



UNIVERSITY  
OF LONDON  
INTERCOLLEGIATE  
HALLS

Intercollegiate  
Halls  
Garden Halls  
Handbook  
2019/20  
for students in  
catered  
accommodation

[halls.london.ac.uk](http://halls.london.ac.uk)

# WELCOME

On behalf of all the hall staff I wish you a warm welcome to your new student accommodation and to London for all those who are new to the city.

Leaving home to live at university is an exciting experience and we aim to provide a secure, supportive, and friendly environment where you can study and socialise. We want your stay to be as enjoyable and problem-free as possible so all the key information relating to living in our accommodation is set out in this handbook.

Please do read the handbook, which also forms part of your Licence Agreement, as you will need to refer to it during your stay. During the first few weeks of term and your first few weeks here at the hall, it will seem like you are being bombarded with information about all sorts of things, for example clubs, societies, events, etc. a lot of which you will feel has no relevance to you. I would encourage you, however, to take the time to read things through properly and give things a try. Life at University is what you make of it. We have provided you with accommodation and facilities, but it is you that can create a sense of community and spirit. I strongly urge everyone to participate in the events and activities within your hall.

The Intercollegiate Halls of residence are a safe space for everyone. Please join us in respecting and celebrating all our residents, staff, and guests, of every age, race, religion, sexuality, nationality, disability, and gender identity. I hope you have many positive experiences and can share these with friends that you make during your time here.

Remember that you are not alone; there is the Hall Management Team, Wardens and Resident Advisors here to talk to if you have any concerns whatsoever. We look forward to welcoming you and hope you make the most of your time with us.

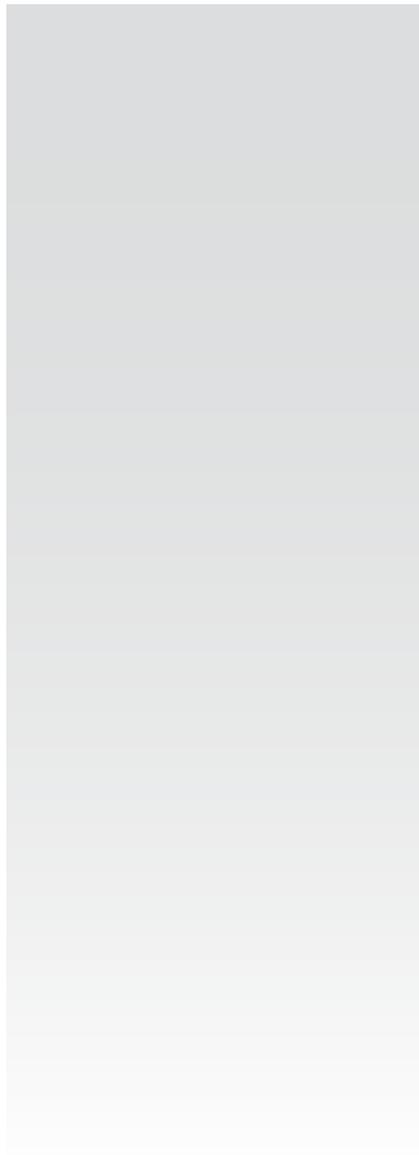
Andrew Howarth  
Head of Residential Accommodation

# CONTENTS

WELCOME	2
CONTENTS	3
INTRODUCTION	4
Part 1	
<hr/>	
SECURITY & ADMINISTRATION	6
DEPOSIT & FEES	10
GETTING HELP	12
HALL FACILITIES & AMENITIES	14
MAIL & INTERNET	16
KEEPING UP TO DATE	18
ARRIVAL & DEPARTURE	20
HOUSEKEEPING	22
MAINTENANCE	26
GUESTS & VISITORS	28
YOUR WELFARE	30
DISCIPLINE IN THE HALL	32
FIRE & GENERAL SAFETY	38
SECURITY	41
CATERING	42
METROPOLITAN POLICE STAY SAFE GUIDE	44
LONDON TRANSPORT	46
Part 2	
<hr/>	
THE GARDEN HALLS	48
IMPORTANT CONTACTS	50



# INTRODUCTION



This Handbook aims to help you understand the hall, its structure, and normal procedures. It forms part of your accommodation agreement with the University. It should be read in conjunction with, and interpreted so as to be consistent with, the Intercollegiate Halls of Residence Licence Agreement. You are expected to observe the letter and spirit of these conditions; any breaches will be dealt with under the Student Disciplinary Procedure and may lead to you being ordered to leave the hall.

## Part 1

---

Part 1 of this handbook provides an introduction to the halls and essential information that is useful to all of our residents.

## Part 2

---

Part 2 of this handbook provides specific details for your hall.

## Other Documents and Regulations

---

In addition to this Residents' Handbook, you need to be aware of the University of London Intercollegiate Halls of Residence Licence Agreements, which can be found [here](#).

The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code. The full code is available [here](#).



# Part 1



## SECURITY & ADMINISTRATION

### Hall Management Team

Our Hall Management Team looks after the halls' buildings, furnishings and is responsible for all services and facilities. They also work closely with the Financial Services Property Team to ensure fees are collected. The Hall Management Team is your first point of contact for accommodation, health and safety, maintenance, and housekeeping issues.

It is very important that you provide us with details of any disability you may have (be it a physical or a mental health issue) and clarify any reasonable adjustments required in respect of your accommodation. Please note that we may not be in a position to assist you if you have not made us aware of your needs. We will treat any details you provide as confidential.

### The Warden's Team

The Warden's team, which includes three Senior Resident Advisors and 12 Resident Advisors (RAs) is here to support you throughout the time you live in the hall. They can help with a wide range of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

The Warden is a resident member of staff responsible for welfare and pastoral care, discipline and conflict resolution (including noise complaints), re-admissions, out-of-hours emergency cover, and community and social life. The Wardenial Team is trained in First Aid, Conflict Resolution, Equality and Diversity, Drug Awareness and Fire Marshall Training and also actively participates in the Resident Advisor training programme at the beginning of each year.

The Warden normally holds a full time appointment in the University and is therefore available in the hall on a part-time basis, usually in the evenings and at weekends.

### Resident Advisors (RAs)

Resident Advisors are usually experienced postgraduate students and they support the Warden in their duties. The Resident Advisors all live in the hall and are available in the evenings and at weekends, where one will always be on duty. Resident Advisors are a useful first point of contact where a situation can usually be resolved with one of your peers without going straight to the Warden or Hall Manager.

### How the team can help

Students in the hall are often living away from home for the first time. The Warden and their team know that students can encounter problems with loneliness, social isolation, bullying, conflicts related to religion

or sexuality, depression, eating disorders, unplanned pregnancy, illness, drug and alcohol abuse, self-harm and suicidal thoughts, as well as antisocial behaviour, noisy neighbours, theft, and damage to property. The Warden has a wealth of experience in offering frontline advice and support, and is ready to discuss these and any other issues if the need arises.

The Warden's Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, sexual orientation, marital status, pregnancy, maternity or gender reassignment.

Please do talk to a member of the team if you want a bit of extra help and support with anything that is bothering you. No problem is too great or too small.



The Warden's Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, or sexual orientation.

## Hall Reception

Reception is your first point of call for any questions or help you may need: the reception staff can always put you in contact with the right person to help. Staff are available at reception 24 hours a day.

## Financial Services Property Team

Accommodation fees and deposits are dealt with by the Financial Services Property Team.

Payments can be made online at:  
<https://epay.london.ac.uk>

Deposit enquiries: [deposit.finance@london.ac.uk](mailto:deposit.finance@london.ac.uk)

All other finance enquiries: [AHD.Finance@london.ac.uk](mailto:AHD.Finance@london.ac.uk)

Financial Services Property Team's telephone number:  
020 7862 5772

## Housing Services

Housing Services provides a one-stop housing service for students who are looking for accommodation. Housing Services constitutes three teams:

1. The Accommodation and Hospitality Team is responsible for the allocation of all of the University's accommodation and also deals with room swaps, contract extensions and cancellations.

2. The Private Housing Team provides advice and support about private rented accommodation. The team maintains a database of rented accommodation offered by registered landlords, letting agencies and larger, private providers. There is also a comprehensive housing advice service and annual events such as the May Housing Fair and September Flatmate Finder days.

3. The Student Homes Team sources affordable and well-located, privately owned accommodation which is subsequently rented to the students of participating colleges and managed by the University of London.

## Entry to the hall, hall cards and keys

You will be given a hall ID card when you arrive. Your ID card is your proof of residence and of entitlement to hall services and facilities. You must carry it at all times when in the hall, and may be asked to produce it at any time by a member of staff. Please note that the ID card is for your personal use only.

You will be given a hall ID card upon arrival, provided you have:

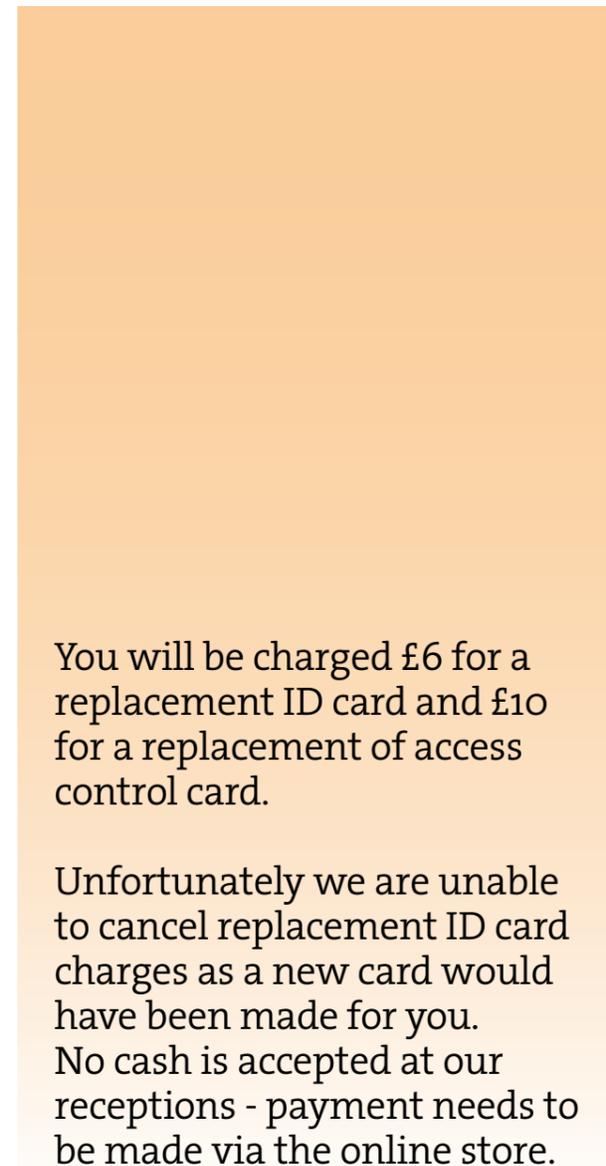
- accepted the offer and paid the deposit;
- completed your online induction;

Reception staff are required to see your hall ID card to allow you entry to the hall. Please co-operate with them (if you lose your room key you can obtain a replacement from reception 24 hours a day; reception can also take requests for replacement ID cards 24 hours a day). A replacement ID card will be produced by the Hall Management Office the next working day, and left at reception for collection.

## Rules of entry

Our reception staff keep the hall safe from intruders and ensure everyone coming into the hall has a right or a reason to be here. We need you to help us by following some simple rules about access to the hall. These regulations are designed with your safety in mind so please co-operate with the reception staff and do not ask them to waive the rules.

- Never admit anyone to the hall unless you know them;
- Do not let strangers follow you in;
- Ask any member of reception to help challenge anyone who is following you.



You will be charged £6 for a replacement ID card and £10 for a replacement of access control card.

Unfortunately we are unable to cancel replacement ID card charges as a new card would have been made for you. No cash is accepted at our receptions - payment needs to be made via the online store.

Always follow the procedure for signing in your guests, and make sure they sign out. Do not sign anyone in on behalf of someone else as the guest then becomes your personal responsibility.



# DEPOSIT & FEES

## Deposit

The University holds a deposit as security for carrying out your obligations under the agreement. After this agreement ends, the University will use your deposit to offset any outstanding balance on your account. Your deposit may also be used to settle any of the following:

- Loss or damage to any part of the hall or its property or if extra cleaning is required in your room.
- The cost of damage to common areas or theft of hall property (including cutlery and crockery from the dining hall) that cannot be attributed to anyone in particular may be divided between everyone's deposits.

If at any time the deposit is insufficient to meet the costs reasonably incurred by the University in connection with any breach or non-compliance issue, you will pay the University promptly on demand such further sums as shall be reasonably required. Failure to make the prompt payment or any outstanding fees will result in the debt being referred to the University's international debt collection agency.

Deposit refunds are made within 28 working days of the end of the tenancy. If administratively possible the deposit will be refunded back to the card from which the payment has been made. However, if our service provider does not allow this then the deposit will be refunded by bank transfer to the bank details provided to us by you. It is your responsibility to update your details if the original payment card is no longer in use. The £25 registration fee paid with the deposit is not refundable.

## Accommodation Fees

Your accommodation fees are set out in the Particulars of Offer.

## How to pay

Payment of fees should be made online at <https://epay.london.ac.uk/>, over the phone on 020 7862 5772, or by bank transfer.

When paying online, you are able to set up a payment plan that will automatically take payments on either a monthly or termly basis. You can also pay the full year fees upfront which also entitles you to a 2% refund on the years fees. If your bank for your payment card is based overseas, you will also be given the option to pay in your home currency.

When paying over the phone, we accept most major credit and debit cards. Please note that **we do not accept** American Express, cash or cheques.



When paying via bank transfer, you must use the bank details supplied on your accommodation invoice. When making the transfer, you must reference the payment with your surname and accommodation ID (for example: ICH Smith – 0012345). You must also email a remittance to [AHD.Finance@london.ac.uk](mailto:AHD.Finance@london.ac.uk) and reference the payment clearly with both your surname and accommodation ID. Failure to reference your payment as above or provide a remittance will result in a delay to your payment being allocated to your account.

Please do not attempt to pay your accommodation fees via your College payment site as we will not receive the funds.

## When to pay

For termly payments the due dates are by 4pm on the following days:

- Term 1: 16th October 2019
- Term 2: 29th January 2020
- Term 3: 13th May 2020

A payment plan can be set up online to take your fees automatically on these dates.

If you have set up a monthly payment plan online, your payments will be taken out on the 1st of each month for 7 months in equal instalments.

If you are unable to make full payment before each of these deadlines due to a delay in your SLC loan, please contact the Financial Services Property Team with supporting documentary evidence. In these circumstances it may be possible to amend the due date.

## Debt

The Financial Services Property Team understand that sometimes students may suffer financial hardship. It is crucial that if you find yourself in this position you contact them as soon as possible.

We are also aware that students may be dependent on funding from external sources in order to pay accommodation fees and that there can sometimes be delays in when these funds are received. If this affects your ability to make payments for your accommodation, please email the Financial Services Property Team.

Failure to pay your fees on time may result in interest charges being levied. When applicable interest is charged at 4% above the Royal Bank of Scotland Base Rate from the date payment became due. Failure to pay your fees will eventually result in the termination of your accommodation licence agreement, and you being asked to vacate the hall.

## Meals

The cost of meals provided in catered halls is included in the fees. No reimbursement or allowance shall be given to you if you do not take the meals provided, except by prior agreement with the Hall Manager in respect of any period where the taking of meals is not permitted as part of a recognised period of religious observance.

Please note that meals not taken cannot be passed on to other residents.





## GETTING HELP

### Emergencies

---

A member of staff or a Resident Advisor is available 24 hours a day. Simply ask at reception and they will put you in contact with the appropriate person. You may approach them for assistance with any urgent problems. See the contact details in the Part 2 of this handbook.

### First aid, illness and accidents

---

We recommend that you keep your own first aid equipment (e.g. plasters and bandages) and medicines, as the hall's first aid kit may only be used by our first aiders, and reception staff are unable to provide such items to residents. If you need access to first aid equipment, please ask reception to contact the Duty Resident Advisor (outside of office hours) or a member of the Hall Management Team (during office hours), who may be able to assist. Although it is frustrating, for legal reasons even the hall's first aiders are unable to give out medication of any kind (including paracetamol), so no medication is kept in first aid kits or at reception.

### Reporting of injuries and dangerous occurrences

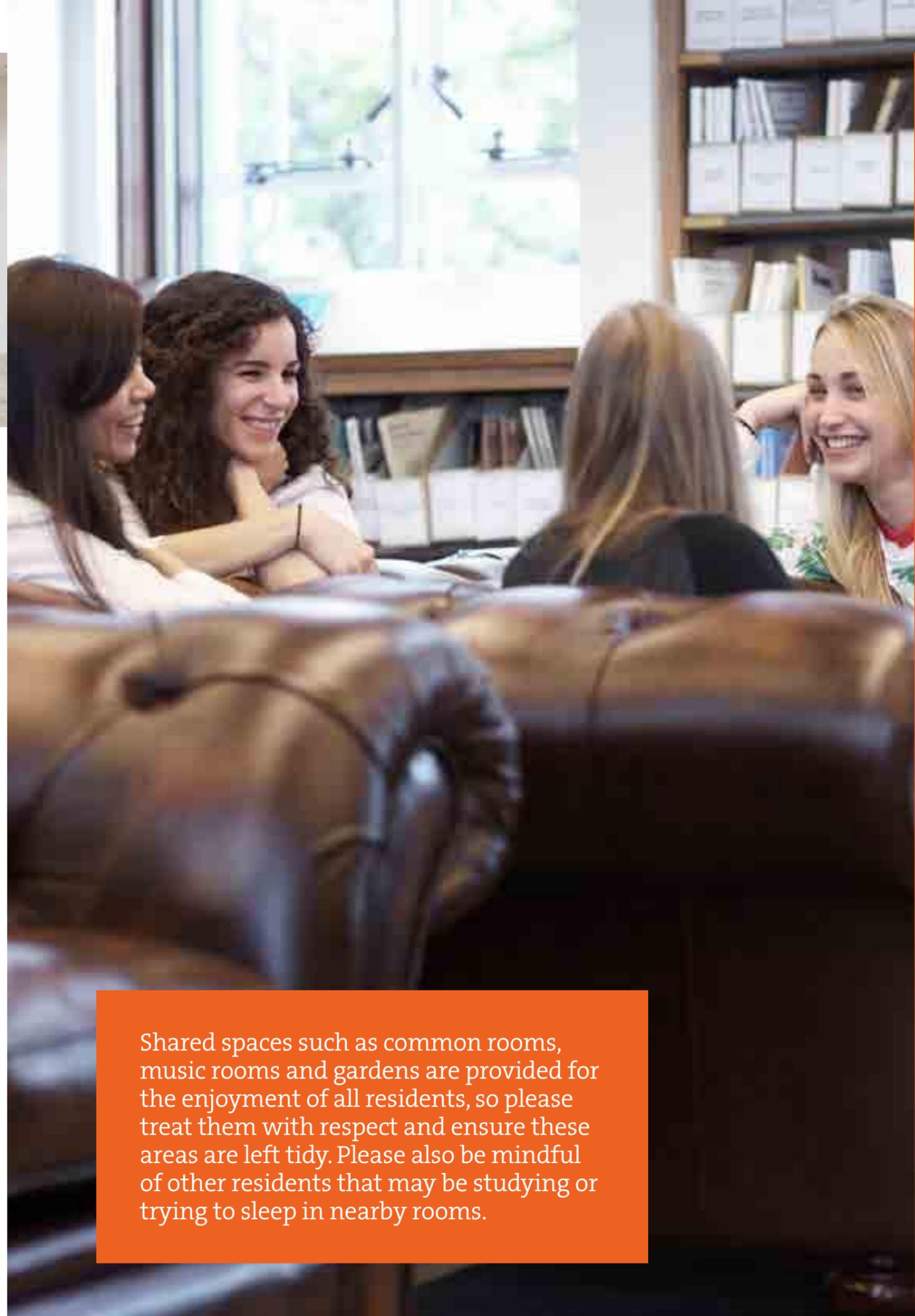
---

Any incident occurring in the hall that results in potential or actual injury must be reported to reception. A member of the Hall Management Team or the Warden will follow up.

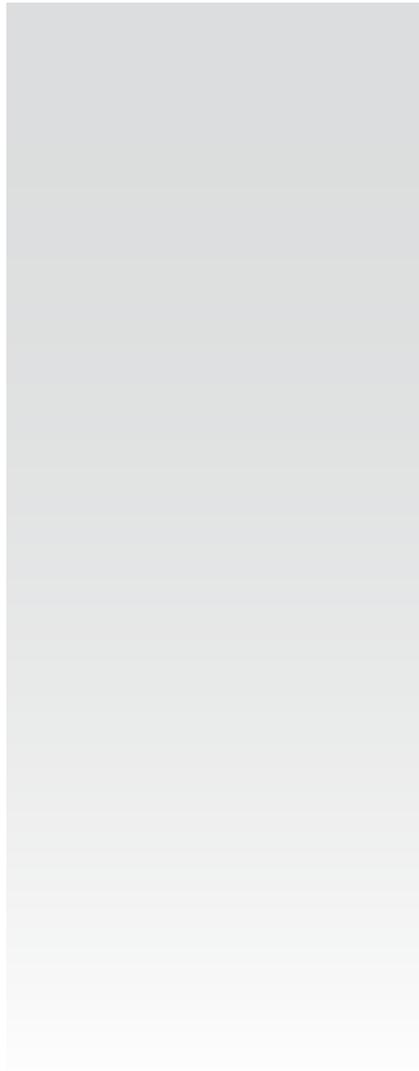
**In the case of a non-emergency you should call your doctor (GP) directly.**

**In the case of a medical emergency, you should dial 999. If help is needed, contact the Hall Management Team (during office hours) or the Resident Advisor on duty. If you make a direct call for a doctor or an ambulance, please remember to notify reception.**

**If you need medical advice but it is not life threatening, you can call the NHS 111 line. The website <http://www.nhs.uk/> has further information and advice.**



## HALL FACILITIES & AMENITIES



### Heating and hot water

In line with the University Heating and Cooling Policy, we aim to ensure that each hall is comfortable for our residents.

Hot water is provided at all times, depending on usage.

Please also note that halls are large buildings and as such some may find them cooler than a domestic house. It is important that appropriate warm clothing is worn. Free standing heaters are not permitted to be used in any hall, unless one has been provided to you by the Hall Management Team, should there be a problem with the room radiator. This is due to health and safety considerations, and for environmental reasons.

### Common rooms, music rooms and gardens

Shared spaces such as common rooms, music rooms and gardens are provided for the enjoyment of all residents, so please treat them with respect and ensure these areas are left tidy. Please also be mindful of other residents that may be studying or trying to sleep in nearby rooms. No items should be removed from common rooms.

Cinema room, tv room, music rooms and tennis courts can be booked via reception for no charge.

### TV Licence

If you watch TV in your room, it is your responsibility to get a TV Licence. For further information, please check the TV Licence website <http://www.tvlicensing.co.uk/>. If you're unsure whether you need to purchase a TV licence please visit <http://www.tvlicensing.co.uk/check-if-you-need-one>.

Shared spaces such as common rooms, music rooms and gardens are provided for the enjoyment of all residents, so please treat them with respect and ensure these areas are left tidy. Please also be mindful of other residents that may be studying or trying to sleep in nearby rooms.



## MAIL & INTERNET

### Mail

Mail is sorted into the pigeon-hole mailboxes in reception. If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you. Please check your mailbox regularly.

A key for your mailbox will be given to you at check-in. Please keep it safe as a replacement will be charged at £10. The charge will also be applied to your account if you don't return the key to us at the end of the year.

When giving your address for correspondence or deliveries, please use this format:

Your name  
Your room number  
The general contact address for your hall

Please ensure both your name and room number are included on any post. If the name and room number do not match the post is likely to be returned to sender.

Mail received for residents who have left the hall is returned to the sender. We regret that we are unable to store or forward mail received for you after you have left the hall at the end of your contract.

### Internet

Wi-Fi is available throughout the hall.

It is your responsibility to keep your computer virus free. Any computer which causes a problem for the network, e.g. through suspicious downloading of music or video files, through having a virus etc.. will be disconnected from the network without notice. The University will not be responsible for any lost material should a computer be disconnected. Computers will be re-connected once the owner has contacted the help desk to discuss the problem. This disconnection will count as a warning – further problems may lead to computers being disconnected permanently. Illegal use may be reported to the police.

For details on how to log-in and report any issues, please refer to Part 2 of this handbook.

The internet connection is provided for academic use only. Whilst there is no problem with limited non-academic use the following are not permitted:

- Business use;
- Abusive/obscene material;
- Abuses of copyright or data protection;





## KEEPING UP TO DATE



### Your contact details

It is important that you tell us if you change your email address or mobile phone number. Most communication from the University of London to residents is by email. Updating your contact details is your responsibility and failure to do so will not be taken as an excuse in disciplinary or financial matters. Please email [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) to update your details.

### Hall information screens

Please check the information screens at least once a week for notices that might affect you. You must not circulate any poster or other communication which is offensive, intimidating, indecent, or illegal or which might make others fearful or apprehensive. The same rules apply to posts online, on social networking. No offensive material is to be displayed inside or outside of rooms. The Warden is the arbiter of such matters and their decision is final.

Please ensure the Hall Office has your current email address and mobile phone number on file, otherwise you will not receive important announcements.



Please check the notice boards at least once a week for notices that might affect you.



# ARRIVAL & DEPARTURE

## Licence agreement

Please read your Licence Agreement carefully. Whilst this handbook aims to cover the essentials, your licence agreement contains full details of period of occupancy and termination of contract. Only persons mentioned in your application form will be permitted to reside in the accommodation.

## Period of occupancy

Your period of occupancy is set out in the 'Particulars of Offer' in the electronic document that has been sent to you. It may be possible to arrange an earlier arrival or later departure, but this cannot be guaranteed. There is no reduction in fees for late arrivals; early arrivals will be charged for extra nights at the term time rate. Please note that the end date of the contract cannot be brought forward, however it is often possible to stay in the halls during the summer holiday (see 'Summer Holiday Rooms' below).

## Arrival

You should arrive after 14:00 on your designated arrival date. Report to reception upon arrival and you will be given an access card where applicable. You are deemed to be in residence from when you take your access card.

If your arriving outside the main intake day please contact [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) to let us know when you plan to arrive so we can make your move in as smooth as possible.

## Room swaps

Requests for room swaps are dealt with by the Accommodation and Hospitality team based at Student Central, email [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) if you are interested in a swap.

If you are required to move for management reasons, you will be given as much notice as practical. The University will, so far as possible, try to ensure that you are moved into accommodation of a similar type to the original. If this is impractical the University will ensure you are not required to pay more for your accommodation. If the accommodation you are moved to is cheaper than your previous accommodation, you will be credited with the difference between any advance payments you have already made and the fees owing.

## Departure at the end of the year

You must leave by 10:00 on the last day of your contract. You must sign out at reception and return your key, access and laundry cards. If you do not sign out, you will continue to be charged for your room and a charge will be levied if you do not return your key or card.

Unreported damage to your room or furniture will be deducted from your deposit. Cleaning charge will also be subtracted if your room is in an unsatisfactory state so please remember to put rubbish in bin bags and leave your room tidy.

The University has a successful relationship with the British Heart Foundation who collect any unwanted but usable items that would otherwise enter the waste stream. Any such items can be deposited in the relevant containers in the hall.

## Items left behind/Storage

If you leave items in your room/flat, they are likely to be treated as rubbish and disposed of. We will notify you

at your last known email address and if the item is not collected within one month, we will dispose of it and you will be liable for the reasonable costs of storage and disposal. The costs may be deducted from any sale proceeds or from your deposit and if there are any debts remaining we will require you to cover them.

## Summer holiday rooms

There are rooms available in the halls if you wish to stay during the summer. Unfortunately, due to refurbishments and summer bookings, we cannot guarantee that you would be able to stay in the same hall, room. Further information is sent out during the academic year on locations, rates and availability.

## Staying another year

There are a number of rooms available if you wish to stay for another academic year. Information on eligibility and how to apply for these rooms is sent by our Accommodation and Hospitality team via email at the beginning of the year (January/February).

Readmission will be on the terms and conditions and fee levels in force at the time of readmission. Normal undertakings to pay fees promptly and observe hall rules etc. will again be required.



Please note that you are responsible for your belongings and that the University will not act as a Bailee if you leave behind items in your room after you have vacated, these will be treated as rubbish and disposed of accordingly.



# HOUSEKEEPING

## Cleaning

The Housekeeping team deals with cleaning of main common areas of the building. You can contact the Housekeeper via reception or speak to the Hall Management Team if you have any concerns or queries about cleaning or related matters.

Please inform the Hall Management Team or a Resident Advisor on duty immediately if you suspect a pest infestation. There is a 24 hour response time during the weekday and 5 days to rectify the problem.

Disciplinary action may be taken if you persistently fail to maintain your room in a hygienic condition. Please also note that additional charges may also be applied to your deposit if you leave the accommodation in an unsatisfactory state.

Rooms are not cleaned. Please ensure your room is kept clean and tidy.

Please keep food items in sealed containers (e.g. plastic food storage boxes) at all times, and clean up crumbs and other food waste from the floor. If you leave food out, it is very likely that you will attract pests to your room. There might not be another room to move you to and pests can be really difficult to get rid of.

You must not leave bins outside your room as it may block the corridors, causing a fire hazard, and you will be held responsible if the bin goes missing.

Rooms in an excessively dirty condition may attract cleaning charges.

## Waste collection

You are required to comply with the University of London Waste and Recycling Policy by separating your waste into recyclable and non-recyclable waste. Each hall also has a large recycling bin for mixed glass, general waste and mixed recycling. Do not leave your bin outside your door, as this may obstruct escape routes and pose a fire hazard.

## Room inventory

Within 72 hours of your arrival you must check the contents of your room against the inventory list on the Your Halls app, making a note of any discrepancies and/or damage. Please include any marks on furniture or carpets and also any damage to the outside of your door.

If you do not complete and return your inventory form, you may find deductions will be made from your damage deposit for existing defects. Where possible any damage or missing items that you report on your inventory form will be rectified. On your departure, we will check your room and you will be held responsible for any damage not listed on the inventory; you may be charged for any repairs.

Please report to the Hall Management Team any damage etc.. that occurs throughout the year. That way, we can correct the problem for you and, if the damage is genuinely accidental or due to normal wear and tear, you may not have to pay for the repairs. At the end of your stay, you may be held liable for any damage not previously reported.

## Care of rooms and hall property

Perspex boards are provided in most study bedrooms for you to use. Please do not use nails, screws and adhesive tack (e.g. Blu Tac) to attach posters or pictures to the walls, as any marks will incur a charge on your deposit for cleaning or repainting. Fire regulations prohibit posters from being stuck to fire doors (including the door to your room).

## Furniture

Furniture and fittings must not be removed from your study bedroom, nor brought in from the common rooms. Furniture and other items must never be left in the corridor, where they may block fire escape routes.

## Windows

Many windows have limiters fitted so they cannot be fully opened; this is to prevent people from climbing through the window. Please do not remove or damage these safety features. If you require a key to open a window in your room it will be given to you at check in. If you lose the window key there is a charge of £5 for a big key and £2 for a small key.

## Damages and vandalism

You must do all you can to look after the hall and to maintain the furniture and fittings. Where genuinely accidental damage is reported to the Hall Management Team, charges for repair or replacement will be reviewed on the merits of each case. However, if damage is caused by negligence, unreasonable behaviour, or vandalism, those responsible will be charged the full cost of repair or replacement, labour, and administration charges; if immediate payment is not forthcoming, a deposit deduction will be made. If individual responsibility cannot be established, the costs may impact on funding available for other improvements throughout the hall; you are therefore urged to report anyone whom you suspect of causing damage. A list of some of the more common charges can be found [here](#).

Vandalism is a serious offence against all other residents, staff, and the University, and those causing deliberate damage will be pursued rigorously, with the help of the police if necessary.

## Room checks

Room checks are undertaken termly (or annually depending on the building). These checks are to ensure that rooms are being maintained and there are also no health and safety issues. During these checks we may reclaim any crockery and cutlery taken from the dining hall and remove any fire hazards. You will be given notice to remove any other unauthorized items or risk having them confiscated.

Those responsible for vandalism will be dealt with severely under the student disciplinary code and may be required to leave the hall.



You are responsible for ensuring that your bedroom door is locked when you are not in the room and at night when you are asleep

## Right of staff to enter rooms

---

We will respect your privacy, but you should be aware that our staff do have a right to enter your room and you do not have the right to exclude them. In particular our staff may enter your room without prior warning where immediate access is required to uphold discipline, for urgent health or safety reasons, or in connection with criminal matters.

Your room is a workplace for hall staff and contractors so please keep your room in a clean, tidy, smoke-free and hygienic condition so that it is a safe place to work; and so that our staff and contractors including Hall Management Team; the Warden and/or Resident Advisors are able to undertake the work that is required (e.g. cleaning, maintenance, welfare etc.).

## Reduce the Juice: Save Energy, Save Water, Increase Recycling, and Win Prizes!

---

Starting in September and running through the whole academic year we will be running Reduce the Juice, a UK-wide student sustainability competition. The UoL's Intercollegiate Halls will be competing against each other in reducing energy and water consumption, and increasing recycling rates. There will be events happening throughout the year and the competition will be closely linked with the work of the Student Committee. We'll also be looking for members to become ambassadors of the project, so make sure you get in touch with us in September, if this sounds like your cup of tea. Until then you'll find us on [Twitter](#) and [Facebook](#).

The Reduce the Juice Team





# MAINTENANCE

Maintenance repairs are managed according to their level of priority. The table on the next page explains the three priority levels and how we respond to them.

## Reporting faults

Residents can log and track maintenance issues through the *home at halls* app.

## Planned maintenance works

We endeavour to give you as much notice as possible regarding planned maintenance works. If works require entry to your room, we try to always give at least seven days' notice. However, this may not always be possible as circumstances may require more immediate action. Please note that the University will take all reasonable steps to minimise any inconvenience to you and wherever possible we limit any noisy maintenance work to between 09:00 and 17:00 only. However this may not always be possible depending on the nature of the works e.g. urgent health and safety works. The University cannot be liable for works and noise that are undertaken outside of the property.

Priority	1 Emergency repairs	2 Urgent repairs	3 Non-urgent repairs
Classification	Danger to the health or safety of residents	Repairs that affect material comfort or convenience of residents	Day to day repairs
Examples	Flood, gas, escape, electric shock, broken windows	Failure of heating, hot water, power failure	Broken light fitting, broken shelf/drawer, dripping tap
Time to Rectify	Aim within 24 hours of report of defect	Aim within five working days of report of defect	Aim within 28 days of report of defect



If you see a problem report it! Never assume that someone else must have reported a fault or damage as we cannot correct problems that we do not know about.



## GUESTS & VISITORS

Having guests and visitors in the halls is important to our residents and a part of life studying away from home. It is important that in ensuring a harmonious and safe living environment for everyone, the rules contained in this section are followed.

### Guests

No visitors are allowed beyond the reception area without being collected and signed in by a resident student. Under 18's are not permitted as overnight guests. The reception team are not authorised to waive the rules for anyone or for any reason. Make sure your guest calls you when they are ready to be collected so you can come to reception and sign them in.

### Guest behaviour

Your guests must adhere to the same standard of behaviour that is expected of residents.

You will be held personally responsible for the conduct of your guests at all times. Consequently you may face disciplinary action or be liable for the cost of any damage or disturbance caused by your guests.

Please note our staff can refuse admission to guests or require them to leave the premises at any time. The police may be called to help remove guests who refuse to leave.

### Limits on number of guests

You may sign in a maximum of three day-guests at any one time, between 07:00 and 23:00. During your stay with us, you may have one overnight guest at a time in your room for a maximum of 10 nights per calendar month. The Warden is able to grant special exceptions to the rules on guests. If you need to request an exception to the rules, contact the Warden by email as far in advance as possible and at least 48 hours prior to the commencement of any stay. Permission is not automatic, so do not promise others

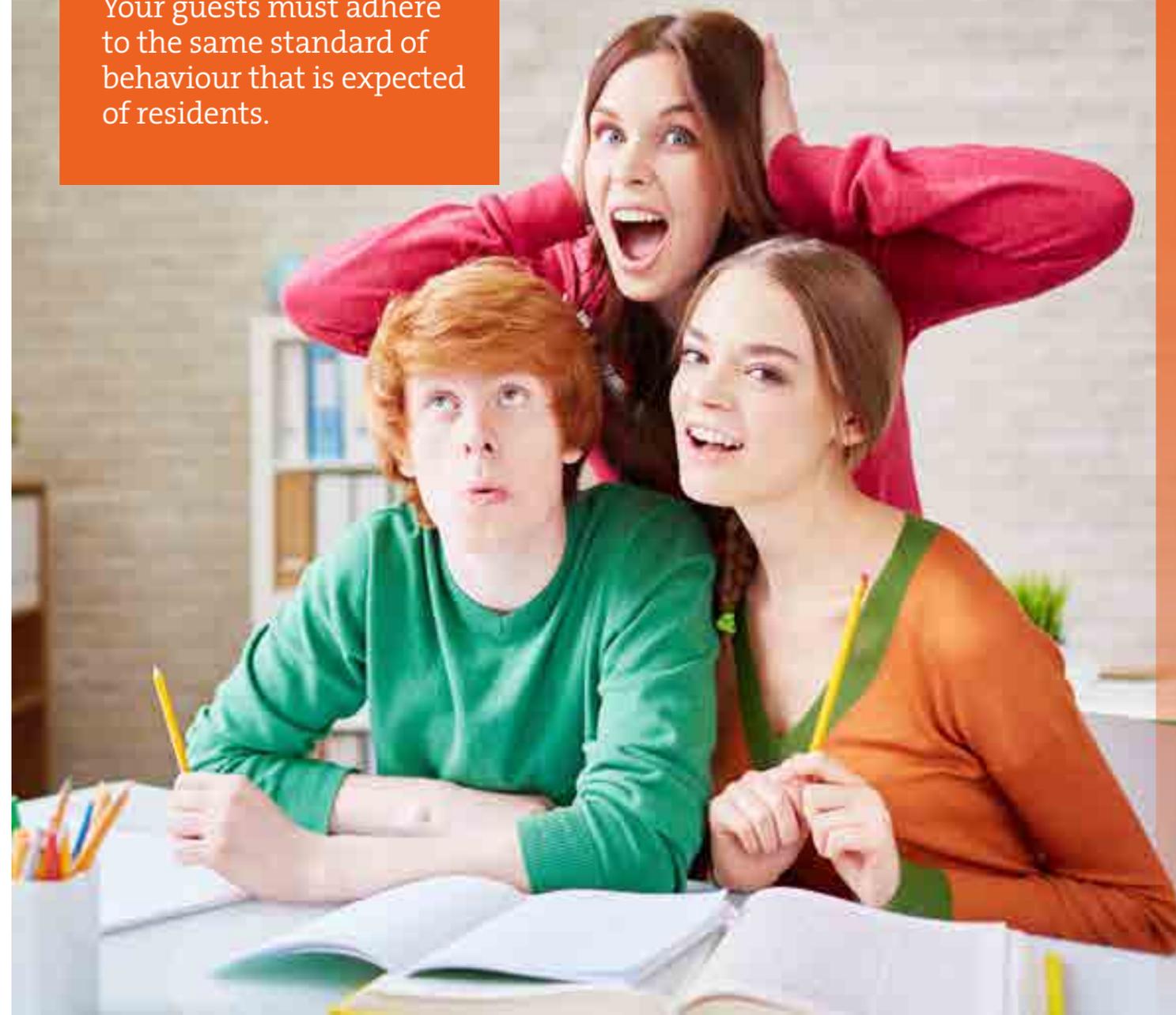
they can stay until you have obtained written permission from the Warden. Contact details for the Warden are contained in Part 2 of this Handbook.

Overnight guests must be signed in at reception. If your guest would like to take a meal they can purchase it directly in the dining hall.

Guests are not allowed in your room or anywhere in hall if you are away: if you are on holiday, returned home, or departed at the end of the year, you may not grant permission to any guests to stay. If you do not follow these procedures, you may be charged the on-student rate for an overnight guest.

For security reasons, you must not give your room key, ID/access card or a fob to anyone else: this specifically includes your guests.

Your guests must adhere to the same standard of behaviour that is expected of residents.





# YOUR WELFARE

## Your health and well-being

You are likely to experience university as a time of transition and adjustment. It may also be a time of exploration and change for you with respect to personal, sexual or cultural identity. These changes are often positive, fun, exciting, and rewarding, but the transition to University can also be stressful as you may face academic, social, financial, work, family, and institutional pressures.

We provide a support structure for you based around the Warden and Resident Advisors. You are welcome to approach any member of hall staff or a Resident Advisor if you are experiencing personal difficulties of any kind. Whilst we are not trained counsellors, we are available to listen and we can provide information about where further professional support might best be sought. The Warden has a great wealth of experience of listening to students' concerns and worries, and helping them find the right resources to start solving the problems.



We also encourage you to report health and welfare concerns that you may have about another resident. These will be treated in confidence. Support is also available through Health Centres, the Colleges and Student Union Welfare Officers, the College Chaplains, independent counselling services and help lines. The Warden and Resident Advisors can help direct you to these sources of help.

## Confidentiality

The personal information which the hall and the University holds about all residents is subject to data protection law and is managed according to the [Halls Tenant Privacy Notice](#). Unless exceptional circumstances apply, we cannot give your room number to anyone so you must make sure all your friends and family are aware of your full address and contact details. If someone else is paying your fees, please pass the invoice to them, as we cannot give out financial information. The Warden and their team endeavour to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, or sexual orientation

Conversations with the Warden and Resident Advisors are confidential. We believe that the integrity and effectiveness of the whole team depends on rigorously upholding our duty of confidentiality. However, for your safety, there are some circumstances when we may have to make a judgement about whether, acting in your best interests, we need to tell someone else about a conversation we have had with you. The Resident Advisors will discuss your case with the Warden – and only the Warden – in the following circumstances:

- If they consider that you are at serious risk, either from your own actions or from someone else.
- If they consider that there may be a serious risk of harm to others.
- If they are worried about you but do not know how best to help you.

Similarly, the Warden may contact a healthcare professional, welfare officer, or the emergency services about you if they are seriously concerned that there is a risk to you or to others, or escalate matters within the University should it be required.

We will normally seek your consent before discussing your case with anyone else. Only if there is a real risk of harm will we discuss your case with someone else without your consent.

## The Electoral Register

Commonwealth and Republic of Ireland citizens are entitled to register and vote in all elections in Britain. Citizens of European Union states are entitled to register and vote in local and European elections. To register from your Halls of Residence address you need to apply

individually. In order to register, you are required to complete a self-registration form on the Government website <https://www.gov.uk/register-to-vote>.

## Registration with a doctor

It is a condition of residence that all students register with a local general practitioner. You must complete online induction which includes medical registration form. Please remember to update the medical registration section with the GP details.

Some Colleges also operate their own health service:

- UCL: University Health Centre; 020 7387 6306
- LSE: Health Service; 020 7955 7016
- City: Student Health Service; 020 7040 5998

Other Colleges are affiliated to the Central Institutions Health Service (CIHS) at 020 7636 7628.

KCL students can register at the CIHS or at one of the three KCL Health Centres. Contact the KCL for further details.

This advice is based on national guidance from Universities UK, published in response to rising cases of meningitis amongst students in Halls of Residence. Students who do not register with a local doctor during their stay in London often encounter problems and delays in obtaining treatment.

## Medical problems

NHS 111 is a non-emergency telephone advice service. Dialling 111 you can get advice on medical problems, whether you can treat yourself, or if you should visit your GP or go to hospital. You must tell the Warden if you are admitted to hospital for more than 24 hours.



## DISCIPLINE IN THE HALL

While studying at the University and living in the halls you are part of a community of other students, staff and members of the University and your College. You are expected to act as a responsible and considerate member of that community. Within the hall you are required to observe the rules and procedures and to comply with the terms of your licence agreement.

The ultimate aim of the hall philosophy is to encourage our residents to be self-directed and self-disciplined in their behaviour. Occasionally students will abuse their freedom to control their mode of living, and their behaviour will threaten the learning process of the community. In these cases, disciplinary action will unfortunately be necessary.

### Dealing with disciplinary problems

The Warden has authority to take disciplinary action for misconduct in the hall. The emphasis is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage, without resorting to the student disciplinary procedure. Misconduct is improper interference with the functioning of the University, or activity, which damages the University.

“The University” in this sense includes all the members of the University community as noted above. Within the hall, a breach of the licence agreement or non-compliance with other reasonable rules or procedures will be considered to be misconduct.

If misconduct is found proven it may result in a number of consequences including a warning, a fine or in serious cases termination of your licence agreement and you will be ordered to leave the hall. In addition, the Warden may refer serious allegations of misconduct to be dealt with under the disciplinary procedures of the University or your college.

Where formal disciplinary action is required, the student disciplinary procedure sets your rights and the procedure that will be followed. There is a right of appeal against any finding of misconduct or any penalties imposed. If you fail to attend a scheduled disciplinary interview or misconduct hearing without giving adequate notice and a suitable, verifiable reason, a decision may be made in your absence and a summary penalty applied.

### Smoking

All halls operate a strict non-smoking policy, which includes the interior of the accommodation, courtyards, front steps/patio and balconies. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside that you follow legal advice and smoke at least five metres away from any entrances or windows. Residents are advised that the University does not permit the use of electronic cigarettes on our premises.

This is based on advice from the British Medical Association, which highlights the unknown health impact of the devices, the risks of undermining current restrictions on tobacco smoking, and the potential for conflict among staff on the issue. Residents that do not follow these rules will be subject to disciplinary action, which may include fines and could lead to you being ordered to leave the hall.

Our staff are primarily concerned for the safety and well-being of all residents. You must comply with any reasonable and lawful requests of the Warden, Hall Manager, and their representatives.

Obstructing staff from carrying out their duties, or failure to cooperate with their reasonable requests, shall be cause for disciplinary action. Aggressive, violent, abusive, insulting, alarming behaviour or threatening manner towards hall staff or any resident are serious disciplinary offences which can lead to being ordered to leave the hall.

All halls operate a strict non-smoking policy which includes the interior of the accommodation, courtyards, front steps/patio and balconies. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside that you follow legal advice and smoke at least five metres away from any entrances or windows.

The non-smoking policy also applies to vaping.

### Drugs and intoxicating substances

Possession and use of any controlled drugs or intoxicating substances is illegal and is a serious disciplinary offence within the hall. Please note that most new psychoactive substances or “legal highs”, including those that are not yet banned by the Misuse of Drugs Act, are considered by the University to be intoxicating substances.

Use or possession of controlled drugs or intoxicating substances in the hall, or allowing them to be used in your room, will lead to disciplinary action obliging you to leave the hall. In addition, your college may be informed of the reason for which you are being required to leave and the matter may be referred to the police. Guests involved will also be required to leave immediately.

Drugs, solvents, and intoxicating substances can seriously damage your health. If you need further information and advice about drugs or other noxious substances, we recommend you seek advice immediately from any one of the many health and support services, including your own doctor, who can provide professional advice. If you do not know how to contact one of the support services, we encourage you to speak in confidence with the Warden or a Resident Advisor; they can help you find professional support.

The police are interested in patterns of supply of drugs. If you receive unsolicited offers of drugs, or have other information that could be helpful to the police, we encourage you to share this information with them.

Excessively loud music and other noise is not allowed at any time of day in any area of the hall or its grounds. The Warden or nominated Deputy (normally the Duty Resident Advisor) shall be the arbiter of whether noise is excessive, and their decision shall be final. Any noise that can be heard outside a person's room between 23:00 and 07:00 shall automatically be considered excessive. If your neighbour asks you to be quieter, you must respond politely and cooperatively. Recurrent breaches of the noise regulations shall be considered serious misconduct and could lead to you being ordered to leave the hall.

## Noise

All of our students should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room between 23:00 and 07:00. Please be considerate to the people who live around the hall and avoid disturbing them when to enter and leave the hall.

Residents or guests who are unable to adhere to these guidelines will face disciplinary action.

## Realistic expectations about noise

Noise disturbance generally creates the most dissatisfaction with hall life. The halls are large places of residence of mostly first-year undergraduate students in a busy part of London. Nowhere in the hall can be completely silent and most staff and residents find that occasionally they need to wear earplugs at night. Some people are particularly sensitive to even low levels of noise and we would advise that a mainly undergraduate Hall of Residence in central London may not be suitable

accommodation in this case. It is not always reasonable to restrict others' activities to meet the expectations of someone who is especially sensitive to noise.

## Reporting noise problems

The Warden, assisted by the Resident Advisors, is responsible for dealing with noise. If someone is disturbing you, it is often best to politely approach them yourself at first and ask them to be quieter. Most people will be helpful and quieten down; they will be grateful that you did not involve staff and make a formal complaint.

Sometimes you may feel that you cannot approach your neighbour directly, or they may not respond to your request. If this happens, we recommend that you call reception and tell them where the noise is coming from. Reception contact the Duty Resident Advisors/Security staff (evenings, nights, and weekends) or the Hall Office (during office hours). The staff member will visit the room making noise and address the problem with the resident directly. If the noise persists 10 minutes after your initial complaint, phone reception again and follow up action will be taken. The noise complaints are reported with the Halls Warden and Halls Management.

## How to get on with your neighbours

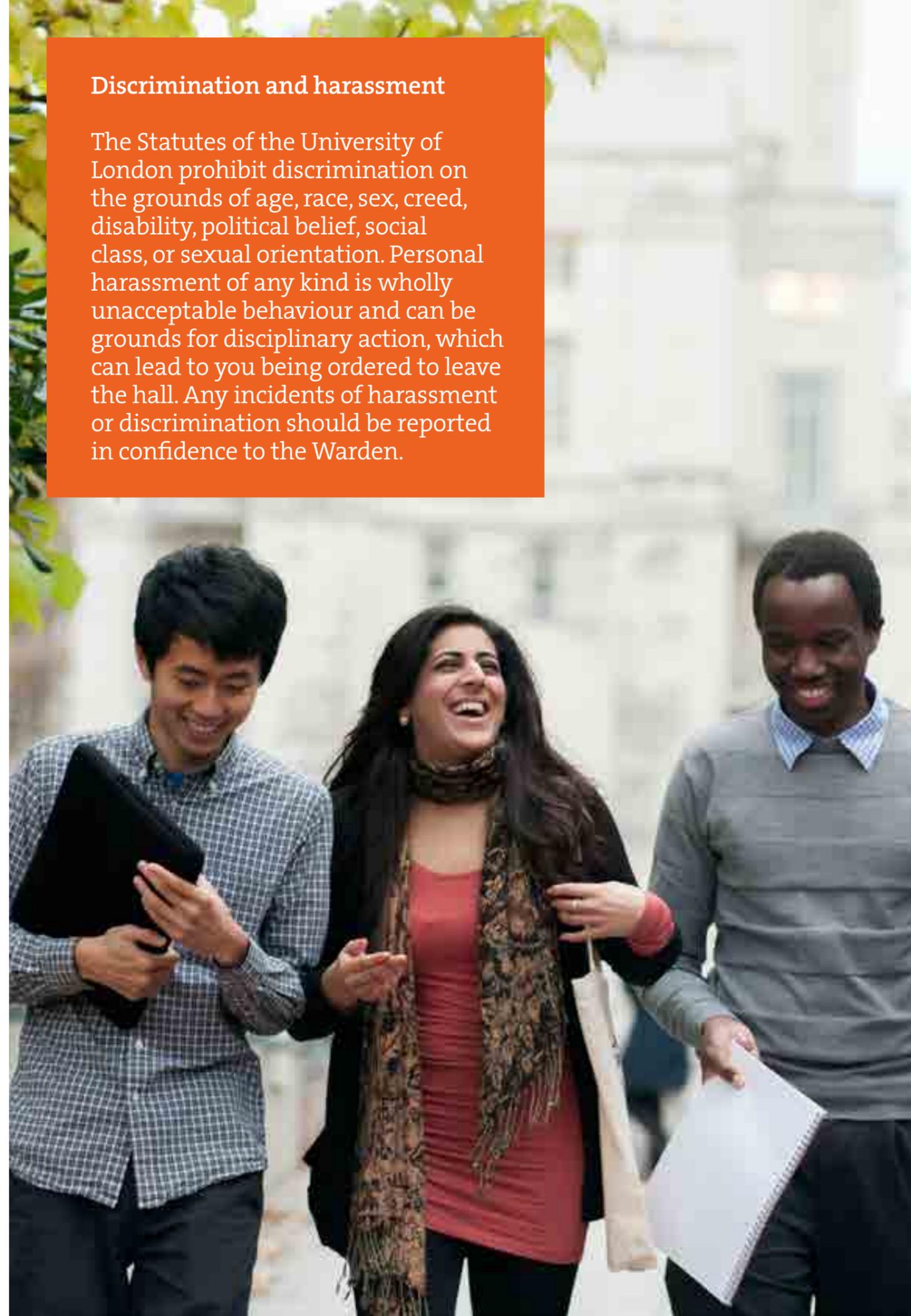
Respect others' needs for quiet time: they may want to sleep or study at different times from you. Being unable to sleep or work when you need to can make you annoyed and stressed, and can seriously impact on your quality of life. You do not want to inflict those feelings on your neighbours. Be polite and try to help if your neighbour knocks on your door and asks you to quieten down; next time it might be you asking for quiet!

Noise travels further than you think, so try to talk quietly in corridors, and don't run or shout in hallways or stairwells. Remember the walls between rooms are thin; and the floors and ceilings transmit sound very easily (most noise complaints are about the room above or below). Please make a conscious effort to think about your neighbours if you have visitors in your room at night. We also advise you not to shout outside the building at night as this can be very disruptive and can wake students in nearby rooms or other residents in the area.

**You must be quiet between 23:00 and 07:00: no noise at all should be audible from outside your room between these times.**

## Discrimination and harassment

The Statutes of the University of London prohibit discrimination on the grounds of age, race, sex, creed, disability, political belief, social class, or sexual orientation. Personal harassment of any kind is wholly unacceptable behaviour and can be grounds for disciplinary action, which can lead to you being ordered to leave the hall. Any incidents of harassment or discrimination should be reported in confidence to the Warden.





All of our residents should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room between 23:00 and 07:00.

## Banned Items

You must not bring or use any hazardous substances (including, but not limited to, any combustible materials) anywhere in the hall and this includes any materials obtained from University laboratories. The following list of banned items is not exhaustive and the University reserves the right to add or remove any item:

- Weapons (including replicas)
- Candles
- Incense stick
- Shisha pipes, bongos, and vaporisers
- Oil lamps
- Paraffin, petrol or other flammable liquid
- Portable heaters
- Portable washing machines
- Clothes irons
- Multi-socket block adaptors
- 3 way multiple socket adaptor
- Fryers
- Humidifiers
- Hot plates
- Microwave ovens
- Grills
- Toasters and sandwich makers
- Rice cookers
- Fan heaters
- Fairy lights (mains powered only)

Heating / cooling appliances (e.g. air conditioning units) are not allowed unless they are supplied by the hall. If you have a medical condition that requires the storage of medicines in a refrigerator, e.g. insulin, you should contact the Hall Manager. You are permitted to use a portable mini-cooler/fridge in your room provided it has a capacity no greater than 50 litres.

Compressed gases such as oxygen and nitrous oxide cylinders are not allowed in the hall unless supplied in accordance with a doctor's prescription and with the prior written permission of the Hall Manager. No animals (including fish) are allowed inside the hall, except registered assistance animals by prior agreement.

If a banned item is found in the accommodation, it will be removed by a member of the Hall Management Team or Warden. If we consider the item to be dangerous or illegal we may give it to the police or we may destroy it. We will then contact you regarding the item.

## Illegal activity by residents

The University is unable to tolerate illegal activities by residents. If you are found conducting any illegal activity, you will be subject to disciplinary procedures. This means that your college or institution and the police may be informed. If you are found to be under investigation by the police, you may be required to reside away from hall until the matter is resolved.

## Proselytising or recruitment by sects and other organisations

In accordance with our policy on prohibiting personal harassment of any kind, proselytizing is not permitted within the halls. You are entitled to be members of any faith or sect and to hold your own personal beliefs but you must not seek to influence others in any way within University accommodation. If you feel that you are under pressure from extremist views of other students or external persons/organisations, please discuss the matter in confidence with the Warden.

## Joining new groups

We advise you to thoroughly investigate any group or sect that you might consider joining. Sometimes involvement may be deeper than at first apparent. Mild introductory activities can sometimes disguise the level of commitment that is being sought. Genuine groups will be up-front and honest about their real purpose. We encourage you to contact your College/Institute to see if the organisation has been approved and you are also welcome to discuss the matter or any concerns with the Warden.

## Canvassing

If any individual or group wishes to canvas in the hall, they must seek permission from the Warden. The Warden has the right to refuse such requests or to impose limits on the canvassing activity. At all times it is strictly forbidden for any individuals or representatives to wander the hall knocking on doors. Any resident who is approached in this way should contact reception immediately.

## Use of hall ID cards/ Access Card

The hall ID card is only to be used by you; this cannot be 'lent' to anyone else. This is a disciplinary issue for which you may be fined and receive a warning. Please carry your ID card with you at all times and show it to a member of staff if prompted.

## Occupation

You must not use the premises for any purpose other than living accommodation for yourself during your attendance at the University and you must not carry on any profession, trade or business on the premises.



# FIRE & GENERAL SAFETY

## Personal responsibility

Avoiding fire risks is your personal responsibility. You should be alert to fire and safety hazards at all times. Flammable liquids must be kept away from heat sources and aerosol cans kept from direct heat or sunlight. Linen, towels and other fabrics must be kept away from all electrical appliances. All forms of cookers, irons, candles, incense burners and oil lamps are strictly banned in bedrooms and, if found, will be confiscated.

All residents must acquaint themselves with the location of their nearest fire exits and extinguishers. Fire doors must never be propped open, and exits and corridors must always be free of obstruction. Access to fire extinguishers must not be blocked. Please assist us with maintaining a safe environment in the hall by immediately reporting matters of concerns to reception, the Hall Management Team, or the Duty Resident Advisor.

## Fire safety

Every study bedroom and all communal areas are equipped with smoke detectors.

Please do not leave rubbish, luggage, furniture, drying racks, clothes or your waste bin in the corridor: such items can block fire escape routes, impede access to fire-fighting equipment, and even help spread a fire down the corridor. Do not bring your bicycle inside the hall. Please contact reception for information about bike storage. Any objects left in the corridor will be removed without notice.

## Fire extinguishers

Ensure that you know the location of fire extinguishers in your building. In the halls these are typically located along the corridors and in the communal kitchens by the rubbish and recycling bins. You should only use a fire extinguisher if you are sure it is safe for you to do so. If in doubt, evacuate the area and raise the alarm immediately.

## Fire procedure

Residents must acquaint themselves with the fire procedure and be prepared to act accordingly. With the exception of fire alarm tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Lifts must not be used. Staff from the Hall Management Team or Resident Advisors may issue instructions during an emergency to facilitate the safe and speedy evacuation of the hall.

Residents who trigger false fire alarms (deliberately or not) will be interviewed by the Warden and may be subject to the disciplinary procedure.

Tampering with fire safety equipment is illegal in the United Kingdom and a very serious disciplinary offence within the University of London. Anyone who deliberately causes a false alarm, irresponsibly discharges fire extinguishers, covers smoke detectors, interferes with fire exit signs, or who tampers with fire safety equipment in any way whatsoever, will be dealt with under the disciplinary procedure and can expect to be ordered to leave the hall without delay. The matter will also be referred to their college.

As in all matters, residents will also be held responsible for the actions of their guests.

## Fire drills and sounder test

Please acquaint yourself with the fire alarm procedure. Ensure that you know the locations of your nearest fire exits, fire extinguishers, and alarm call points. Whenever you hear the fire alarm, you must evacuate the building immediately. Fire drills will be held during the year and all rooms will be checked by a member of staff to ensure everyone has evacuated. You are expected to leave as quickly as possible by the nearest route, which may not be necessarily down the main stairs and out through the main door, so please familiarise yourself with alternative escape routes. If your response is too slow, further fire drills will follow within a few days.

## Electrical safety

To comply with the Electricity at Work Regulations, all electrical equipment owned by the University is regularly tested and recorded. If you wish to bring any electrical equipment into your room you must ensure that it is EU approved and British Standard kite-marked.

The electrical supply to your room is at the UK domestic standard 230 Volts  $\pm$  5% AC (50 cycles/second). You must not, under any circumstances, add to or interfere with electrical circuits or installations in the hall. You may use low wattage and domestic electrical appliances such as audio-visual equipment, computers, electric shavers, and hair dryers if they are properly wired, fitted with a suitably rated fuse or suppressor, and kept in a safe condition. It is the resident's responsibility to ensure that any electrical equipment is tested and it is safe. An electrician is available to advise and to check any problems.

If you need to use a multi-socket adaptor, please choose a fused extension lead instead of a 3 way multiple socket adaptor that plugs directly into the wall. Check the current rating of the extension lead before plugging appliances into it and be aware of its limit, most are rated at 13 amperes, but some are rated at only 10 amperes or fewer. (The rating should be clearly marked on the back or underside of the extension lead.) Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating. This could cause the plug to overheat and possibly cause a fire. Only use one socket extension lead per socket and never plug one extension lead into another.

Whilst the use of e-cigarettes in the halls is banned you may charge them in your room, please follow these safety rules:

- Always use the correct charger and follow the manufacturer's instructions.
- Check your battery has overcharge/overheat protection.
- Never leave a charging battery unattended.

# FIRE ACTION PROCEDURE

## Any person discovering a fire:

### 1. RAISE THE ALARM:

Break the glass to operate the nearest fire alarm call point.

### 2. CALL THE FIRE BRIGADE:

Call reception (reception telephone numbers in Part 2 of this handbook) who will contact the fire brigade.

### 3. DO NOT TACKLE THE FIRE

## On hearing the fire alarm:

### EVACUATE THE BUILDING IMMEDIATELY:

- Use the shortest escape route – follow the green lights.
- Close (but do not lock) doors and windows behind you.
- Meet at the assembly point.

### Do not:

- Do not take personal risks.
- Do not stop to pick up belongings.
- Do not use lift.
- Do not re-enter the building until authorised to do so.

Make sure you're dressed and wearing appropriate footwear for the time of year.



## SECURITY

Security is the responsibility of all residents. You should remain vigilant and safety-conscious at all times and, if in doubt, report suspicions immediately to reception. You must never admit or sign into the hall anyone that you do not know or are not personally hosting. Please remember that you will be held responsible for the actions of anyone you sign in.

### Valuables, insurance and theft

The University provides a basic policy to insure your personal property within the hall. You should take out additional insurance to cover your property outside the hall and high value items not covered under the terms of the basic policy. Visit <https://www.endsleigh.co.uk/> for details of the insurance policy. Please use 'University of London – Intercollegiate Halls' as the name of the accommodation provider.

Keep your property safe by:

- Locking windows and room doors and take the key, even if only leaving for a short time.
- Opening a bank account and do not have cash in your room.
- Putting valuable items away, out of sight, when the room is unoccupied.
- Reporting anyone who appears to be acting suspiciously.
- Making sure never to let strangers into the hall.
- Backing up computers regularly and storing your backups safely.

The hall has no secure storage for your valuables and we cannot accept responsibility for loss or theft of personal property from within the hall.



# CATERING

The catered halls provide breakfast and dinner, and on each floor there is also a pantry where you can prepare hot drinks and snacks.

A vegetarian option is always offered and may include eggs and dairy products. The eggs we use in our recipes are free range.

Breakfast consists of six items Monday to Friday, with eight items on Saturday and Sunday. Each item on the breakfast list is classed as one item, e.g. toast, bacon, sausage. For evening meal, you are entitled to a three course meal, consisting of starter, main course and dessert. .

Students with college commitments who cannot return in time for the evening meal can pre-book a late meal at reception. This usually consists of salad, jacket potato or sandwich, piece of fruit and yoghurt, and can be collected from reception in the evening. This late meal is not a suitable regular alternative (and cannot be taken in addition to a main meal) for students and if you expect that late dining will be a regular occurrence then a catered hall may not be the right option for you.

Unfortunately, due to the type of kitchens and catering we offer in the halls, we are unable to cater for special diets. This includes students with nut allergies. Our Catering Managers are happy to discuss menu options and other

Your accommodation fees include meals. This package cannot be separated or invoiced, therefore no deductions to your fees can be made for meals not taken.

food related matters and can be contacted in each hall or via [cateringcomments@london.ac.uk](mailto:cateringcomments@london.ac.uk). You may also wish to contact Accommodation and Hospitality team to see if a possibility of transferring into self-catered accommodation is possible.

All meals are served in the dining hall, located on the lower ground floor. We cannot guarantee that you will always have breakfast and dinner in your own hall during your entire stay. There may be times when meals will need to be served at a different University of London hall dining room. This is likely to be during holiday seasons where the number of residents dramatically reduces, but could also be during times of staff sickness or a major kitchen fault.

You must take your hall ID card with you to every meal in the dining hall as this proves that you are entitled to a meal. The catering staff will not serve you if you do not have your ID card.

Please note that meal times can vary during holiday times. Also there is often a queue for dinner at the beginning of service. If you prefer not to queue for so long, please think about eating a little later.

Please return your tray when you have finished eating so the kitchen staff can wash up. You can always return to your table to continue talking with your friends after you have put your tray away.

The dining hall is the social hub of the hall. We hope that you will eat your meal in the dining hall and take the opportunity to meet friends and the staff. You can take food out of the dining hall but only if you provide your own clean, sealable plastic container. The kitchen does not provide take-away boxes or disposable cutlery. Please do not remove any crockery or cutlery from the dining hall. If too much goes missing, there may not be enough for everyone!

## Meal times

Breakfast  
Monday to Friday  
08:00 – 09:30

Brunch  
Saturday and Sunday  
11:00 – 12:30

Dinner  
Daily  
18:00 – 19:30





# METROPOLITAN POLICE STAY SAFE GUIDE

## Everyday safety advice

As with all major cities, London has its share of street crime. Please read the following police advice and remember that you can always talk to the Warden if you have any concerns or questions.

The following points are adapted from the [Metropolitan Police's website](#):

- Register your mobile phone at [www.immobilise.com](http://www.immobilise.com) and make sure that you know its 15-digit IMEI (serial) number, found by dialling \*#06# (star, hash, 06, hash).
- When you're in cafés, pubs and clubs make sure you keep bag or purse, closed and in a place where you can see or feel it – on your lap or touching your feet – not hung on the back of a chair.
- Be aware of who is around you when using a personal electronic device.
- Consider carrying a personal alarm. It provides reassurance and can deter or disorientate an attacker when activated, giving you time to get away. If you are carrying a personal attack alarm, make sure it is available for immediate use and not lost in your bag or pocket.
- Thieves love an easy target so keep any expensive (or expensive looking) watches or jewellery out of sight.
- If you see anything (for example a leaflet holder) attached to a bank ATM, do not use it and inform the bank at once. It may be hiding a camera that is taking pictures of your PIN.
- Keep your wallet or purse in an inside pocket and make sure to remove everything out of your pockets before putting a coat or jacket into a cloak room.
- Wear your bag across your body and so that it opens on the side facing you. In winter, wear your coat over your bag to hide it.
- Your safety is more important than any of your belongings and you are less likely to be hurt if you let your belongs go instead of fighting to keep them.
- Plan your journeys so that you can avoid dark alleyways, paths and areas that make you feel unsafe.

Make sure you can return to the hall without walking through unlit areas.

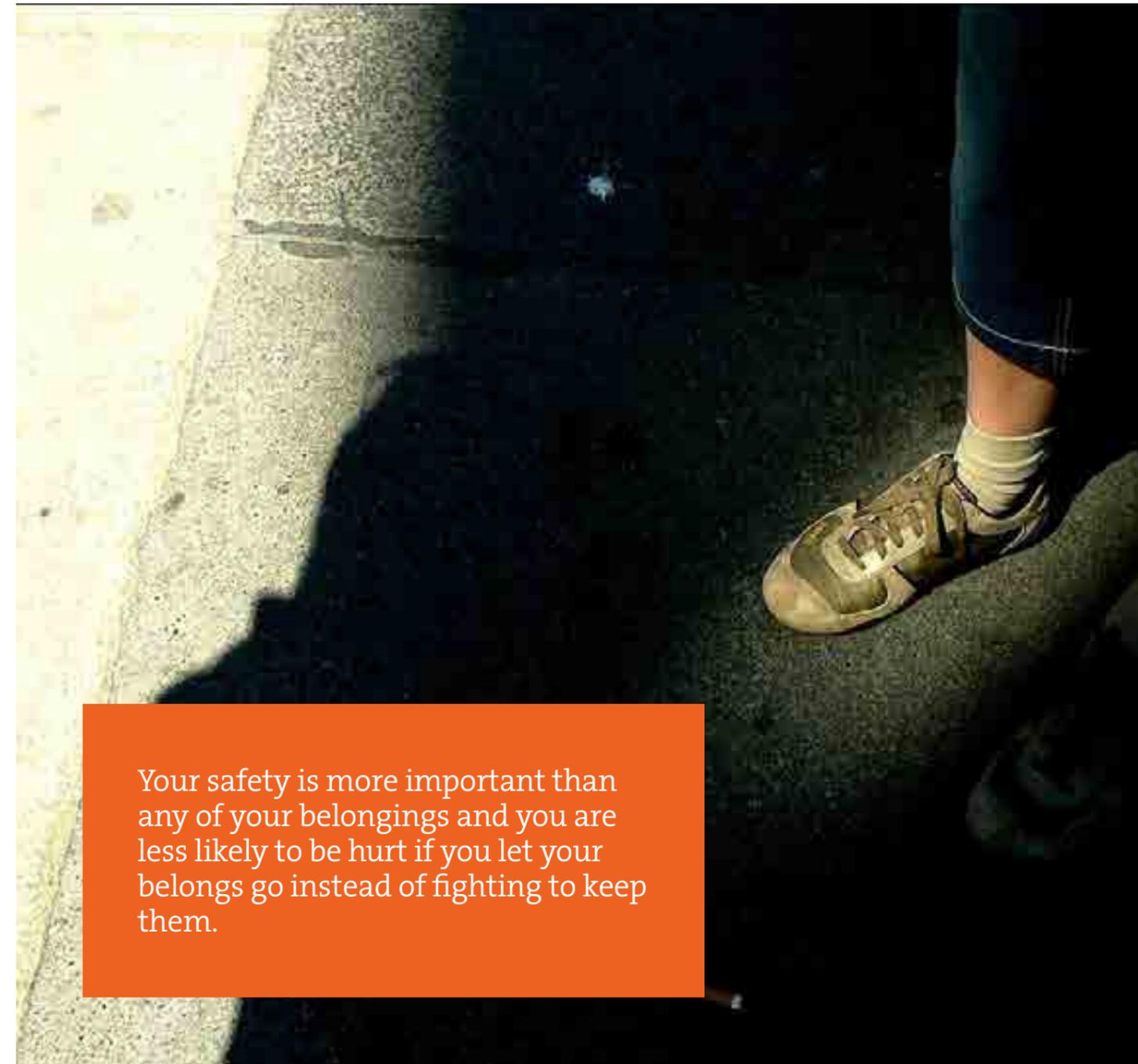
Unlicensed cabs and rogue drivers may compromise your safety so ALWAYS use licensed mini cabs or black cabs. Mini cabs should always be booked in advance. To find licensed mini cab firms in your area, call Transport for London on 020 7222 1234 or visit [www.tfl.gov.uk](http://www.tfl.gov.uk). When travelling in cabs we recommend that you sit directly behind the driver and steer conversation away from personal details.

If you are approached and feel threatened and cannot immediately move away...

- Be vocal and try to alert and involve others around you. Feel confident and assertive enough to say 'Don't touch me', 'No', 'Stop', 'Go away'.
- Try to shout 'Call the Police' or 'Fire' as this may unsettle your potential attacker. You could also try sounding

as if you are going to be physically sick, and make it a loud noise. It has been proven that people hate this sound, and the possible resulting vomit, and may avoid someone who they think is about to be sick.

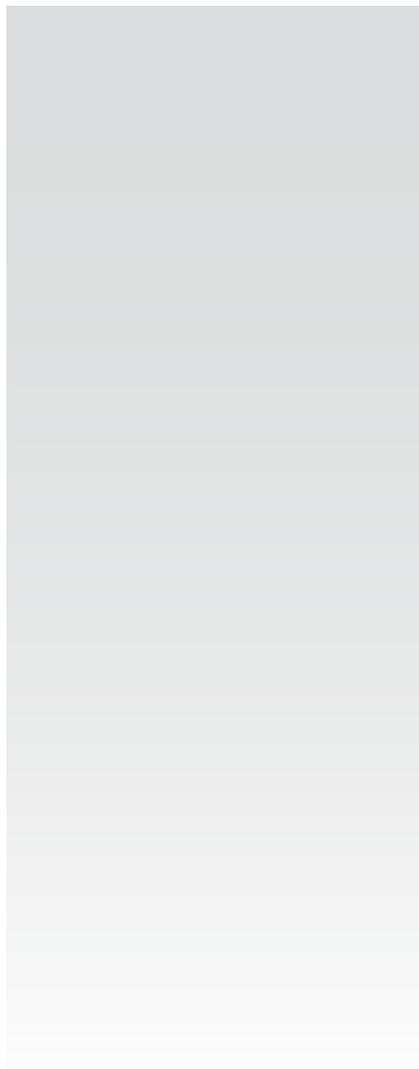
- If using simple verbal commands do not work, you have the option of using as much force as you can to get away, so long as it is reasonable to the threat. You can use everyday items like keys or umbrellas if you need to, but please do not carry items specifically for self-defence.



Your safety is more important than any of your belongings and you are less likely to be hurt if you let your belongs go instead of fighting to keep them.



# LONDON TRANSPORT



## Walking

---

Use the urban route planner [www.walkit.com](http://www.walkit.com) to plan your journeys on foot.

## Bicycles

---

The Transport for London bicycle hire scheme enables you to hire bicycles on a short term basis and has pick up/drop off locations across central London.

Cycling in the busy London traffic can be dangerous so we strongly advise you to wear suitable protective and high visibility clothing including a helmet, and to use cycle paths where possible. Details of cycle paths can be found at [www.sustrans.org.uk](http://www.sustrans.org.uk).

Please ensure that you are familiar with the Highway Code before cycling in London.

## Public transport

---

London is extremely well connected with excellent public transport links. The Transport for London website is an excellent resource with lots of useful information such as journey planners, bus timetables and tube maps. Please visit [www.tfl.gov.uk](http://www.tfl.gov.uk).

There are a number of options in which you can pay for your travel in London. Please visit the TfL website or speak to a member of staff at the tube station to determine which option will be best for you. Students in London can apply for a student Oyster card.

## Car parking

---

London is extremely busy and travelling by car is not recommended. Parking is not permitted on University property and any cars entering the restricted London Congestion Charging zone must pay the charge. For more information please visit [www.cclondon.com](http://www.cclondon.com).

# Part 2



# THE GARDEN HALLS

1 Cartwright Gardens  
London,  
WC1H 9EB

0333 241 3485  
info.gardens@london.ac.uk  
halls.london.ac.uk/the-gardens

## Hall Management

The Hall Manager's main office is located on the ground floor behind reception.

Your Hall Manager is Sarah Morgan.

Your Deputy Hall Manager is Belinda Linkin.

Office opening hours: 09:00–17:00 (Monday to Friday)

## Warden's Team

Your Warden is Kleo Kourmpi (Kleoniki.Kourmpi@london.ac.uk)

Your Vice Warden is Sudhir Selvaraj.

The Warden is supported by Resident Advisors. You can find more information about the team on information screens in the hall.

## The Warden

You can make an appointment to see the Warden via email.

## Amenities and facilities

Located in the heart of Bloomsbury, Central London, Garden Halls is a fantastic new development offering cutting edge, affordable student accommodation with outstanding facilities designed to meet the needs of the modern student. This contemporary accommodation complex provides a wealth of communal spaces for students to socialise, study and relax at their leisure including music practice, games and cinema rooms, tennis courts and landscaped gardens.

## Internet

To connect you will need to log in using an Eduroam account, available from your college (often, this is your "ac.uk" email address and your college email password).

Report any problems with your internet connection to University of London Network Services on 020 7862 8111 or email [swan.support@london.ac.uk](mailto:swan.support@london.ac.uk) Monday to Friday between 09:00 – 17:00. Further information on using the internet and conditions of use can be found [here](#).

## Common Room

The same rules about smoking and noise apply to the common rooms as in your own room. Private parties are not allowed in the common rooms except with prior written permission from the Warden. Ball games, frisbee, etc., (with the exception of table football and pool table) are not allowed in the common rooms. Guests may not sleep in the common rooms. If the common rooms are misused, left dirty, or become a focus for noise or other antisocial behaviour, they may be closed indefinitely.

## Courtyard

The hall also has two courtyards that is open between 08:00 and 23:00 for all residents to enjoy. Music, ball games, frisbee, and private parties are not permitted in the courtyards. Please keep noise to a minimum at all times in the courtyards and be careful not to use them at night, to prevent noise disturbance to your neighbours located around the courtyard. Barbecues are not allowed.

Opposite the hall is Cartwright Gardens. The gardens are open daily from dawn until dusk. Residents of the hall can book the four tennis courts inside – please come to reception to discuss booking them.

## Music Room

The two music rooms can be found on the lower ground floor and can be booked between 09:00 and 23:00. Please see reception for more details. As with all the halls

common rooms, the music rooms will likely be used by many residents; so please treat the room with respect and ensure this area is left tidy.

## Launderette

In all halls washing machines and tumble dryers are available in the launderette. To use the machines please obtain your free top up card from reception and follow the instructions on how to add credit at <http://www.washstation.co.uk/> If you lose your card and require a replacement, please ask at reception for a new card. Further advice and tips are available on the website above or via the customer helpline on: 0800 141 2331.

Please note that a £2 charge is applicable for replacement cards or not returning your card at the end of the year.

## Hall information screens

Around the hall you will notice a number of information screens. Here you will find lots of information about what is going on in the hall. You can also speak to the management team at reception, or the Warden's team.

## Fire alarm and assembly point

Your assembly point is on the opposite pavement in front of the building on Cartwright Gardens. The fire alarm system is tested every Wednesday at 14:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

## Bike store

Cycling is encouraged; there is secure bike storage available on the lower ground floor with capacity to hold a maximum of 600 bikes. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage.

## Transport links

Nearby tube stations include Kings Cross (National Rail, Northern, Piccadilly, Victoria, Hammersmith and City, Metropolitan and Circle lines), Euston (National Rail, Overground, Northern and Victoria lines) and Russell Square (Piccadilly line). Nearest buses are 7 and 188, which is a 5 minute walk. There is also the British Library bus stop for buses 476, 91, 390, 10, 59, 30, 205, 73, which is 10 minutes' walk away.

Garden Halls is within the central London Congestion Charging zone. The nearest car park is beneath the NSP car park on Judd Street. There is very limited (unreserved) on-street parking in the area chargeable Monday to Friday 08.30 – 18.30 and Saturday 08.30 – 13.30 for a maximum of 2 hours.



## IMPORTANT CONTACTS

We do hope that you will enjoy living in the halls and have a trouble free stay with us. The listing below gives details of key contact details that you may find useful during your time in halls.

### Emergencies

A member of staff is available 24 hours a day to help if you have an emergency of any kind. Contact Reception first. Reception will contact the best person to help you. The Duty Resident Advisor can contact the Warden for help or advice any time.

### Personal welfare

Talk to the Warden or a Resident Advisor if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues. To get in contact with the Warden please see their contact details in the Part 2 of this handbook.

### Noise complaints

Noise is a common cause of dissatisfaction with hall life. We have a policy for responding to noise problems. If your own attempts to deal with the noise have not succeeded, then please contact reception.

### Wired or Wi-Fi network

If there is a problem with your hall internet connection (wired or wireless), call Network Services on 020 7862 8111 (09:00 – 17:00, Monday to Friday) or email [swan.support@london.ac.uk](mailto:swan.support@london.ac.uk).

### Rent, fees and invoices

Fees must be paid by the dates specified in the Deposit & Fees section of this handbook. Pay online at <https://epay.london.ac.uk>. If you have problems with

payment contact the Finance team, based at Student Central, at [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk) or call 020 7862 5772 as soon as possible.

### Appeals against damage charges

Contact the Hall Manager.

### Repairs

Residents can log maintenance issues through the *home at halls* app. If it's an emergency (e.g. flood or electrical fault), ask security to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

### Anti-Social or Illegal Behaviour

Call reception, who will then contact the member of staff on duty.

### Room allocations, swaps or termination of licence agreement

All room swaps and contract issues are dealt with by the Accommodation and Hospitality team at Student Central. We regret that hall staff are unable to authorise any room swaps. Email Accommodation and Hospitality at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) or call 020 7862 8881.

### Launderette

If you have any issues with the washing machines/dryers, please contact Washstation Tel: 0800 141 2331 or <http://www.washstation.co.uk>.

### Lost ID cards and property

If you lose your room key, reception staff will be able to advise you on what to do. If you find any lost property, hand it in at reception.

### Catering

Ask to speak with the chef immediately if you think there is a problem with the food, or if you need to know about allergens. If you would like information about how our food is sourced, any other comments or suggestions, email [cateringcomments@london.ac.uk](mailto:cateringcomments@london.ac.uk).

### Social and recreational

Your elected Residents' Club Committee provide leisure facilities in the common rooms, and organise most of the social and recreational programme for the year, with guidance from the Warden. To contact the committee members with any ideas, suggestions, or complaints via the Warden.

### Housekeeping

Speak with or email the Hall Management Team about any housekeeping or cleaning concerns – including waste disposal and recycling.

### Local hospital (Accident & Emergency)

UCLH (University College Hospital), 235 Euston Road, London, NW1 2BU, T: 0845 155 5000.

For further information on the range of accommodation we offer, please visit our website or contact us at:

Accommodation and Hospitality Team

4th Floor Student Central  
Malet Street  
London  
WC1E 7HY

**Telephone: +44 (0)20 7862 8881**

**Email: [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk)**

This material is available in alternative formats upon request.  
Please contact [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk)

Follow us on:



[facebook.com/london.intercollegiate](https://facebook.com/london.intercollegiate)

[halls.london.ac.uk](http://halls.london.ac.uk)