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I understand that you will be thinking about what will happen in the academic year ahead. Here at the Intercollegiate Halls of Residence, we promise that we will not compromise our standards, and we’re working hard to ensure you have a great experience while staying with us. Staying in student halls is a rite of passage that has been enjoyed by students for many years, and we want you to do the same. To this aim, the University is working on our ‘Safe to Stay’ programme which details what we can do to support your time away from home.

As the pandemic progresses, social distancing requirements, UK Government guidance and other measures that ensure our Halls are safe for all residents and staff members will guide how we operate on-site. It is our commitment that we will continue to work hard to adapt to how we deliver our services to you, so your stay is safe, enjoyable and problem-free as possible. Providing a secure, supportive, and friendly environment where you can study and socialise has been the compass of what we do at the University of London. We are introducing a range of measures and initiatives to ensure you will continue enjoying that either online or at our social distancing events this year.

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. To assist us in keeping everyone safe, please do read the handbook and Covid19 supplement, which also forms part of your Licence Agreement, as you will need to refer to it during your stay.

The Intercollegiate Halls of residence is 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.

We look forward to welcoming you to the Intercollegiate Halls community and providing an excellent residential experience in our Halls.

Andrew Howarth
Head of Residential Accommodation
INTRODUCTION

This Handbook aims to help you understand the hall, its structure, and normal procedures. It forms part of your licence 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.

COVID-19 supplement

Because of the ongoing uncertainty caused by the COVID-19 pandemic and the possibility that you will need to practice ‘social distancing’ during the Period of Occupancy the University is adding these additional terms to the Handbook. We have put these into this “Supplement” to make sure that these are brought to your attention.

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.
Licence agreement

In addition to this Residents’ Handbook, you need to be aware of the University of London Intercollegiate Halls of Residence Licence Agreements.

- Licence agreement for a catered room can be found here.
- Licence agreement for a flat can be found here.
- Licence agreement for a room in a shared flat and studio can be found here.

Other documents and regulations

- Allocation Policy
- Damage Charge List
- Environmental Sustainability Policy
- Heating and Cooling Policy
- Insurance Policy
- Payment Guide
- Snow and Ice Policy
- Student Complaint Procedure
- Student Disciplinary Procedure
- Tenant Privacy Notice
- Transport Policy
- Readmission Policy
- Under 18s Policy

Universities UK Code of Practice

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.
COVID-19 Supplement
Covid-19 supplement to University of London Handbook

This supplement is a part of your Licence Agreement and Handbook with the University and is therefore part of the licence agreement between You and the University relating to the Accommodation. Terms which are defined in the rest of the Licence Agreement have the same meaning here. Additionally, "We" means the University of London including its authorised employees, agents and representatives, and ‘Us’ and ‘Our’ should be interpreted accordingly.

You should read these documents very carefully and if You do not understand them You should take advice from a housing adviser, a citizen’s advice centre, a law centre or other legal adviser.

The following procedures and rules apply unless the University, having considered its risk assessment and the latest Government guidance, decides that they are no longer required or need amendments.

Contacting the team

We appreciate that there will be times when you may need to talk to a member of our team whether that is a Member of the Accommodation, Finance or Hall Management/Warden’s Teams. To reduce the physical interaction between you and our staff, you may wish to arrange a mutually agreeable date/time for an online meeting. If the matter is more urgent, please do come to the hall reception but please do respect social distancing guidelines.

If a member of Halls Team needs to access your room in the event of an emergency, the appropriate Personal Protective Equipment will be worn.

The contact details for our teams can be found in this Handbook.
DO YOUR PART

TWO METERS APART.
Members of staff accessing student rooms

We will contact you in advance to inform you that access is required for any non-emergency inspections or repairs, or other reasonable requirements.

We recognise that accessing your room by member of our team may cause you concern. We will try and limit as many interactions (e.g. repairs, inspections) as possible but if we need to, the procedure below will be followed:

1. You will be contacted to inform you that accessing your room is required.
2. Before a member of staff enters your room, we will check our records of self-isolation and quarantine to establish whether it is appropriate to enter. Where possible we will reschedule the visit.
3. Where possible, a convenient time for room access will be arranged and we request that you either arrange not to be in the room or that you vacate the room temporarily during the period that the member(s) of staff access your room.

In the event of immediate access being required to uphold discipline, for urgent health/safety reasons, or in connection with criminal matters, staff will ensure that Government guidance is followed when accessing the room.

From time to time, we will need to repair other parts of the building and we respectfully ask that you also maintain social distancing from the workers that undertake these repairs, where possible.

Room swaps and moves

Unfortunately, room swaps between residents and room moves will be unavailable until further notice. If you have specific needs, please contact the Accommodation and Hospitality team (info.halls@london.ac.uk).
Committees & social events

We regret that we will not be able to arrange any large-scale parties the foreseeable future. Smaller events, with social distancing will continue, wherever possible, following appropriate risk assessment.

Please note that the bars at Connaught Hall, International Hall, and Lillian Penson Hall will remain closed until further notice.

Social Spaces

We will endeavour to give you as much notice as possible before closing down social and study areas; however, it may not always be possible. We are always guided by the latest COVID-19 guidance and any decision made will be to protect your health and wellbeing.

Cleaning of pantries/kitchens and communal bathrooms

FOR ALL INTERCOLLEGIATE HALLS OF RESIDENCE:

During cleaning, cleaners will have ‘cleaning in process’ signs and residents are asked to avoid the area for each other’s safety.

The cleaning schedule will be made available for all areas (including pantries, laundrettes, social spaces, main common areas, and dining rooms) in your hall.

While regular cleaning of all areas will be maintained by our staff, to ensure that surfaces are kept as clean as possible we ask residents to clean their kitchen, pantry, shower or toilet after use by using the dispensers provided.

ADDITIONALLY, FOR:

- HUGHES PARRY TOWER (GARDEN HALLS),
- TOWN HOUSES (GARDEN HALLS),
- CLUSTER FLATS (ELEANOR ROSA HOUSE):

To ensure that we reduce the risk to yourselves and our staff when cleaning communal kitchen and bathrooms in the areas mentioned above, the hall management will contact you following the procedure below:

1. Do you want cleaning in your flat or house?
2. Is anyone in your flat or house self-isolating, suffering from or have symptom of COVID-19.
3. Has everyone in your flat or house been in occupation for 14 days and can you confirm there have been no external visitors to your flat?
4. We will agree a time for flat or house access and request that all flatmates do not enter any communal area during the agreed period.
5. Please do let us know if any answers to questions 1-3 change.

Security

You will notice that reception has a Perspex screen and we ask that you respect the safety of the member of staff by conversing with them behind it.

There is an area of reception desk which is available for transferring keys, packages etc. and we ask that you keep your distance until called to collect the item.

Hand sanitiser is available in all receptions and please remember to use before and after collecting mail or packages.

To reduce the contact between our residents whilst entering or leaving the building, if available, please use the one-way route in and out.

Dining room

The dining room is a great way of meeting new people and making friends.

We want you to be able to have this experience as much as possible during this difficult time. So that we can manage this expectation in the best way we can, we will confirm the mealtimes nearer the start of the Licence Agreement.

While queuing for meals in the dining room, we ask that you only queue in the designated areas and keep your distance from the person in front of you.

In the event of us closing the dining room based on COVID-19 regulations, we will deliver meals to catered residents rooms in takeaway containers. If you wish to take meals out of the dining room. You can bring your own clean plastic containers and decant the food into the containers on tables provided in the dining room.

You will notice that there is reduced seating in the dining room and we encourage residents to eat whilst maintaining social distancing guidelines.

We regret that vending machines will remain off until further notice.

Guest

Depending on the COVID-19 threat level, day and/or overnight guests may not be permitted. They may also not be permitted to purchase guest meals (in halls with a dining hall).

Up to date guidance will be provided through the academic year and it is your responsibility to familiarise yourself with the latest rules and regulations.

Gardens

We do encourage you to use the garden areas wherever available in each of the hall. However, you may notice that there is reduced seating so that we can maintain social distancing wherever possible.
We will do our best to keep you safe during this crisis but we do need your help and follow advice and guidance that have been given. Your hall Warden will arrange an online briefing which will cover all necessary information about how the hall works, what support is available and how events will be run for this academic year. These briefings are vitally important, so please do log onto one of them.

Please do not be alarmed if you see our staff wearing PPE whilst working in the hall. While this has always been necessary for some jobs, we do understand that it can be unsettling. All our staff will wear ID for your safety and reassurance.

Current procedures for fire safety and evacuation that are stated in the main handbook do apply and should be followed. We do ask that residents continue to social distance during evacuations unless there is a clear and direct danger.

Every year we recommend that residents sign up to a local GP. In the current climate we do feel that we must make this a compulsory requirement for living in our halls so that we can make sure that should you need to, you can help medical help that you require.

**Self-isolation**

During your time at university you will inevitably come in contact with many people which may lead to a need for self-isolation (because you are experiencing the symptoms of COVID-19) or contact quarantine (due to having been in contact with someone who has symptoms or has tested positive for COVID-19). Before such time, we encourage you to find a “bug buddy” in your hall – someone who will be able to help you with essential food shopping, picking up your medicine etc. The Halls Team is here for you too but during busy times we may not be able to respond to your requests immediately.

If you do need to self-isolate or have been asked to contact
quarantine by someone else other than the University of London Trace Team, please let us know by filling in this form or scan the QR code.

![QR Code]

**Code of Conduct**

While COVID-19 continues to be a threat, it is expected that members of society will continue to adhere to standard precautions such as social distancing, wearing of face coverings etc., wherever possible. Anyone who seriously or persistently disregards this or any other stated guidance in our accommodation, or who deliberately causes unnecessary distress related to COVID-19, will be subject to disciplinary action. This may include termination of accommodation with 24 hours’ notice to leave the hall and/or notice to the student’s Member Institution with a recommendation for further disciplinary action that may remain on their academic record.

We hope that everyone living in the hall will enjoy their time with us unfortunately there may be occasions that noise could cause you a disturbance. Please remember to safe distance yourself when resolving with your neighbours.

When using dining halls (where applicable), TV rooms, or other social spaces and laundrettes, we ask that you follow social distancing guidelines and queuing, where applicable.
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 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 medical conditions 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 Vice Warden (Garden Halls only), Senior Resident Advisors (SRAs) and 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 including the Hall Association. The Warden’s 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, including its Member Institutions, and is therefore available in the hall on a part-time basis, usually in the evenings and at weekends.
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 with any emergencies that arise: 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
All other finance enquiries: 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/flat swaps, licence agreement 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.

Induction

Prior to your arrival we will ask you to complete an online induction as part of your registration. It is extremely important that you complete it before your arrival. It provides guidance on Health and Safety requirements, personal safety and provides details on the welfare provisions your hall provides.

Entry to the hall, hall cards and keys

You will be given a hall ID card and key/fob/access 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/flat key/ID card you can request a replacement from reception 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 key/fob/access control card. However if you find the lost key within 14 days, this charge will be cancelled.

Unfortunately we are unable to cancel replacement ID card charges as a new card would have been made for you.
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

Accommodation fees

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

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/flat.
- The cost of damage to common areas or theft of hall property (including cutlery and crockery from the dining room) 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 your licence agreement. 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.
How to pay

Payment of fees and setup of payment plans 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. 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 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 ensure the amount sent via Bank Transfer is enough to cover your fees and all bank charges.

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: 13th October 2021
- Term 2: 26th January 2022
- Term 3: 11th May 2022

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

If you are invoiced for your accommodation on a termly basis (three terms on one invoice) you can spread the costs by paying monthly and set up a payment plan; the payments will be then taken out on the 1st of each month between October and April (7 payments). This option is only available by setting up a payment plan online.

If you are invoiced on a monthly basis (all contracted months on one invoice), your rent is due by 4pm on the 1st of each month. You can set up a payment plan to take these payments automatically. You can also choose to pay termly with due dates listed above. This option is only available by setting up a payment plan online.

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 for the University to agree to extend time for you to pay.

Debt

The Financial Services Property Team understand that sometimes residents 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 residents 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 3% 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.

Council tax

You must pay council tax if your accommodation includes a kitchen. If you think you might be exempt, it is your responsibility to prove your student status to the local council and apply for exemption.

Meals

If your licence agreement comes with catering, the cost of meals provided 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.

Payment dates 2021/22

- Term 1: 13th October 2021
- Term 2: 26th January 2022
- Term 3: 11th May 2022
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. For contact details, please refer to your hall page in 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 Halls Team who will 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 Halls Team 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 you wear appropriate warm clothing. 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 radiator. This is due to health and safety considerations, and for environmental reasons.

Common rooms, gardens, etc.

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.

Some facilities can be booked via reception free of charge.

Laundrette

There is a laundrette in each hall with washing machines and tumble dryers. For more information, please refer to your hall page in Part 2 of this handbook.

TV Licence

If you watch TV in your room/flat, it is your responsibility to get a TV Licence. For further information, please check the TV Licence website. If you’re unsure if you need a TV licence please visit this website.
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 and parcels are sorted at 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.

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

• Your name
• Your room/flat number
• The general contact address for your hall

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 licence agreement.
**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 your hall page in 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;
KEEPCING 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 to update your details.

Hall notice boards/ information screens
Please check the notice boards/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/flats. 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/information screens/CampusLife website 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 and the particulars of your offer contain full details of your period of occupancy and how your licence agreement can be terminated. Only persons mentioned in your application form will be permitted to reside in the accommodation.

If your accommodation type allows you to live with someone else (e.g. a family member), you must register them with Accommodation and Hospitality office. Children are only permitted to reside in designated family accommodation and are not permitted in double rooms or studios.

Any additional people living with you are not allowed to remain in the hall once you have left.

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 licence agreement cannot be brought forward, however it is often possible to stay in the halls during the summer holiday (see ‘Summer Holiday Rooms’).

Arrival
You should arrive after 14:00 on your designated arrival date. Report to reception upon arrival and you will be given a key/fob/access card where applicable and hall ID card. You are deemed to be in residence from the moment you check-in.
Allocations, swaps or termination of licence agreement

All room/flat swaps and licence agreement issues are dealt with by the Accommodation and Hospitality Team at Student Central. We regret that hall staff are unable to authorise any room/flat swaps. Email Accommodation and Hospitality at info.halls@london.ac.uk or call 020 7862 8881.

If you are required to move for management reasons, you will be given as much notice as practical. The University will 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 licence agreement. You must sign out at reception and return your key/fob/access card and hall ID card. If you do not sign out, you will continue to be charged for your room/flat and a charge will be levied if you do not return your key/fob/access card or card.

Unreported damage to your room/flat or furniture will be deducted from your deposit. Cleaning charge will also be subtracted if your room/flat is in an unsatisfactory state so please remember to put rubbish in bin bags and leave your room/flat 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. If you have left what we think is a valuable item, we will store it for a maximum of one month but you may have to pay a storage cost. 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 some Intercollegiate 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/flat. 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/flat 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.

It is your responsibility to keep your room/flat clean and tidy, and take your waste/recycling to the designated bin area.

The University of London does not provide room/flat cleaning services and cleaning/toiletry supplies.

Please inform the Hall Management Team or Duty RA 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/flat 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.
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/flat. There might not be another room/flat to move you to and pests can be really difficult to get rid of.

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.

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/flat checks

Room/flat checks are undertaken termly (or annually depending on the building). These checks are to ensure that rooms/flats 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 room (if applicable) and remove any fire hazards. You will be given notice to remove any other unauthorized items or risk having them confiscated.

Right of staff to enter rooms/flats

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

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 room/flat door is locked when you are not in the room/flat and at night when you are asleep.
We'll host a live webinar, introducing you to important sustainability issues such as low carbon energy, creating a zero waste world, and saving water in a time of increasing climate instability. We’ll focus on what we can do in everyday life and within our communities, to reduce our impact on the planet and be part of positive change.

Each month, you’ll also be invited to take part in a sustainability challenge to show how you’ve put your knowledge into practice. Show us what you’re doing to live sustainably by tagging us on social media or emailing us, and each month we’ll choose a winner to receive an exciting sustainable prize! And if you take part in at least three webinars and three challenges, you’ll receive a Sustainability Advocate Award from the University of London at the end of the year!

To get involved, sign up to our mailing list through our website. You can also follow us on social media for regular updates, through Twitter, Facebook and Instagram.

Reduce the Juice: Connect!

Take action on climate change, and become a certified Sustainability Advocate

Reduce the Juice Connect is a sustainability engagement programme developed by the University of London. Our goal is to give students and staff the knowledge and skills to become advocates for environmental sustainability, so that we can work together to create a sustainable global future. In previous years, the project has focused on helping residents make sustainable behaviour changes in their halls. This year, we’re taking the project online and expanding it in scope, so that we can reach as many people as possible.

If you’re interested in learning about the climate crisis and want to know what we can do as individuals to drive positive change, then get involved! Take part in our webinars, challenges and competitions, and learn how to make a difference to the planet through your daily actions. Regular participants in the project will receive a Sustainability Advocate Award from the University of London at the end of the year.

Each month during the academic year, Reduce the Juice: Connect will focus on a different sustainability theme.

Your room/flat is a workplace for hall staff and contractors so please keep it 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. maintenance, welfare etc.).
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**

For instructions on how to report a maintenance issue, please refer to your hall page in Part 2 of this handbook.

If you report a maintenance problem with your room/flat, you can expect us to enter your room/flat to make the necessary repairs. If the problem requires emergency attention (e.g. a water leak or dangerous electrical fault), please tell reception immediately.

Do not contact your own contractors. We use University approved contractors so always ensure that you contact us to report any repair issues.

**Planned maintenance works**

We endeavour to give you as much notice as possible regarding planned maintenance works. If the works require us to enter your room/flat, 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.
### Repair schedule

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

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. 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/flat 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. For contact details of the Warden, please refer to your hall page in Part 2 of this handbook.

Overnight guests must be signed in at reception. If you live in a hall with a catering service and your guest would like to take a meal in the dining room with you, guest meal tickets can be purchase on our online shop (https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls). Guests of International Hall and Garden Halls residents are able to purchase meals directly in the dining room.

Guests are not allowed in your room/flat 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.

For security reasons, you must not give your room/flat key/fob/access card or a hall ID card 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/flat 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 residents 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 residents in Halls of Residence. Residents 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 residents, 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 residents 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 or in serious cases termination of your licence agreement ordering you 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
Drugs and intoxicating substances

The University expects a standard of conduct from its students and staff that provides a safe and healthy environment for themselves and others and prohibits the possession, use or distribution of illicit drugs or unlawful supply of alcohol on its property or as part of any of its activities.

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/flat, will lead to disciplinary action obliging you to leave the hall. Similarly, possession of items deemed by the Warden to constitute drug paraphernalia (including but not limited to items such as grinders and shisha pipes) will lead to disciplinary action. Furthermore, any of the aforementioned offences may result in your college being 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, Senior Resident Advisor or 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
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/flat 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.

Information that could be helpful to the police, we encourage you to share this information with them.

Reporting noise problems

The Warden, assisted by the Senior Resident Advisor(s) and 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/flat 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/flat above or below). Please make a conscious effort to think about your neighbours if you have visitors in your room/flat at night. We also advise you not to shout outside the building at night as this can be very disruptive and can wake residents in nearby rooms/flats or other residents in the area.

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

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

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, bongs, 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, hot plates, microwave ovens, grills
- Toasters and sandwich makers
- Rice cookers
- Humidifiers

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/flat 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 with the Accommodation and Hospitality office.

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

The hall ID card is only to be used by you and is non-transferable (i.e. this cannot be ‘lent’ to anyone else, including other residents). This is a disciplinary issue for which you may receive a warning. Furthermore, anyone found to be producing counterfeit replica ID cards will be subject to disciplinary proceedings, which may include expulsion from the Hall. Please carry your ID card with you at all times. Residents must show their hall photo ID card, upon reasonable request by a member of University staff (Warden/Vice-Warden, Hall Manager, Assistant Hall Manager, Security) or their representatives (Senior Resident Advisor/Resident Advisor).

Occupation

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

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. If you live in self-catered accommodation please contact the hall manager about electrical cooking items you’d like to bring.
**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 rooms/flats 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 room/flat and all communal areas are equipped with smoke detectors. They are fitted for your safety and are regularly tested to ensure they work properly. Although they are designed to be activated by fires (smoke, high temperature etc), there may be situations when other items can falsely trigger them; aerosols, steam, fine powders etc., can mimic certain properties of smoke and can lead to fire alarm activation and unnecessary evacuation of the building. Please take care when using such items and make sure you’re in a well ventilated area.

Please do not leave rubbish, luggage, furniture, drying racks, clothes, umbrellas 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 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/flats 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 the overall response is too slow, further fire drills will follow within a few days.

Fire procedure

Residents must acquaint themselves with the fire procedure and be prepared to act accordingly. With the exception of sounder tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Lifts must not be used. The Halls Team 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.

Electrical safety

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

The electrical supply to your room/flat is at the UK domestic standard 230 Volts ± 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, hair straighteners 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. If in doubt, ask. An electrician is available to advise and to check any problems.

If you need to use a multi-socket adaptor, please choose a fused surge protected 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.

http://www.electricalsafetyfirst.org.uk/

Whilst the use of e-cigarettes in the halls is banned you may charge them in your room/flat, 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.
- Never recharge an e-cigarette battery overnight.
FIRE ACTION

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* who will contact the fire brigade.

3. DO NOT TACKLE THE FIRE

* for phone numbers, please refer to your hall page in Part 2 of this handbook
On hearing the fire alarm:

**EVACUATE THE BUILDING IMMEDIATELY**
- Use the shortest escape route – follow the green Fire Exit signs.
- 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 anything suspicious to the hall’s 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 that accompanies you into the halls.

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/flat doors and take the key with you, even if only leaving for a short time.
- Opening a bank account and do not have cash in your room/flat.
- Putting valuable items away, out of sight, when the room/flat is unoccupied.
- Reporting anyone who appears to be acting suspiciously.
- Making sure never to let strangers into the hall.
- Backing up your electronic devices regularly and storing your backups safely.
The hall has no secure storage for your valuables (including cash) and we cannot accept responsibility for loss or theft of personal property from within the hall. In the event of theft of your personal belongings please contact the police and insurance company.
Catered accommodation

If your licence agreement comes with catering, we will provide you with breakfast/brunch and dinner. Catered halls have pantries 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.

All meals are served in the dining room. We cannot guarantee that you will always have breakfast/brunch 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's 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 room 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 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 room is the social hub of the hall. We hope that you will eat your meal in the dining room and take the opportunity to meet friends and the staff. You can take food out of the dining room 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 room. If too much goes missing, there may not be enough for everyone!
Your catered accommodation fees include meals. This package cannot be separated or invoiced, therefore no deductions to your fees can be made for meals not taken.

**Breakfast**

Breakfast consists of six items Monday to Friday and it is served between 08:00 and 09:30. Each item on the breakfast list is classed as one item, e.g. toast, bacon, sausage. If you would like to have two eggs they will be counted as 2 items.

**Brunch**

Brunch consists of eight items and it is served between 11:00 and 12:30 on Saturday and Sunday. Most items on the brunch list are classed as one item, e.g. toast, bacon, sausage, with some ‘main’ options classed as three items.

**Dinner**

For evening meal, you are entitled to a three course meal, consisting of starter, main course and dessert. It is served between 18:00 and 19:30.

**Late meals**

Residents 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 residents and if you expect that late dining will be a regular occurrence then a catered hall may not be the right option for you.

**Guest meals**

If you have visitors that would like to dine with you, guest meal tickets can be signed for at reception. You will be required to complete the guest meal form with your name and room/flat number. Prices are £3.50 for breakfast and £5 for brunch or dinner. You can make a payment through our online shop - [https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls/guest-meals](https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls/guest-meals)

**Special dietary requirements**

Unfortunately, due to the type of kitchens and catering we offer in the halls, we are unable to cater for special diets. This includes residents with restricted dietary requirements. Our Catering Managers are happy to discuss menu options and other food related matters and can be contacted in each hall or via 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.

**Breakfast**

Monday to Friday
08:00—09:30

**Brunch**

Saturday and Sunday
11:00—12:30

**Dinner**

Daily
18:00—19:30

Please note that meal times can vary during holiday periods. 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.
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).
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 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) items 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.
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.

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. When travelling in cabs we recommend that you sit directly behind the driver and steer conversation away from personal details.

- 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.

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.
USEFUL 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.

**Accommodation and Hospitality Office**

Housing Services  
Student Central  
Malet Street  
London  
WC1E 7HY  
» info.halls@london.ac.uk  
» 0207 862 8881

**Finance Office**

There is usually a member of the Finance Team available in the Accommodation and Hospitality Office (see above).  
» ahd.finance@london.ac.uk  
» 020 7862 5772

**Warden**

For contact details of the warden, please refer to your hall page in Part 2 of this handbook.

**Hall Manager**

For contact details of the hall manager, please refer to your hall page in Part 2 of this handbook.

**Transport for London**

» [https://tfl.gov.uk](https://tfl.gov.uk)
Mind (mental health charity)
» https://www.mind.org.uk
» 0300 123 3393

The Mix (essential support for under 25s)
» https://www.themix.org.uk

National Debtline
» https://www.nationaldebtline.org
» 0808 808 4000

Samaritans (confidential listening)
» https://www.samaritans.org
» 116 123

Switchboard (LGBT+ helpline)
» https://switchboard.lgbt
» 0300 330 0630

Terrence Higgins Trust (HIV)
» https://www.tht.org.uk
» 0808 802 1221

NHS
For details of your local A&E department, please refer to your hall page in Part 2 of this handbook.

To get non-emergency help please either:
» visit https://111.nhs.uk
» or call 111 from your mobile phone

Please remember to register with your local GP

NUS (National Union of Students)
» https://www.nus.org.uk

Student Loan Company
» https://www.gov.uk/government/organisations/student-loans-company

Beat (eating disorder helpline)
» https://www.beateatingdisorders.org.uk
» 0808 801 0677

Citizen Advice Bureau
» https://www.citizensadvice.org.uk
» 0300 330 1157

Drink Aware
» https://www.drinkaware.co.uk
» 0300 123 1110

FPA (talking sense about sex)
» www.fpa.org.uk
» 0300 123 7123

Frank (drugs helpline)
» https://www.talktofrank.com
» 0300 123 6600

Helpguide (guide to mental and emotional health)
» https://www.helpguide.org

London Nightline (listening)
» https://nightline.org.uk
» 0207 631 0101

NHS
For details of your local A&E department, please refer to your hall page in Part 2 of this handbook.

To get non-emergency help please either:
» visit https://111.nhs.uk
» or call 111 from your mobile phone

Please remember to register with your local GP

NUS (National Union of Students)
» https://www.nus.org.uk

Student Loan Company
» https://www.gov.uk/government/organisations/student-loans-company

Beat (eating disorder helpline)
» https://www.beateatingdisorders.org.uk
» 0808 801 0677

Citizen Advice Bureau
» https://www.citizensadvice.org.uk
» 0300 330 1157

Drink Aware
» https://www.drinkaware.co.uk
» 0300 123 1110

FPA (talking sense about sex)
» www.fpa.org.uk
» 0300 123 7123

Frank (drugs helpline)
» https://www.talktofrank.com
» 0300 123 6600

Helpguide (guide to mental and emotional health)
» https://www.helpguide.org

London Nightline (listening)
» https://nightline.org.uk
» 0207 631 0101

Life-threatening emergencies
• Call 999 or 112
• Inform reception immediately so they can direct the emergency services quickly to your location and send a member of hall staff to assist you

999
UK national emergency services number
Police Fire Ambulance Coastguard Mountain & Cave rescue

112
International emergency services number
It works in exactly the same way as 999. This number works all over the world

111
UK national non-emergency urgent healthcare
Call this number if you need medical or advice fast but it’s not life- or limb-threatening emergency

101
UK national non-emergency police number
Call this number if you need to contact the police but you don’t need emergency “blue lights” response.
Part 2
College Hall

Hall Management

The Hall Manager’s main office is located in Connaught Hall, on the ground floor behind reception.
Your Hall Manager is Hafsi Bakari.
Your Assistant Hall Manager is Fatuma Elmi.
Office opening hours: 09.00 – 17.00 (Monday to Friday)

Warden’s Team

The Warden’s office is located in College Hall, on the ground floor next to the reception area.
Your Warden is Ravteg Singh Dhesi (Ravteg.Dhesi@london.ac.uk).
The Warden is supported by one Senior Resident Advisor and four Resident Advisors. You can find more information about the Warden’s Team on noticeboards in the hall.
The Warden

The Warden works full-time at University of London as the Residential Life Manager and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (ravteg.dhesi@london.ac.uk) or https://ravteg.as.me/.

The Senior Resident Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at any time during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

Amenities and facilities

College Hall is home to approximately 360 students, mainly undergraduates, in the heart of London. Conveniently located in historic Bloomsbury, in central London just a few minutes from King’s Cross/St. Pancras, which offers numerous tube, airport and rail links, including the Eurostar.

College Hall is also close to Euston and Russell Square tube stations, and a short walking distance from The British Library, The British Museum, Senate House, many of the Colleges of the University of London, as well as a variety of markets, restaurants, pubs, shops and other attractions and amenities.

There are 243 single en-suite rooms, 20 double en-suite rooms, 59 single rooms, 15 adapted en-suite rooms and 2 flats. Each floor has 2 bathroom-shower-toilet-block and 1 or 2 shared pantries with light cooking facilities for making snacks and hot drinks.

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).

Further information on using the internet and conditions of use can be found here.

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.

Common rooms

The common rooms available in your hall are: The dining room, the Founders room and two TV rooms.

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.

Music Room

The Music Room can be found on the lower ground floor. Please see reception for more details. As with all the halls common rooms, the Music Room will likely be used by many residents; so please treat the room with respect and ensure this area is left tidy.

Courtyard garden

The hall also has a lovely private courtyard garden that is open between 08:00 and 22:00. Music, ball games, Frisbee, and private parties are not permitted in the hall’s garden. Please keep noise to a minimum at all times in the garden and be careful not to use the garden at night, when it is closed, to prevent noise disturbance to rooms facing the courtyard. Barbecues are not allowed without prior written permission from the Warden.

We have an active gardening club, made up of residents working throughout the year to maintain and improve our garden. Contact the Warden or an RA if you would like to get involved in this.

Smoking is permitted in designated areas.

Laundrette

The laundrette is located on the lower ground floor. You can pay for the use of the facilities using a contactless card. Iron and ironing boards are available in the pantry on your floor.

If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction doesn’t work on the first attempt, please contact the reception desk.

Recycling and waste

It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.

The bins are located in communal pantries, communal bathrooms, Founders Room and dining room.

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit (https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls) of £10. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.
**Hall notice boards**

Notice boards can be found next to the Founders room on the lower ground floor and in the main 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.

**Fire alarm and assembly point**

Your assembly point is on the opposite pavement in front of the building/outside the Student Central building. The fire alarm system is tested every Thursday at 13:00. 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.

**Repairs**

Report routine maintenance requests at reception. 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.

**Personal welfare**

Talk to the Warden, Senior Resident Advisor(s) or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

**Appeals against damage charges**

Contact the Hall Manager via email.

**Social and recreational**

Your elected Hall Association 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.

**Lost keys, property, etc.**

If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement. If you find any lost property, hand it in at reception.

**Transport links**

Nearby tube stations include Euston, Euston Square, Russell Square, Tottenham Court Road, Goodge Street and Warren Street. There are also plenty of bus links around College Hall.

College Hall is within the central London Congestion Charging zone. The nearest car park is beneath the Royal National Hotel in Bedford Way. There is very limited (unreserved) on-street parking in the area for holders of Camden residents’ permits only. Parking is allowed on the single yellow line outside the hall after 18:30 Monday to Friday; after 13:30 on Saturday; and all day Sunday and bank holidays. Restrictions start again at 08:30 on the following Monday.

**Anti-social or illegal behaviour**

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

**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.

**Local hospital (A&E)**

UCLH (University College Hospital), 235 Euston Road, London, NW1 2BU

**Housekeeping**

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

Hall Management
The Hall Manager’s main office is located in Connaught Hall, on the ground floor behind reception.
Your Hall Manager is Hafsi Bakari.
Your Assistant Hall Manager is Fatuma Elmi.
Office opening hours: 09:00 – 17:00 (Monday to Friday)

Warden’s Team
The Warden’s office is located on the ground floor.
Your Warden is Adrian Clark (Adrian.Clark@london.ac.uk); 020 7862 8054
The Warden is supported by one Senior Resident Advisor and four Resident Advisors.
You can find more information about the Warden’s Team on noticeboards in the hall.
The Warden

The Warden is a medical doctor and works full-time as the University of London's Student Health & Wellbeing Manager; he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden at www.adrianclark.as.me.

The Senior Resident Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

Amenities and facilities

Connaught Hall is a friendly community of 235 students, mainly undergraduates, in the heart of London. Conveniently located in historic Bloomsbury, this central London location is just a few minutes from Euston and about 10 minutes from King's Cross/St. Pancras, which offers numerous tube, airport and rail links, including the Eurostar. It is also close to Russell Square tube station, and a short walking distance from The British Library, The British Museum, Senate House, many of the Colleges of the University of London as well as a variety of markets, restaurants, pubs, shops and other attractions and amenities.

Breakfast (brunch at weekends) and dinner are provided, and on each floor there are shared bathroom facilities as well as a pantry, which contains a shared fridge, microwave, and kettle.

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).

Further information on using the internet and conditions of use can be found here.

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.

Common rooms

There are two social areas in the basement: the Bell Room and the Bamforth Room. Both are equipped with a television, and the Bell Room also has table tennis, table football, and a pool table.

The Convocation Trust Study Room on the lower ground floor is for private quiet study. Please do not eat there or use the room for group study; and do not leave your work out on the desks.

The same rules about smoking and noise apply to the common rooms as in your own room/flat. 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 tennis) 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. Alcoholic beverages purchased from anywhere other than the Connaught Hall bar may not be consumed or brought into the Bell Room in unsealed containers between the hours of 19:00 and 23.00, or during the hours of operation of a temporary event notice.

Music Room

The Music Room can be found on the lower ground floor. Please see reception for more details. As with all the halls common rooms, the Music Room will likely be used by many residents; so please treat the room with respect and ensure this area is left tidy.

The bar

We regret that the bar at Connaught Hall is likely to remain closed as part of our measures to reduce the risk of coronavirus transmission. The space is continuous with the Bell Room, so you will be able to use the space even though the bar itself will not be open and serving drinks.

Courtyard garden

The hall's private courtyard garden is available for peaceful enjoyment between 08:00 and 23:00. The door to the garden is alarmed overnight, and CCTV is in operation. Please keep the garden tidy and remember that other residents may be trying to sleep or study in the rooms overlooking the courtyard, so please try to be quiet.

Music, ball games, Frisbee, and private parties are not permitted in the hall garden. Please keep noise to a minimum at all times in the garden. Do not access the garden at night when it is closed to prevent noise disturbance to rooms facing the courtyard. Barbecues are not allowed without prior written permission from the Warden.

We have an active gardening club, made up of residents working throughout the year to maintain and improve our garden. Contact the Warden or an RA if you would like to get involved in this.

Smoking is only allowed in the designated smoking area.
Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall. The balconies outside rooms on the first floor are not safe to support a person’s weight.

Social and recreational

Your elected Hall Association 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.

Anti-social or illegal behaviour

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

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.

Local hospital (A&E)

UCLH (University College Hospital), 235 Euston Road, London, NW1 2BU

Housekeeping

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

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.

Repairs

Report routine maintenance requests at reception. 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.

Lost keys, property, etc.

If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement. If you find any lost property, hand it in at reception.

Laundrette

The laundrette is located on the lower ground floor. You can pay for the use of the facilities using a contactless card. Iron and ironing boards are available in the laundrette.

If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction doesn’t work on the first attempt, please contact the reception desk.

Recycling and waste

It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.

The bins are located in communal pantries, communal bathrooms, opposite bar, common rooms and dining room.

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit (https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls) of £10. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

Hall notice boards

Notice boards are in the main reception and on each floor.

Fire alarm and assembly point

The assembly point is Endsleigh Place, on the pavement opposite Passfield Hall.

The fire alarm system is tested every Wednesday at 13:00. 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.

Personal welfare

Talk to the Warden, Senior Resident Advisor or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.
Connaught Hall is within the central London Congestion Charging zone. The nearest car park is beneath the Royal National Hotel in Bedford Way. There is very limited (unreserved) on-street parking in the area for holders of Camden residents' permits only. Parking is allowed on the single yellow line outside the hall after 18:30 Monday – Friday; after 13:30 on Saturday; and all day Sunday and bank holidays. Restrictions start again at 08:30 on the following Monday.

Appeals against damage charges
Contact the Hall Manager via email.

Transport links
Local tube stations include Euston, Euston Square and Russell Square. There are also plenty of bus links around Connaught Hall.
**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 Alistair Sellers.

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 (Sudhir.Selvaraj@london.ac.uk).

The Warden and Vice-Warden are supported by three Senior Resident Advisors and twelve Resident Advisors. You can find more information about the Warden’s Team on noticeboards in the hall.
The Warden

The Warden works full-time at UCL as a Student Support and Wellbeing Advisor and she is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (kleoniki.kourmpi@london.ac.uk).

The Vice-Warden is a full-time doctoral researcher at KCL and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (sudhir.selvaraj@london.ac.uk).

The Senior Residents Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The Duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden or Vice-Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden/ Vice-Warden are not present, another Warden will be made available.

Common Room

The same rules about smoking and noise apply to the common rooms as in your own room/flat. 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.

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.

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.

Smoking is not permitted in the courtyard.

Laundrette

In all halls washing machines and tumble dryers are available in the laundrette. 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. If you have any issues with the washing machines/dryers, please contact Washstation tel: 0800 141 2331 or http://www.washstation.co.uk.

Recycling and waste

It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis. Please do not leave your rubbish in the pantries on the floor.
each floor but take them to the designated bin storage area which is located on the lower ground floor.

**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.

**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 Hall Management Team at reception, or the Warden's Team.

**Fire alarm and assembly point**

Your assembly point is in the Cartwright park across from the building entrance. 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.

**Personal welfare**

Talk to the Warden, Senior Resident Advisor(s) or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

**Social and recreational**

Your elected Hall Association 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.

**Anti-social or illegal behaviour**

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

**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.

**Local hospital (A&E)**

- **Housekeeping**

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

**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.

**Repairs**

Residents can log maintenance issues through the Home at Halls app. If it's an emergency (e.g. flood or electrical fault), contact Front of House immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

**Appeals against damage charges**

Contact the Hall Management via email.

**Lost keys, property, etc.**

If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement.

If you find any lost property, hand it in at reception.

**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 are also plenty of bus links around Garden Halls.

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.
Garden Halls
Reception and Dining Hall, Garden Halls
ELEANOR ROSA HOUSE

2 Lett Road
London
E15 2RA

07754 759386
info.erh@london.ac.uk
halls.london.ac.uk/eleanor-rosa

Hall Management
The Hall Manager’s main office is located on the ground floor behind reception.
Your Hall Manager is Belinda Linkin.
Office opening hours: 09:00 – 17:00 (Monday to Friday)

Warden’s Team
Your Warden is Konrad Sliwiak (Konrad.Sliwiak@london.ac.uk)
The Warden is supported by 2 Senior Resident Advisors and four Resident Advisors. You can find more information about the Warden’s Team on noticeboards in the hall.
**Bookable Kitchen**

There is a bookable social space with a kitchen, dinner table and soft seating area. To book residents should contact reception. The resident booking the space is responsible for ensuring that the area is returned in good condition and whilst there is no charge for using the space, failure to return it in good order may result in charges to cover the costs of making sure it is appropriate for the next booking.

**Internet**

**WIFI CONNECTION**
1. Connect to “ASK4 Wireless” WiFi network
2. Go to signup.ask4.com
3. Follow Signup Wizard

**WIRED CONNECTION**
1. Connect Ethernet cable from computer to wall socket
2. Go to signup.ask4.com
3. Follow Signup Wizard

**GET THE APP**
Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone.

**24/7 Internet Support**
Got questions about your Internet connection? We’re here for you 24/7. If you’re having problems connecting, get in touch with our Support team and we’ll be happy to help. Occasionally, an issue may occur and if it does, it’s likely to be different from one device to another. For the quickest solution, contact us straight away rather than relying on a neighbour. Most answers can be found on the ASK4 app or support.ask4.com, but if you still need help, please contact us.

- **Live Chat at support.ask4.com**
- **support@ask4.com** (free!)
- **0114 303 3232** [Geographical Number (rate is dependent on your network provider)]
- **07797 800 545** [rate is dependent on your network provider]
- **Request a callback via text**
- **facebook.com/ask4broadband** @ask4support

**Mail keys**

A key for your mailbox can be requested from reception. It can be used to check your mail and must be returned to the receptionist.

**Amenities and facilities**

Eleanor Rosa House is an Intercollegiate Hall of Residence. Located in Stratford, east London less than 10 minutes’ walk from the London Underground Stratford station – a transport hub with frequent connections to central London and Stansted Airport.

This new development houses a total of 511 residents and comprises of a mixture of single en-suite rooms and studios to cater for all students and budgets.

**Common Room**

The same rules about smoking and noise apply to the common rooms as in your own room/flat. 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.

**Roof garden**

The roof garden is open between 09:00 and 21:00 for all residents to enjoy. Music, ball games, Frisbee, and private parties are not permitted. Please keep noise to a minimum at all times and be careful not to use the garden at night, to prevent noise disturbance to your neighbours located around the hall. Barbecues are not allowed.

**The Warden**

The Warden works full-time at University of London and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (konrad.sliwiak@london.ac.uk).

The Senior Resident Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

**Mail keys**

A key for your mailbox can be requested from reception. It can be used to check your mail and must be returned to the receptionist.

**Amenities and facilities**

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**Roof garden**

The roof garden is open between 09:00 and 21:00 for all residents to enjoy. Music, ball games, Frisbee, and private parties are not permitted. Please keep noise to a minimum at all times and be careful not to use the garden at night, to prevent noise disturbance to your neighbours located around the hall. Barbecues are not allowed.
Laundrette

The laundrette is located on the 3rd floor. You can pay for the use of the washing machines and tumble dryers using a contactless debit/credit card or a mobile device. An iron and ironing board can be borrowed from reception.

If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction does work on the first attempt, please contact the reception desk.

Recycling and waste

It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis. Please dispose of your rubbish properly into containers provided and do not leave them in corridors or staircases; not only it is unhygienic but also poses a risk of fire.

The bin store is located on the ground floor.

Bike store

Cycling is encouraged; there is secure bike storage available on the ground floor with capacity to hold a maximum of 255 bikes. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage.

Hall notice boards

Around the hall you will notice a number of notice boards. Here you will find lots of information about what is going on in the hall. You can also speak to the Hall 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 main entrance to Eleanor Rosa House (Lett Road). 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.

Personal welfare

Talk to the Warden, Senior Resident Advisor(s) or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

Social and recreational

Your elected Hall Association 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.

Ant-social or illegal behaviour

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

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.

Local hospital (A&E)

Homerton University Hospital, Homerton Row, Clapton, London E9 6SR

Housekeeping

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

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.

Appeals against damage charges

Contact the Hall Manager via email.

Lost keys, property, etc.

If you lose your room/flat key/fob/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement.

If you find any lost property, hand it in at reception.

Transport links

The closest station is the DLR Stratford High Street. Stratford Underground station is less than 10 minutes’ walk and is serviced by the Central and Jubilee lines, as well as the London Overground, TfL Rail and the DLR. Right outside the Underground station there is a bus station with a multitude of bus services.
INTERNATIONAL HALL

Hall Management
The Hall Manager’s main office is located on the ground floor behind reception.
Your Hall Manager is Bandu Baya.
Your Assistant Hall Manager is Renata Byrtusova.
Office opening hours: 09:00 – 17:00 (Monday to Friday)

Warden’s Team
The Warden’s office is located in International Hall in the Hall Manager’s office behind the reception area.
Your Warden is Dr. Saeed Zeydabadi-Nejad (Saeed.Zeydabadinejad@london.ac.uk).
The Warden is supported by two Senior Resident Advisors and six Resident Advisors.
You can find more information about the Warden’s Team on noticeboards in the hall.
Common rooms
The common rooms are for the enjoyment of all residents, so please treat them with respect and ensure these areas are left tidy. The common rooms available at International Hall are located on:
- Lower ground: LG Study Room, LG lounge the under stairs, Cinema, TV and DVD room, Music Room, Piano room, Old bar/Common room.
- Ground floor Atrium: Study Room.
- Second floor Central Wing opposite 2C24: Study Room.
- Third floor Central Wing opposite 3C24: Study Room.

Music Room
The Music Room can be found on the lower ground behind the Common Room.
Please see reception for more details. As with all the halls common rooms, the Music Room will likely be used by many residents, so please treat the room with respect and ensure this area is left tidy.

Garden/Courtyard
Our private courtyard/garden is available for peaceful enjoyment between 08:00 – 22:00. Keep the garden tidy and remember that other residents may be trying to sleep or study in the rooms overlooking the court.
Please be aware that one of the courtyards is in the vicinity of family flats and small children play in this courtyard.

Squash court
The squash court is located on the lower ground floor and can be booked from reception.

Laundrette
The laundrette is located on the lower ground floor. You can pay for the use of the washing machines and tumble dryers using a contactless debit/credit card. An iron and ironing board are also provided in the laundrette.
If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction doesn't work on the first attempt, please contact the reception desk.

Recycling and waste
It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.
The bins are located in communal pantries, communal bathrooms, common rooms and dining room.
**Housekeeping**

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

**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.

**Repairs**

Report routine maintenance requests at reception. 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.

**Appeals against damage charges**

Contact the Hall Manager via email.

**Lost keys, property, etc.**

If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement. If you find any lost property, hand it in at reception.

**Transport links**

Landsdowne Terrace, where International Hall is located, is being pedestrianised providing a large space with new trees, seating and better lighting. This is only possible by closing Lansdowne Terrace where it meets Brunswick Square. Access to Lansdowne Terrace from Hunter Street or Bernard Street would be closed to motor traffic (except cyclists). For more details please check this website. Nearby tube stations are: Russell Square, Holborn and Euston. There are also plenty of bus links around International Hall.

International Hall is within the central London Congestion Charging zone. The nearest car park is beneath the Brunswick Shopping Centre, the Royal National Hotel in Bedford Way and the President Hotel on Guilford Street. Parking is allowed on the single yellow line outside the hall after 18:30 Monday to Friday; after 13:30 on Saturday; and all day Sunday and bank holidays. Restrictions start again at 08:30.

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**Bike store**

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit (https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls) of £10. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

**Hall notice board**

Hall notice boards are located in reception, corridors and lift lobbies.

**Fire alarm and assembly point**

The assembly point is Brunswick Square Park.

The fire alarm system is tested every Wednesday at 13:00. 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.

**Personal welfare**

Talk to the Warden, Senior Resident Advisor(s) or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

**Social and recreational**

Your elected Hall Association 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.

**Anti-social or illegal behaviour**

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

**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.

**Local hospital (A&E)**

UCLH (University College Hospital), 235 Euston Road, London, NW1 2BU
The Common Room, International Hall
LILLIAN PENSON HALL

15-25 Talbot Square
London
W2 1TT

020 7087 3040
info.lph@london.ac.uk
halls.london.ac.uk/lillian-penson-hall

Hall Management
The Hall Manager’s main office is located on the ground floor behind reception.
Your Hall Manager is Karen Nystrøm Simonsen.
Your Assistant Hall Manager is Olu Akerele.
Office opening hours: 09:00 – 17:00 (Monday to Friday)

Warden’s Team
Your Warden is Dr Derrick Chong (Derrick.Chong@london.ac.uk).
The Warden is supported by one Senior Resident Advisor and four Resident Advisors.
You can find more information about the Warden’s Team on noticeboards in the hall.
The Warden

The Warden works full-time at RHUL as a Senior Lecturer and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (derrick.chong@london.ac.uk).

The Senior Resident Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

Amenities and facilities

New residents to Lillian Penson Hall join a vibrant community of approximately 330 residents from many different ethnic and cultural backgrounds. All the rooms have private bathrooms and the hall has a range of facilities and aims to provide a secure, supportive, and friendly environment where you can study and socialise.

These catered halls provide breakfast and dinner, and there are pantries to prepare hot drinks and snacks. All of the rooms are centrally heated as per the heating and cooling policy and there are various communal facilities for you to enjoy.

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).

Further information on using the internet and conditions of use can be found here.

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.

Common rooms

The Common Room is located on the ground floor. It is also a space for various receptions hosted by the Warden and the RAs.

The large TV room, which also has a large screen TV, is located on the ground floor. Seating capacity for up to 50 residents.

The small TV room is located on the ground floor.

Study Room

The Study Room is located on the group floor. It is a venue for private (as opposed to group) study. There are open shelves housing various books donated by previous residents for general reading.

Music Room

The Music Room is located on the ground floor and contains a piano. As with all the common rooms, the Music Room is used by many residents so please treat the room with respect and ensure this area is left tidy. If you would like to use it please collect a key from reception.

Laundrette

Washing machines and tumble dryers are available in the laundrette, which is located on the lower ground floor basement next to computer room and is available to all residents 24 hours a day. You can pay for the use of the facilities using a contactless card.

If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction doesn’t work on the first attempt, please contact the reception desk.

Recycling and waste

It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.

The bins are located in communal pantries, common rooms and dining room.

Hall notice board

Notice boards are available in the reception area, on the lower ground floor by the dining room and in the hallway leading to the Study Room.

Fire alarm and assembly point

Your assembly point is by the garden at Talbot Square. The fire alarm system is tested every Thursday at 11:00. 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.

Personal welfare

Talk to the Warden, Senior Resident Advisor(s) or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

Social and recreational

Your elected Hall Association 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.
Anti-social or illegal behaviour
Call reception, who will then contact the member of staff on duty.

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.

Local hospital (A&E)
St Mary’s Hospital, Praed Street, London, W2 1NY, T: 020 3312 6666

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

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.

Repairs
Report routine maintenance requests at reception. 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.

Appeals against damage charges
Contact the Hall Manager via email.

Lost keys, property, etc.
If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one. Please present your receipt at reception and you will be issued a replacement.
If you find any lost property, hand it in at reception.

Transport links
Nearby tube and railway stations include Paddington, Hammersmith and Lancaster Gate. There are also plenty of bus links around Lillian Penson Hall.
Lillian Penson Hall is within the central London Congestion Charging zone and there are no parking facilities at the hall or the surrounding roads. For information about local NCP car parks please check http://www.ncp.co.uk/.
NUTFORD HOUSE

Brown Street
London
W1H 5UL

020 7569 0110
info.lph@london.ac.uk
halls.london.ac.uk/nutford-house

Hall Management
The Hall Manager’s main office is located in Lillian Penson Hall on the ground floor behind reception.
Your Hall Manager is Karen Nystrøm Simonsen.
Your Assistant Hall Manager is Olu Akerele.
Office opening hours: 09:00 – 17:00 (Monday to Friday)

Warden’s Team
Your Warden is Paul Phibbs (Paul.Phibbs@london.ac.uk).
The Warden is supported by one Senior Resident Advisor and four Resident Advisors.
You can find more information about the Warden’s Team on noticeboards in the hall.
The Warden
The Warden works full-time at UCL as a Director of Operations and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (paul.phibbs@london.ac.uk).

The Senior Resident Advisor/Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at the Security Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

Amenities and facilities
Nutford House consists of three buildings: the Main House, Annexe and Seymour Place. The Hall accommodates 223 residents

The majority of residents are first year undergraduates, approximately 10% are postgraduates, and about a third are overseas students.

Internet
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Common rooms
The hall has four common rooms: the Common Room, Lounge and the Quiet Room - all of which are in the Main House - and Games Room, which is sited in the basement of the Annexe. The Quiet Room can be used for any quiet recreation, but is normally used for study. The Common Room houses a grand piano, which is used for playing within restricted hours each day, as advertised locally. None of the common rooms can be used for parties or musical practice unless as part of an organised and approved event.

Music Room
The Music Room can be found in the basement of the Annex via an external staircase. Please ask at the front reception desk for details on how to gain access.

Garden
As well as being in close proximity to Hyde Park, the Hall is fortunate enough to have a walled, private garden to the rear of the hall. Our private garden is available for peaceful enjoyment between 08:00 and 22:00.

Please note, smoking is not allowed anywhere in the garden.

Laundrette
Laundrettes are located in the basement of the main House and in the basement of the Annex (Seymour Place Residents can use either laundrette). Iron and ironing boards are available in the laundry room.

If you have any issues with the washing machines/dryers, please contact the reception desk in your hall. If your transaction doesn’t work on the first attempt, please contact the reception desk.

Recycling and waste
It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.

The bins are located in communal pantries, bathrooms, common rooms and dining room.

Bike store
We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit (https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls) of £10. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces are limited and you can store one bike only.

Hall notice board
Hall notice boards are located in the reception area, in the Annex entrance, and the Seymour entrance.

Fire alarm and assembly point
Your assembly point is outside Sylvia Young School. The fire alarm system is tested every in every Thursday at 12.00. The alarm 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.

Recycling and waste
It is a condition of your licence agreement that you dispose of the waste from your room/flat on a regular basis.

The bins are located in all areas of Nutford House in communal pantries, communal bathrooms, common rooms and dining room.
Personal welfare

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Transport links

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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

This material can be made available in alternative formats upon request. Please contact info.halls@london.ac.uk.

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