed linen, towels, crockery and cutlery, as these are not provided.

4. Rent Payments

Please note that payment for your room is from the start date on your licence agreement. Late arrivals will have to pay for their room from the stipulated start date even though occupation may start at a later date.

Your accommodation fees are payable on the due dates as stipulated in your Licence Agreement. Please be aware that you will not be able to move into your allocated accommodation until you have paid a minimum of the deposit and first term's rent by guaranteed payment.

Payment options are as follows :

Cash - This must be the exact amount in UK sterling, as there is no change kept in the office. Do not send cash by post.

Banker's Draft or Building Society Cheque made payable to Manchester Student Village.

Debit Card (no handling charge)
Credit Card (3% handling charge will apply)

Personal UK bank cheque

Please make cheques payable to **Manchester Student Village** and clearly write your name on the reverse. If you are currently residing in Manchester Student Village, please also state your room number.

Cheques must be received 14 days prior to the date listed for payment on your Licence Agreement to allow funds to enter our account and clear.

The easiest way to ensure your rent is paid on time is to complete and return a debit/credit card authorisation form. Although we issue rent reminders approximately four weeks before the due date, it is your responsibility to ensure payment is made on time. If you know a student loan will be delayed you must arrange for someone else to make the payment on your behalf on or before the due date.

Late payments may result in a charge.

5. Moving Out Early

Your licence agreement is a legally binding document and you are liable for the rent on your room for the duration of your licence agreement. If you decide to leave MSV before the end of your licence agreement please confirm this to the Lettings Officer in writing, you will forfeit your deposit of £200 and remain liable for all future rent payments until a suitable replacement is found.

It is your responsibility to find a replacement and you are liable for the rent on your room until you have found a replacement to take over the remainder of your contract. You can advertise your room on Manchester Student Homes' website, your accommodation office, the Student Union and ask your friends if they know anyone who requires a room.

If you decide to move out before you have found a replacement please ensure you advise the Lettings Officer and return your keys and swipe card to Reception.

6. Moving Out

The period of occupancy ends on the date specified on the Licence Agreement and all residents must vacate the accommodation by noon.

Keys and swipe cards should be handed in to reception in an envelope with your name and room number on it. If you do not hand in your keys and swipe card you will be charged for each additional day until they are returned.

Return of your deposit

You will receive a deposit refund form with your final rent reminder. Refunds will only be made by card transfer.

It is your responsibility to complete the form with the correct information and ensure it is returned to the office. Deposits are returned up to four weeks from the date your licence agreement ends.

All students will have their deposits returned to them upto four weeks after the licence agreement finishes.

To ensure you are not charged for additional cleaning, you should ensure the following when you vacate your room :

- All personal belongings removed
- Rubbish bins, desks, drawers and wardrobes emptied
- Carpet clean and vacuumed
- Posters, pins, blu tack etc removed from walls and pins and paper removed from the noticeboard.
- All furniture, window ledges, sink unit and kitchen fixtures cleaned

You will be charged for the repair or cleaning of fixtures and fittings within your room. Within communal areas any damage to fixtures or fittings or missing items will be charged to all occupants within the flat.

Fire Procedures and Fire Safety

1. Fire Alarms

Fire alarms will be tested every Thursday morning at 10.00am. The fire detection system at Manchester Student Village is extremely sophisticated and will only activate under circumstances that are regarded as a fire, eg excessive smoke. As soon as the fire alarm

sounds you should make your way to the nearest fire exit and continue outside the building to the assembly point. Details of the assembly point will be on the fire notice on the back of your flat door. Please read this notice and familiarise yourself with the fire exits, locations of extinguishers, fire blankets and assembly points. A member of staff will inform you when it is safe to re-enter the building.

2. Fire Extinguishers

It is a mandatory requirement that each flat has its own fire extinguisher. If your fire extinguisher goes missing, is tampered with or let off accidentally please inform reception immediately. Where an extinguisher has been deliberately tampered with, residents will be charged for a replacement.

Other Fire Safety Information

- Ensure the extractor hood is switched on when cooking.
- Keep the kitchen and flat door closed
- Contact the Facilities Officers if you ever have to use the extinguisher/fire blanket
- Clean the grill pan regularly
- Use woks with care
- Never leave items that are cooking or heating unattended
- Candles, oil burners and paraffin heaters are forbidden

Electrical equipment

In the interests of safety the following restrictions apply within your accommodation :

- No heating and gas appliances
- No heavy duty electrical appliances
- No electric blankets
- No fridges, freezers and any other white domestic appliances not supplied by the Student Village.

In addition to the restrictions above, all electrical items brought into the village which are recognised as being permissible (such as televisions, stereos and hairdryers) should be fitted with a correctly rated fuse, correctly wired plug and a cable in good order.

The information in this handbook is correct at the time of going to press. If there is any information you would like to clarify please telephone +44(0) 161 236 1776 or email msv@mcrstudents.com