



LIVERPOOL
HOPE
UNIVERSITY

2024/25



GUIDE TO

LIVING IN

HALLS

Make yourself at Hope





Welcome to **Liverpool**

Hope

We hope you are very happy living here. Remember, we are here to help as you settle in and support you throughout your time with us. If you need anything please contact our Residential Life Team or Campus Services Team at any of our campuses.

Where you live is a big part of being at university, which is why Liverpool Hope University is one of a number of universities that is signed up to The UUK Code of Practice.

The Code protects our students' rights to safe, good quality accommodation, to make sure our students get the best out of their time living in our residences. It outlines everything students can expect from our accommodation as well as their responsibilities as tenants.

The Code has already raised standards of accommodation at Liverpool Hope University, and it underpins our ongoing dedication to our students. We are fully committed to providing a safe, comfortable living environment which will help support our students in leading a successful and enjoyable student life.

For further information please visit the www.thesac.org.uk

Have you completed your inventory?

It is important that you complete your inventory, paying particular attention to the condition of your room/communal areas including the contents provided. When you submit your inventory, we will attend to any repairs and inventory replacements. However, minor defects such as marks on walls, scratches on furniture etc. will be recorded for reference only. This inventory will be used for cross referencing purposes when you leave halls.

To access an inventory for your hall please visit www.hope.ac.uk/halls/inventories Please ensure you select the correct name of your halls and ensure it completed and returned within 72 hours of your arrival into halls.

Living in Residence

Security

All our campuses offer a 24 hour security service operated by Campus Services, who are at your campus to assist you as much as they can whilst you are living in halls.

Visitors/Guests

All visitors and guests must be signed in and out at the campus Security Lodge. All visitors must leave the campus by 11pm. You are responsible for your guests at all times which includes antisocial behaviour and damage.

Although the University does not permit residential students to have a guest in their room overnight, it is recognised that students will occasionally have a visitor who will need accommodation on campus. Students can therefore book a room for their guest subject to following the correct procedure. The cost for a single room is £24 per night plus VAT.

- Rooms are limited and are therefore subject to availability.
- Please refer to the guest policy document and complete a student guest booking form which can be found at www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies or available from the Accommodation Office on request.
- Please note a maximum of two guests can stay for a maximum of three nights per booking per resident within a seven day period.

Post

The post policy for your campus can be viewed at www.hope.ac.uk/halls/uukcodeofpracticeandaccommodationpolicies

Access Cards and Room Keys

Access Cards and keys are not to be given to or used by anyone else other than yourself. This is to protect you and the security of the hall and campus. If it is found that keys or access cards have been passed to a third person this will be deemed a serious breach of security and will lead to disciplinary action. If you lose your key/ card please advise the campus office as soon as possible. The cost to replace a key is currently between £21 and £46 depending on the hall you reside in.



Kitchen user guides

Download a copy of the appliance user guides to ensure you know how to operate the oven, microwave and other electrical items in your kitchen at www.hope.ac.uk/halls/residentiallife/ineedhelp

Code of Conduct

We expect all our students to be considerate to each other, staff and to the local community. This also includes noise pollution. Unacceptable levels of noise will be acted upon and may lead to disciplinary action.

Room Transfers

Room transfers will be considered on a case by case basis and will only be authorised in exceptional circumstances. If you are experiencing any difficulties in your flat/hall, in the first instance please contact your Wellbeing Officer. If the issue is not resolved, you can request to speak to the Accommodation Officer to be considered for a room move. The Accommodation Officer will liaise with the Wellbeing Officer and any other parties involved in order to make a decision. Please note an administration fee of £50 will apply for all room transfers.

Student Contents Insurance

We advise that you purchase adequate student contents insurance to meet the protection you require for your contents and belongings (such as clothes, furniture, electrical items, and frozen food) while you're living in university accommodation.

Cleaning Service & Responsibilities

Your Room

You are responsible for keeping your room clean and tidy. A vacuum is provided in each flat/corridor; please remember to check and change the bag regularly, please see a domestic service assistant for a new bag. If you have an en-suite room you need to keep your own shower and toilet clean. Please ventilate and clean your bedroom/bath/shower rooms regularly to avoid a build-up of mould. We would recommend you buy your own cleaning products and materials including a toilet brush if you are in an ensuite room.

Kitchen

You, along with the others sharing your kitchen are jointly responsible for cleaning cookers, microwaves and worktops after use. Crockery, cutlery and pans should be cleaned and stored away appropriately. We would recommend a discussion with your flat mates as to what cleaning products and materials you will all provide and share the cost of. Please make use of the rota we have left on your fridge.

Rubbish should be placed in the bins provided and not left on the floor. Both general refuse and recycling bags will be placed in your kitchen twice per week (Black are for general waste, clear are for recycling only). Additional bags required will need to be purchased by you.

The cooker in your hall's kitchen has been fitted with a stove guard. The Unicook Airis monitors the stove area and improves cooking safety by sounding an alarm and switching off the cooker power if it detects a potentially dangerous cooking situation. These situations may be for example, an overheating pan, or prolonged lack of human presence during cooking on the hob. More information on the guard can be found on the accommodation web page www.hope.ac.uk/halls/residentiallife/ineedhelp



Please do not place hot pans or dishes from the oven directly on the worktops or kitchen table to avoid being recharged for repair or replacements.

Wrap any sharp or broken objects in newspaper before throwing them out.

For assistance with using the appliances in your kitchen please see the User Appliances Guides at www.hope.ac.uk/halls/residentiallife/inneedhelp

When you leave your room at the end of your contract you are jointly responsible for removal of rubbish and leaving your flat clean and tidy, or you may be subject to a charge.

Toilets/Shower and Bathrooms (Shared accommodation)

Our domestic team will clean these areas at least once per week however this does not mean that you are not responsible for keeping these areas clean and tidy.

Cleaning Service

Our team of domestic assistants are on hand to provide a cleaning service in the communal areas outside your flat – entrances, landings, stairwells and corridors.

Please refer to the cleaning notice displayed in your foyer/kitchen for further information regarding cleaning.





Laundrette Services

Laundrette Facilities are available on all three campuses and provided by Circuit Laundry.

For instructions on how to use the laundrette

- Watch a video: www.circuit.co.uk/help-support/video-guide
- Download the Circuit App: www.circuit.co.uk/how-to-guides/enhanced-mobile-app
- Read the guide on getting started with the Circuit App: www.hope.ac.uk/media/lifeathope/accommodation/documents/Getting%20Started.pdf

Getting Started
Follow these simple steps to get up and running with Circuit laundry...

- 1** Download the **FREE Circuit App** (see mobile poster for details)
Visit www.circuit.co.uk to get started
- If you don't have an iOS or Android phone you will need to use a laundry card.
- Visit www.circuit.co.uk and follow instructions online to top-up.
- Take your Circuit laundry card and top-up code to the top-up machine.
- Activate your credit using the top-up machine.
- You are now ready to do your laundry.

For on-site, fluid 949 visit: www.circuit.co.uk

For on-site, fluid 949 visit: www.circuit.co.uk

To find FAQs about the app or watch the Circuit how-to-use video, visit: www.circuit.co.uk

circuit
on-site laundrettes

Laundry Top-Up Card
Hotline 01422 820026



Damage Policy / Charging Schedule

Inspections

All residences are regularly inspected to ensure your home has an acceptable and safe level of cleanliness. We will also check for damage, any repairs needed, as well as any missing or prohibited items. If it is deemed that your flat/room requires attention you will be issued with a notice confirming this.

Mid-term Inspections

Mid term inspections will be carried out at least twice a year in the halls. All flats and rooms will be checked for any maintenance issues and to assess the general condition. If the residence is found to be in an unsatisfactory condition you will be given a notice (usually 24 hrs) to rectify this. If there is no improvement we will have no alternative but to instruct our domestic services to enter the premises and rectify this. If this occurs both you and your flatmates will incur charges. Any charges applied during the academic year will be recorded on your student account.

Damages & Charges

If you are found to be responsible for any damage, accidental or deliberate, which exceeds normal wear and tear you will be liable for costs and labour involved in repairing the damage, during the academic year the costs will be added to your student account and you will be advised accordingly.

End of Year Inspections

When you vacate the halls at the end of your academic year, we will inspect both your room and flat. All inspection forms are cross referenced with inventory forms which you should have completed when you moved into your accommodation at the beginning of the academic year.

Any charges in relation to damage, additional cleaning or vandalism will be applied and deducted from your room deposit. The balance will be paid back to you (within four weeks after your contract end date).

Reporting a repair

To report a repair, please go to www.hope.ac.uk/estates and choose the option 'Online Works Requests' in the highlighted box near the bottom of the page. You only have to register once and can then report items throughout the year using the online report form. You will receive a job reference number which can be used to track the progress of your request.

Please **do not** report repairs to Campus Operatives during the day or to the Wellbeing Assistants or Domestic Staff at any time as these will not be logged electronically and you have no guarantee of your request being reported.

Please be advised that repairs reported online or in any other formats permits our Maintenance team and contractors to enter your room/flats to rectify any faults.

In the event of an emergency repair i.e. fire risk, leak, flood, electrical fault etc. access to your residence may be gained without advance notice.

In the event of an emergency you can contact the Campus Services Staff on the campus where your accommodation is located. Tradesmen will only be called out after 5pm and at weekends for emergencies. Emergencies are categorised as: floods, leaks, loss of heating or power and the malfunction of showers and toilets.

Emergency repair numbers:

Hope Park: 0151 291 3520

Creative Campus: 0151 291 3939

Aigburth Park: 0151 291 3095 / 07736106185

Planned Preventative Maintenance

There are certain planned and routine maintenance tasks which the University is obliged to carry out by law. We will normally give 7 days notice via your University email account.

There will also be weekly fire alarm tests in all blocks and the flushing of unused water outlets (unoccupied bedrooms).

On a monthly basis we check hot and cold water temperatures for water hygiene purposes and inspect the fire extinguishers within each flat.

Quarterly we will inspect the fire alarm system and clean all the shower heads in the en-suite rooms and shared bathrooms.

Other planned maintenance may be required but is not listed. We will endeavour to give you advance notice. We are unable to give notice for routine maintenance tasks. Entry to flats/rooms will not be made until after 9am.



PAT Testing

The inspection and testing of electrical equipment both portable and fixed is a requirement under health and safety legislation.

Any electrical items you bring to your halls of residence must be PAT tested, unless the items are less than 12 months old and in good condition (proof of purchase will be required). Shortly after your moving in date, we will contact you to advise of the date that we will provide a member of staff to your hall, who will test any portable electrical appliances you have brought with you.

During the year, if any of your electrical equipment is noticed as not displaying a University PAT testing sticker, as per your Accommodation Contract this item will be removed. More information can be found [here](#).



Sustainability

Sustainability is central to what we do here at Hope and we are enhancing the quality of the environment wherever we can; our halls are managed with sustainability and energy efficiency in mind. We actively encourage our residents to get involved and live sustainably at Hope. We try to make it as easy as possible for our residents to do their bit too.

Recycling bins (with clear bags) have been placed in each kitchen, common room and/or hallway to make it as easy as possible for you to recycle. We currently collect plastic bottles, food and drinks cans, glass bottles and jars (please make sure they are empty, rinsed and clean); and cardboard and paper - more details can be found on the posters above the bins.

We also collect batteries in the receptions of the Gateway Building, Capstone, Cornerstone and Aigburth Park.

Collection banks are available in the car parks of all campuses to collect any good quality clothing, shoes, accessories, books, CDs, and DVDs.

Get involved

If you're interested in helping to make the University more sustainable or are looking for opportunities to gain real world experience, we have a range of ways you can get involved - from one-off volunteering to practical experience and projects. For more details, please contact the SU.

Check out our website www.hope.ac.uk/gateway/sustainability or more information.

Fire Safety

The following procedures are necessary to ensure your safety whilst living on campus. Please make yourself familiar with the site and the evacuation procedures on arrival.

1. Emergency Evacuation Procedures

If you hear the fire alarm you need to:

- **Evacuate** Immediately
- **Assist** any neighbours or friends that you know might have difficulty leaving the building on their own.
- **Assemble** at your nearest emergency assembly point, away from the building entrance.
- **Wait for the 'All Clear'**

Do not re-enter the building until you are told it's safe to do so by Campus Operatives, Fire Marshals or the Fire Service. A klaxon will also be used to indicate it is safe to return to your Halls of Residence in some circumstances.

2. If You Discover a Fire

Raise the alarm immediately, even if you're not sure it's a real fire.

Do not attempt to fight the fire yourself.

Evacuate as quickly as possible using the above emergency procedures.

3. Prohibited Items

The following are prohibited from all Halls of Residence, (including bedrooms) this is because of the fire risk they pose;

- Smoking, (including the use of electronic cigarettes and vapes)
- Candles
- Incense and Joss Sticks
- Oil lamps
- Fragrance burners
- Hookah and Shisha pipes
- BBQs

- Portable heating equipment
 - Refrigerators
 - Hot plates, rice cookers,
 - Cooking with deep oil e.g. chip pans
 - Adhesive LED strip or push lights (these cause damage to the paint/wall when removed which may result in repair/damage recharges).
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4. Housekeeping

To limit the spread of fire throughout the building;

- Fire doors within the building must not be wedged open and must remain closed.
- Kitchen doors should be kept closed at all times.
- Fire extinguishers and blankets must not be moved or tampered with.
- Fire detectors must not be tampered with.

Tampering with fire detectors anywhere in a University building is a criminal offence. Anyone found tampering with detectors will be liable for up to a £5,000 fine.

It is important kitchen areas are kept clean and waste is not allowed to accumulate;

- Oven and grill pans should be cleaned regularly, to clear oil / fat before cooking
 - Bedrooms, flats and communal areas must be kept clean, tidy and free from obstructions of any kind.
 - The escape routes out of the building must never be blocked.
 - Rubbish bags must be taken to the designated bin areas – these are outside the building. You will be charged if staff need to dispose of refuse bags or rubbish from communal areas.
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5. Fire Drills and Alarm Tests

Fire Drills will be carried out in each Halls of Residence twice a year. Further Fire Drills may be carried out without notice at any time. All resident students are expected to participate in Fire Drills.

Fire Alarm tests are carried out weekly at each Halls of Residence.

Next Year's Accommodation (Returners Deal)

Once you have settled into your halls it will not be long before you will need to start thinking about next year's accommodation.

Liverpool Hope University can offer you a fantastic undergraduate returner's deal at the Aigburth Park Campus. We can accommodate friendship groups and individual applications.

Aigburth Park Student Village is located in a residential area approximately three miles from the Hope Park campus and is home to St Julie's and Josephine Butler Halls.

We will contact every student in the autumn term regarding our returners deals. If you would like to discuss this offer or require any further information please contact us at 0151 291 3434 or accommodation@hope.ac.uk

We will have limited rooms available to returners at the Creative Campus in Gerard Manley Hopkins Halls subject to availability and applicants meeting the criteria to remain in these halls. These rooms are not part of the undergraduate returners deal.



Recharging Schedule

Furniture/Soft Furnishings

Broken Bed Base	£156.00+
Replacement Bedside Cabinet	£130.00+
Replacement Bedroom Desk	£285.00+
Replacement Chest of Drawers	£220.00+
Replacement Coffee Table	£75.00+
Replacement Curtain/Blind	£65 - £125+
Replacement Desk Chair	£30 - £95
Replacement Dining Chair	£30.00
Replacement Dining Table	£225+
Replacement Sofa	£550.00+
Replacement built in Sofa	£600.00
Replacement Single Mattress	£88.00
Replacement Wardrobe	£240.00+
Repair to Kitchen Worktops	£TBC

Electrical Equipment

Replacement Cooker/ installation	£275.00+
Replacement Built in Oven/ installation	£245.00
Replacement Hob/installation	£250.00
Replacement Table Top Fridge	£149.00
Replacement Fridge	£225.00
Replacement Freezer	£260.00
Replacement Fridge/Freezer	£355.00+
Replacement Intercom	£80.00+
Replacement Iron	£25.00
Replacement Kettle	£32.00

Replacement Microwave	£85.00
Replacement Toaster	£46.00
Replacement TV/installation	£450.00+
Replacement Vacuum	£144.00+

Fire Fighting Appliances

Malicious damage to Break Glass	£25.00
Refill Fire Extinguisher (CO2/ Foam)	£28.00
Replace Missing Fire Blanket	£24.00
Replacement Smoke/Heat Detector	£140.00+

General Items

Re-connecting door closer	£15.00
Replacement door closer/ installation	£95.00
Replacement Cylinder	£60.00
Room Key	£21 - £46
Post Box Key	£5.00
Door/Swipe Access Card	£5.00
Internet Cable	£5.00
Notice Board	£45.00
Replacement TV remote control	£15.00
Upholstery repairs	£TBC
Replacement door/installation (no glass)	£700+
Replacement door/installation (glazed)	£850+

Continued on the next page.

Kitchen/Lounge	
Fridge/Freezer Clean	£20.00
Kitchen/Lounge Clean	£85.00
Microwave Clean	£10.00
Cooker/Oven/Hob Deep Clean	£55.00
Replacement Ironing board	£25.00
Removal of Rubbish (per bag)	£10.00
Washing of kitchen bins (per bin)	£5.00
Freezer defrost (if applicable)	£25.00
Alpha Centauri Recycling Bin	£256.00+
Black General Waste Enviro Bin 100l	£232.00+
Rubbermaid step on bin	£120.00+

Bedroom	
Bedroom Clean	£25.00

Ensuite/Shared Bathroom	
Bathroom Clean	£25.00
Replacement shower curtain	£5.00
Replace Shower Hose	£15.00
Replace Toilet Seat	£20.00

Decoration (No patch painting - minimum repaint one full wall)	
Damage to walls i.e. posters, blue/white Tack/LED light strips (per wall)	£100.00+
Damage to walls (holes in plasterwork)	£150.00+
Redecoration to Shower Room	£100.00+
Redecoration full bedroom/kitchen	£375.00+
Replacement Mirror	£50.00

Carpet	
Replace Communal/Kitchen Flooring	£350.00+
Replace Study Room Carpet	£250.00+
Replacement carpet tiles (each)	£20.00
Deep Clean bedroom carpet	£45.00+
Spot clean bedroom carpet	£30.00
Vacuum (per room)	£10.00

Please note some costs are estimated/subject to change. When external contractors are required, costs may be revised in accordance with invoices received and additional charges applied for suppliers/contractors to install items. Joinery repairs to woodwork i.e. kitchen worktops and doors may not be possible due to cost effectiveness and will be replaced. Prices of furniture and kitchen items fluctuate.

This schedule is not exhaustive. Please note: some halls may not have post boxes or en-suite rooms and may differ in the provision of furnishings and kitchen equipment.

Costs are correct at time of printing.

IN THE EVENT OF AN EMERGENCY ON CAMPUS, **DO YOU KNOW WHAT TO DO?**

Call the emergency number **3800** or **0151 291 3800** in the event of;



Any first aid incident



Requiring assistance from the emergency services



On discovering a suspicious device or package



Being involved in a serious incident when working off site



Discovering a major building fault



Witnessing a serious incident on campus

Campus Operatives will then implement the appropriate response plan.

- Make sure you know your evacuation routes out of the building and where to wait for further information.
- Follow advice given by Fire Marshals & Campus Operatives during an incident.
- Do not respond to media requests for information.

Useful Contact Numbers

Hope Park Security Lodge

T: 0151 291 3520

Emergency Number: 0151 291 3800

Creative Campus Security Lodge

T: 0151 291 3939

T: 0151 207 1976

Emergency Number: 0151 291 3700

Aigburth Park Campus Office

T: 0151 291 3095 / 07736106185

Accommodation Office

T: 0151 291 3434

Estates Office (Help Desk)

T: 0151 291 3185

IT Services (Help Desk)

T: 0151 291 2100

Gateway Service Desk

T: 0151 291 3813

Student Finance Office

T: 0151 291 3339

Student Funds

T: 0151 291 3464



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