Intercollegiate Halls of Residence

Handbook 2020/21

for residents of Handel Mansions

halls.london.ac.uk
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WELCOME

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 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 team. 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 Pastoral Team (Duty RA or Warden) needs to access your room in the event of an emergency, the appropriate Personal Protective Equipment will be worn.

Residents can contact the Resident Advisors on the telephone number advertised in the hall and/or contact the Hall Management team via the Reception at International Hall on 020 7822 3000/3007.
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 ask you if you are self-isolating, or if you have any symptoms of COVID-19.
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 or 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

Unfortunately, room swaps between residents will be unavailable until further notice. If you have specific needs, please contact the Accommodation and Hospitality team (info.halls@london.ac.uk).
Termly cleaning of pantries/kitchens and communal bathrooms

To ensure that we reduce the risk to yourselves and our staff when cleaning communal kitchen and bathrooms in cluster flats, Property Management office 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.
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.

Depending on the threat level, day and/or overnight guests may not be permitted. Up to date guidance will be provided through the academic year.

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

For residents who need to self-isolate, we encourage the use of ‘bug buddies’ to help shop for each other and from the Pastoral and staff teams is available. It is very important that you let us know using this link or scan the QR code.

Code of Conduct

While COVID-19 continues to be a threat, it is expected that members of society will continue to maintain social distancing behaviour, wherever possible. Anyone who seriously or persistently disregards this 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.

We hope that everyone living in Handel Mansions 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.
Part 1
SECURITY & ADMINISTRATION

Hall Management Team

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

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

The Warden’s Team

The Warden’s Team, which includes 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 on a part-time basis, usually in the evenings and at weekends.
Resident Advisors

The Resident Advisors team is here to support you throughout the time you live in hall. They can help with a wide range of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

Resident Advisors are usually experienced postgraduate students and they support the Hall Management Team in their duties.

The Resident Advisors all live in hall and are available in the evenings and at weekends. Resident Advisors are a useful first point of contact where a situation can usually be resolved with one of your peers without going straight to the Hall Management Team. They can be contacted during their daily duty hours (exact hours published in the building on noticeboards).

How the team can help

Students in the hall are often living away from home for the first time. The Warden and their team know that residents can encounter problems with loneliness, social isolation, bullying, conflicts related to religion or sexuality, depression, eating disorders, unplanned pregnancy, illness, drug and alcohol abuse, self-harm and suicidal thoughts, as well as antisocial behaviour, noisy neighbours, theft, and damage to property. The Warden has a wealth of experience in offering frontline advice and support, and is ready to discuss these and any other issues if the need arises.

The Warden’s Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, sexual orientation, marital status, pregnancy, maternity or gender reassignment.
It provides guidance on Health and Safety requirements, personal safety and provides details on the welfare provisions your hall provides.

**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](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

**Rules of entry and keys**

You will be given a set of keys to the flat and your room upon arrival, provided you have:

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

Do not let anyone in on behalf of someone else as the guest then becomes your personal responsibility.

**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.

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

**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.

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.
Do not let 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](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 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: 14th October 2020
- Term 2: 27th January 2021
- Term 3: 12th May 2021

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.

Payment dates 2020/21

- 14th October 2020
- 27th January 2021
- 12th May 2021
GETTING HELP

<table>
<thead>
<tr>
<th>Emergencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Management Team Office is open Monday to Friday, 9:00 - 16:30 and Resident Advisors are available during their working hours. You may approach them for assistance with any urgent problems. See the contact details in the Part 2 of this handbook.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First aid, illness and accidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. If you need access to first aid equipment and do not have your own, the Duty Resident Advisor may be able to assist. Although it is frustrating, for legal reasons even the hall's first aiders are unable to give out medication of any kind (including paracetamol), so no medication is kept in first aid kits.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reporting of injuries and dangerous occurrences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any incident occurring in the hall that results in potential or actual injury must be reported to the Resident Advisor. A member of the Hall Management Team or the Warden will follow up.</td>
</tr>
</tbody>
</table>
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 (during office hours) or the Resident Advisor on duty.

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.

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 kitchens, corridors/staircases and gardens are 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

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

- Your name
- Your room number
- Your flat number
- The general contact address for our 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;
KEEPING UP TO DATE

Your contact details

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

Hall notice boards

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

Please ensure the Hall Office has your current email address and mobile phone number on file, otherwise you will not receive important announcements.
Please check the notice boards at least once a week for notices that might affect you.
ARRIVAL & DEPARTURE

Licence agreement

Please read your Licence Agreement carefully. Whilst this handbook aims to cover the essentials, your licence agreement 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. Family members and all other additional residents must be registered and may not remain in the accommodation 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 vacation (see ‘Summer Vacation Rooms’ below).

Arrival

You should arrive after 14:00 on your designated arrival date and report to reception at International Hall (Lansdowne Terrace, WC1N 1AS - about 5 minutes’ walk from Handel Mansions). Upon arrival and you will be given a flat key and front door fob/access card where applicable. You are deemed to be in residence from when you take your key.
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 and return your key to the Resident Advisor or Hall Management Team. If you do not return your key, you will continue to be charged for your room/flat and a charge will be levied if you do not return your key or card.

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

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

Items left behind/storage

If you leave items in your room/flat, they are likely to be treated as rubbish and disposed of. If you have left what we think is a valuable item, we will store it for a maximum of one month but you will 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.

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 the maximum period of occupancy is five years.

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

Cleaning

The housekeeping team will clean the common areas of the building once per week. The common areas of your flat will be cleaned once per term. You can contact the Housekeeper via the Hall Management Team if you have any concerns or queries about cleaning or related matters. Please note that housekeeping is not responsible for cleaning flats and your room.

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

Disciplinary action may be taken if you persistently fail to maintain your room/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.
Please keep your room/flat in a clean and hygienic condition. We recommend that you 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 mice to your room. There might not be another room for you to move to and pests can be very difficult to get rid of!

Please inform your Hall Management Team or a Resident Advisor 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.

Waste collection

You are required to comply with the University of London Waste and Recycling Policy by separating your waste into recyclable and non-recyclable waste. The hall has a large bin for general waste and mixed recycling. Do not leave your rubbish outside your door, as this may obstruct escape routes and pose a fire hazard. The location of your waste and recycling bins is detailed in Part 2.

Bed linen

University of London does not provide any bedding packs or linen for residents. Please make sure to bring your own.

Room/flat inventory

Please report to the Hall Management Office any damage or anything else that isn’t right upon arrival or throughout the year. That way, we can correct the problem for you and, if the damage is genuinely accidental or due to normal wear and tear, you may not have to pay for the repairs.

Care of rooms and hall property

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

Furniture

Furniture and fittings must not be removed from your study bedroom. Furniture and other items must never be left in the corridor, where they may block fire escape routes.

Those responsible for vandalism will be dealt with severely under the student disciplinary code and may be required to leave the hall.
Residents are responsible for ensuring their bedroom doors are locked when they are not in the room and/or at night when they are asleep.
**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. These checks are to ensure that rooms are being maintained and there are also no health and safety issues.

**Right of staff to enter rooms**

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

Your room/flat is a workplace for hall staff and contractors so please keep your room/flat 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.).

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**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. 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.
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**

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.

You can report maintenance issues by emailing the Hall Management Team info.ih@london.ac.uk Please include a short description of the problem and its precise location. If you report a maintenance problem with your room, you can expect us to enter your room to make the necessary repairs. If the problem requires emergency attention (e.g. a water leak or dangerous electrical fault), please call the Hall Management Team’s Office (working hours) or Resident Advisor 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 works require entry to your room/flat, we try to always give at least 48 hours 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.
<table>
<thead>
<tr>
<th>Repair schedule</th>
<th>1 Emergency repairs</th>
<th>2 Urgent repairs</th>
<th>3 Non-urgent repairs</th>
</tr>
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<tbody>
<tr>
<td>Classification</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>Examples</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>Time to rectify</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.
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**

Please inform your flatmates if you are expecting an overnight guest so they won’t be surprised seeing a stranger in the flat. You want to know who is in the flat, so do your flatmates.

**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.

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

It is not allowed to have more than one guest overnight. We also advise you to limit the number of your day guests to a minimum to avoid noise and disturbance.

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 key 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 residents’
concerns and worries, and helping them find the right resources to start solving the problems.

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

Confidentiality

The personal information which the hall and the University holds about all residents is subject to data protection law and is managed according to the Halls Tenant Privacy Notice. Unless exceptional circumstances apply, we cannot give your room number to anyone so you must make sure all your friends and family are aware of your full address and contact details. If someone else is paying your fees, please pass the invoice to them, as we cannot give out financial information. The Warden and Resident Advisors 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 students 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. Please inform Warden if you are admitted to the hospital for longer 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.
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.

Smoking

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

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

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

The police are interested in patterns of supply of drugs. If you receive unsolicited offers of drugs, or have other information that could be helpful to the police, we encourage you to share this information with them.
Excessively loud music and other noise is not allowed at any time of day in any area of the hall or its grounds. The Warden or nominated Deputy (normally the Duty Resident Advisor) shall be the arbiter of whether noise is excessive, and their decision shall be final. Any noise that can be heard outside a person’s room/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.

Noise

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

Realistic expectations about noise

Noise disturbance generally creates the most dissatisfaction with hall life. Nowhere in the hall can be completely silent and most staff and residents find that occasionally they need to wear earplugs at night. It is not always reasonable to restrict others’ activities to meet the expectations of someone who is especially sensitive to noise.

Reporting noise problems

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

Sometimes you may feel that you cannot approach your neighbour directly, or they may not respond to your request. If this happens, we recommend that you call reception and tell them where the noise is coming from. Contact the Duty Resident Advisor (evenings, nights, and weekends) or reception at International Hall (020 7822 3000/3007). 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 Hall Management.

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

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 or other residents in the area.

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

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

- Weapons (including replicas)
- Candles
- Incense stick
- Shisha pipes, 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
- Humidifiers

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.

**Illegal activity by residents**

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

**Proselytising or recruitment by sects and other organisations**

In accordance with our policy on prohibiting personal harassment of any kind, proselytising 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 the RA and/or reception at International Hall immediately.

**Occupation**

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

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.
**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, candles, incense burners and oil lamps are strictly banned in bedrooms and, if found, will be confiscated.

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

**Fire safety**

Every study bedroom and all communal areas are equipped with smoke detectors. These provide excellent safety cover but can also cause false alarms. Aerosols, steam, talcum are all things which can set off a fire alarm and cause the hall to be evacuated unnecessarily so we ask that you take care to avoid setting off an alarm.

Please do not leave rubbish, luggage, furniture, drying racks, clothes or your waste bin in the staircases: such items can block fire escape routes, impede access to firefighting equipment, and even help spread a fire down the corridor. Do not bring your bicycle inside the hall. Use either the bicycle store or railings instead. Any objects left in the corridor could 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. You should only use a fire extinguisher if you are sure it is safe for you to do so. If in doubt, evacuate the area and raise the alarm immediately.

**Fire procedure**

Residents must acquaint themselves with the fire procedure and be prepared to act accordingly. With the exception of fire alarm tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Staff from the Hall Management Team or Resident Advisors may issue instructions during an emergency to facilitate the safe and speedy evacuation of the hall.

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

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

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

**Fire drills and sounder test**

Please acquaint yourself with the fire alarm procedure. Ensure that you know the locations of your nearest fire exits, fire extinguishers, and alarm call points. Whenever you hear the fire alarm, you must evacuate the building immediately. Fire drills will be held during the year and all rooms will be checked by a member of staff to ensure everyone has evacuated. You are expected to leave as quickly as possible by the nearest route, so please familiarise yourself with alternative escape routes. If your response is too slow, further fire drills will follow within a few days.

**Electrical safety**

To comply with the Electricity at Work Regulations, all electrical equipment owned by the University is regularly tested and recorded. If you wish to bring any electrical equipment into your room/flat you must ensure that it is EU approved and 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, and hair dryers if they are properly wired, fitted with a suitably rated fuse or suppressor, and kept in a safe condition. It is the resident’s responsibility to ensure that any electrical equipment is tested and it is safe. An electrician is available to advise and to check any problems.

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

Whilst the use of e-Cigarettes in the halls is banned you may charge them in your room/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.
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 Fire Brigade and contact RA who will get in touch with IH reception to inform about incident so Hall Management is aware

3. DO NOT TACKLE THE FIRE
On hearing the fire alarm:

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

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

Make sure you’re dressed and wearing appropriate footwear for the time of year.
Security is the responsibility of all residents. You should remain vigilant and safety-conscious at all times and, if in doubt, report suspicions immediately to the RA or reception at International Hall. You must never admit or sign into the hall anyone that you do not know or are not personally hosting. Please remember that you will be held responsible for the actions of anyone you sign in.

Valuables, insurance and theft

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

Keep your property safe by:

- Locking windows and room/flat doors and take the key, even if only leaving for a short time.
- Opening a bank account and do not have cash in your room/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 computers 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.
LONDON TRANSPORT

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.

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.

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.
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) watches or jewellery out of sight.

- If you see anything (for example a leaflet holder) attached to a bank ATM, do not use it and inform the bank at once. It may be hiding a camera that is taking pictures of your PIN.

- Keep your wallet or purse in an inside pocket and make sure to remove everything out of your pockets before putting a coat or jacket into a cloak room.
If you are approached and feel threatened and cannot immediately move away…

- Be vocal and try to alert and involve others around you. Feel confident and assertive enough to say ‘Don’t touch me,’ ‘No,’ ‘Stop,’ ‘Go away’.
- Try to shout ‘Call the Police’ or ‘Fire’ as this may unsettle your potential attacker. You could also try sounding as if you are going to be physically sick, and make it a loud noise. It has been proven that people hate this sound, and the possible resulting vomit, and may avoid someone who they think is about to be sick.
- If using simple verbal commands do not work, you have the option of using as much force as you can to get away, so long as it is reasonable to the threat. You can use everyday items like keys or umbrellas if you need to, but please do not carry items specifically for self-defence.

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

**International Hall**

Lansdowne Terrace  
London  
WC1N 1AS  
» 020 7822 3000/3007

**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.
<table>
<thead>
<tr>
<th><strong>Transport for London</strong></th>
<th><strong>Mind (mental health charity)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://tfl.gov.uk">https://tfl.gov.uk</a></td>
<td><a href="https://www.mind.org.uk">https://www.mind.org.uk</a></td>
</tr>
<tr>
<td><strong>NHS</strong></td>
<td>0300 123 3393</td>
</tr>
<tr>
<td>For details of your local A&amp;E department, please refer to your hall page in Part 2 of this handbook.</td>
<td><strong>The Mix (essential support for under 25s)</strong></td>
</tr>
<tr>
<td>To get non-emergency help please either:</td>
<td><a href="https://www.themix.org.uk">https://www.themix.org.uk</a></td>
</tr>
<tr>
<td>» visit <a href="https://111.nhs.uk">https://111.nhs.uk</a></td>
<td><strong>National Debtline</strong></td>
</tr>
<tr>
<td>» or call 111 from your mobile phone</td>
<td><a href="https://www.nationaldebtline.org">https://www.nationaldebtline.org</a></td>
</tr>
<tr>
<td>Please remember to register with your local GP</td>
<td>0808 808 4000</td>
</tr>
<tr>
<td><strong>NUS (National Union of Students)</strong></td>
<td><strong>Samaritans (confidential listening)</strong></td>
</tr>
<tr>
<td><a href="https://www.nus.org.uk">https://www.nus.org.uk</a></td>
<td><a href="https://www.samaritans.org">https://www.samaritans.org</a></td>
</tr>
<tr>
<td><strong>Student Loan Company</strong></td>
<td>116 123</td>
</tr>
<tr>
<td><strong>Beat (eating disorder helpline)</strong></td>
<td><a href="https://switchboard.lgbt">https://switchboard.lgbt</a></td>
</tr>
<tr>
<td><a href="https://www.beateatingdisorders.org.uk">https://www.beateatingdisorders.org.uk</a></td>
<td>0300 330 0630</td>
</tr>
<tr>
<td>0808 801 0677</td>
<td><strong>Terrence Higgins Trust (HIV)</strong></td>
</tr>
<tr>
<td><a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a></td>
<td><a href="https://www.tht.org.uk">https://www.tht.org.uk</a></td>
</tr>
<tr>
<td>0300 330 1157</td>
<td>0808 802 1221</td>
</tr>
<tr>
<td><strong>Drink Aware</strong></td>
<td><strong>Frank (drugs helpline)</strong></td>
</tr>
<tr>
<td><a href="https://www.drinkaware.co.uk">https://www.drinkaware.co.uk</a></td>
<td><a href="https://www.talktofrank.com">https://www.talktofrank.com</a></td>
</tr>
<tr>
<td>0300 123 1110</td>
<td>0300 123 6600</td>
</tr>
<tr>
<td><strong>FPA (talking sense about sex)</strong></td>
<td><strong>Helpguide (guide to mental and emotional health)</strong></td>
</tr>
<tr>
<td><a href="http://www.fpa.org.uk">www.fpa.org.uk</a></td>
<td><a href="https://www.helpguide.org">https://www.helpguide.org</a></td>
</tr>
<tr>
<td>0300 123 7123</td>
<td><strong>London Nightline (listening)</strong></td>
</tr>
<tr>
<td><a href="https://www.nightline.org.uk">https://www.nightline.org.uk</a></td>
<td><a href="https://nightline.org.uk">https://nightline.org.uk</a></td>
</tr>
<tr>
<td>0207 631 0101</td>
<td><strong>Life-threatening emergencies</strong></td>
</tr>
</tbody>
</table>

**UK national emergency services number**

999

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

**UK national non-emergency urgent healthcare**

111

Call this number if you need medical or advice fast but it's not life- or limb-threatening emergency

[Download the app](https://nhs111.nhs.uk)

**UK national non-emergency police number**

101

Call this number if you need to contact the police but you don't need emergency "blue lights" response.

**Life-threatening emergencies**

- Call 999 or 112
- Inform RA/ IH reception immediately so they can direct the emergency services quickly to your location and send a member of hall staff to assist you
Part 2
HANDEL MANSIONS

1-3 Handel Mansion
Handel Street
London
WC1N 1PA

020 7862 3000
info.ih@london.ac.uk
halls.london.ac.uk/handel-mansion

Hall Management Team
The Hall Manager’s main office is located in International Hall (Lansdowne Terrance, WC1N 1NS), 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 College Hall, on the ground floor next to the reception area.
Your Warden is Ravteg Singh Dhesi (Ravteg.Dhesi@london.ac.uk).
You will be made aware of your Resident Advisors upon arrival.
Drinking water
Mains drinking water is available through the cold water tap in the kitchen. The water in the bathroom is safe for brushing your teeth but it is not recommended for drinking.

Flat inspections
Flat inspections are completed by the Hall Mangement Team once a term. The purpose of these inspections is to check the state of the flats, which includes repairs and cleaning. You will be given prior notice before we visit.

Rubbish and recycling
Rubbish and recycling bins are located in the enclosure behind the building. Please ensure rubbish is placed in bin bags. You can recycle glass, cans, paper and cardboard.

Fire alarm and assembly point
In the event of a fire alarm please meet at the corner of Handel Street and Wakefield Road. Please follow the fire safety instructions on site.

Bike store
There are four railings that can be accessed on the left-hand side of the building. These railings only provide approximately 8 spaces and residents are limited to one bike only.

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

Emergencies
Contact the emergencies services (T:999) and then the Hall Mangement Team on 020 7862 3000.

Personal welfare
Talk to the Warden or Resident Advisors if you are worried about your studies, health, or welfare – including stress-

Central heating and boilers
You can control the heating in your own flat and if you have any problems with the boiler, please contact the Hall Mangement Team or Duty RA.

Handel Mansions

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 Resident Advisors can contact the Warden 24 hours, 365 days a year. 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.

Resident Advisors
Contact details and duty hours for your Resident Advisors are available on the lobby notice board in the building.

Amenities and facilities
Handel Street is located near Russell Square underground station and consists of twenty four self – catered flats, accommodating a total of 72 residents. Each flat has a shared kitchen, bath/shower and WC. There is a washing machine/dryer provided in each flat. Handel Mansions provides a more independent way of living than our other halls, but it’s important to remember that the same support networks exist should you need them. There is a team of Resident Advisors here to talk to if you have any concerns, and of course there is your Hall Mangement Team who are based at International Hall but always at the end of the phone or email if you would like to arrange a meeting.

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.

Hall notice board
Your notice boards are in the main entrance lobby to your building.

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related problems, feeling isolated, disputes, harassment, or equality issues.

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**Noise complaints**

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

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**Accommodation fees and invoices**

Fees must be paid by the dates specified in the Deposit & Fees section of this handbook. Pay online at [https://epay.london.ac.uk](https://epay.london.ac.uk). If you have problems with payment, contact the Finance team, based at Student Central, at ahd.finance@london.ac.uk or call 020 7862 5772 as soon as possible.

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**Appeals against damage charges**

Contact the Hall Manager.

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**Repairs**

Report routine maintenance requests via email on info.ih@london.ac.uk or contact the Hall Management Team on 020 7862 3000. Contact us again about any persistently unresolved maintenance problems.

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**Anti-social or illegal Behaviour**

Contact the Resident Advisor or the reception at International Hall. You can also email the hall management: info.ih@london.ac.uk.

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**Lost room/flat keys**

If you lose your room/flat key/fob/access card/hall ID card, use this link to purchase a new one and contact the Hall Management Team on 020 7862 3000 to arrange a replacement pickup.
Your accommodation includes the following equipment. Please follow the instructions below to ensure that you use the equipment safely.

**Kettle**

1. Open the lid and fill water into the kettle. Then replace the lid otherwise the kettle will not cut off the power automatically after the water has boiled.

   *Caution: The filled water level must be between the “Max” and “Min” level as indicated on the housing. Too less water will do damage to the heat element and if the water is overfilled, boiling water may be ejected.*

2. Replace the kettle on the power base and connect to the power supply. Position the kettle so that the spout of kettle is facing away from you.

3. Press the switch to “I” position and the lamp will be illuminated. The water will then begin to be heated up. DO NOT open the lid while the water is boiling.

   *Caution: Ensure that the switch is clear of obstructions and the lid is firmly closed. The kettle will not turn off if the switch is constrained or if the lid is left open.*

4. Power will be cut off automatically and the switch will be back to “0” position once water has been boiled. The light will also turn off.

5. Lift the kettle from the power base and then pour the water.

   *Caution: Be careful when pouring the water from your kettle, as boiling water will scald.*

6. The boiling process can be terminated at any time by lifting the kettle off the power base or pressing the switch to “0” position.
**Vacuum cleaner**

1. Pull the cable out of the vacuum cleaner and connect the plug to the main power socket. Make sure all tubes are assembled correctly and press the on/off button.

2. Switch off after cleaning, unplug and rewind cable back to the vacuum cleaner with a button.

   **Caution:** Vacuum cleaner must only be used for domestic Household purposes to vacuum dry floor surfaces. Do not use on people.

Before using the vacuum cleaner, check for any signs of damage. Do not use a damaged appliance: it could be dangerous.

Do not vacuum up items which are large, heavy, hard or have sharp edges. They could cause a blockage and damage the appliance.

Do not vacuum up any water, liquid or damp dirt. This will cause major faults and could seriously impair the functioning and electrical safety of the appliance. Wait until any freshly cleaned or shampooed carpets or floor coverings are completely dry before attempting to vacuum.

If you spill toner (the ink that is used in printers and photocopiers) do not vacuum it up. Toner can conduct electricity and the filter system in the vacuum cleaner may not filter it completely, causing the toner to be blown back into the room by the fan.

**Oven/cooker**

1. Both oven/grill and hot rings can be operated by the knobs located on the front of the cooker and each knob has a little diagram explaining which element it will operate.

   **Caution:** The rings get extremely hot when switched on, so please take extra care when working around the cooker.

2. After you finish cooking, please make sure that all knobs are in “0” position to avoid burns and potential fire.

   **Caution:** All cookers are electric, therefore please refrain from operating them with wet hands and barefoot.

3. Before you wipe any spillages it is recommended to wait for the cooker to cool down. Please remember to take some time and come back to the kitchen to tidy up the cooker when it’s cool to make it clean and pleasant to use for others.

**Washing machine**

1. Separate clothes. Be careful not to mix dark/bright coloured clothing with light/white clothing as the dye can run and stain your lighter items. This is more likely if the dark/bright items are new. If an item of clothing is mainly light but has some darker patterns or designs on it, it will probably be fine to be washed with your lights. The same goes for dark clothes with light designs. It’s also a good idea to check pockets before washing, obviously items that are not intended to be submerged in soapy water can be damaged, but also you could damage your clothing or the washing machine as well.

   **Caution:** Do not overfill the washing machine; you should be able to fit your hand in the space between your clothes and the top of the drum. If you can’t do this, please remove some of your clothes.

2. Set the water temperature. If you are washing cotton or very dirty clothes, you might want to use hot or warm water. If you are washing things like silk, then you should keep the water temperature lukewarm to cool.

3. Set the time. A lot of washing machines do this automatically, but you may have to do it by hand. You should set the time for about an hour to an hour and a half, depending on how dirty the clothes you are washing are.

4. Pour in detergent. Use the right kind of detergent and pour it into the right spot. This is usually either right on top of the clothes, or in a small hole on the top of your washing machine, or if using tablets it may need to be placed directly in the drum. The amount of detergent needed varies by brand of detergent and type of washer, so check the back of the detergent box and also look for any labels on your washing machine.

5. Turn on your washer. Now all you have to do is hit that “ON” button and you’re ready to go.

6. The washing machine will finish and stop automatically at the end of the wash cycle. When the end light flashes, or the cycle clock reaches zero or an end, you can open the door and take out your clothes to dry.
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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https://www.instagram.com/uolhalls

halls.london.ac.uk