Intercollegiate Halls Handbook 2019/20 for students in Clandon House & Handel Mansions
WELCOME

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

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

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

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

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

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

Part 1

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

Part 2

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

Other Documents and Regulations

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

The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code. The full code is available here.
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, contract extensions and cancellations.

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

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

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.

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

Deposit

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

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

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

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

Accommodation Fees

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

How to pay

Payment of fees should be made online at https://epay.london.ac.uk/ or by bank transfer.

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

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

When paying via bank transfer, you must use the bank details supplied on your accommodation invoice. When making the transfer, you must reference the payment with your surname and accommodation ID (for example: ICH Smith – 0012345). You must also email a remittance to AHD.Finance@london.ac.uk and reference the payment clearly with both your surname and accommodation ID.

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

When to pay

You will be invoiced on a monthly basis with rent due by 4pm on the 1st of each month. You can set up a payment plan to take these payments automatically by getting in touch with the Financial Services Property Team by phone or by visiting the Accommodation and Hospitality office in Student Central.

You can choose to pay termly with due dates by 4pm on the following days:

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

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

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.
**GETTING HELP**

**Emergencies**

PMU 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.

**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. If you need access to first aid equipment and do not have your own, the Duty Resident Advisor who may be able to assist. Although it is frustrating, for legal reasons even the hall’s first aiders are unable to give out medication of any kind (including paracetamol), so no medication is kept in first aid kits.

**Reporting of injuries and dangerous occurrences**

Any incident occurring in the hall that results in potential or actual injury must be reported the PMU Office or Resident Advisor on duty.

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 PMU (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. Heating is set up and regulated by a boiler located in your kitchen. Please discuss heating requirements with your flatmates before putting it on and setting up times, as different people have different needs.

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

**Common areas**

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. No items should be removed from common rooms.

**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 [http://www.tvlicensing.co.uk/](http://www.tvlicensing.co.uk/). If you're unsure whether you need to purchase a TV licence please visit [http://www.tvlicensing.co.uk/check-if-you-need-one](http://www.tvlicensing.co.uk/check-if-you-need-one).
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 contract.

Internet

Every room/flat in Clandon House has a data socket for connection to the internet. Handel Mansion has Wi-Fi available throughout the building.

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.

Report any problems with your internet connection to University of London Network Services on 020 7862 8092 or email swan.support@london.ac.uk Monday to Friday between 09:00 – 17:00.

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

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 PMU Office is the arbiter of such matters and their decision is final.

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

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

Licence Agreement

Please read your Licence Agreement carefully. Whilst this handbook aims to cover the essentials, your licence agreement contains full details of period of occupancy and termination of contract. Only persons mentioned in your application form will be permitted to reside in the accommodation. Family members and all other additional residents must be registered and may not remain in the accommodation once you have left. Children are not permitted to stay in Clandon House.

Period of occupancy

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

Arrival

You should arrive after 14:00 on your designated arrival date. If you are checking-in to Handel Mansions please report to reception at International Hall (Lansdowne Terrace, WC1N 1AS), and if you are checking-in to Clandon House report to College Hall (Malet Street, WC1E 7HZ). 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.

Room/Flat swaps

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

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

Departure at the end of the year

You must leave by 10:00 on the last day of your contract and return your key to the Resident Advisor or PMU office. 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.
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 PMU 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 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 the PMU Office 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 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. Each hall also has a large recycling bin for mixed glass, 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.

Please inform the PMU 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 note that additional charges may also be applied to your deposit if you leave the accommodation in an unsatisfactory state.

Bed linen

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

Room/flat inventory

Please report to the PMU 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. At the end of your stay, you may be held liable for any damage not previously reported.

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 PMU 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 PMU Team and/or Resident Advisors are able to undertake the work that is required (e.g. maintenance, welfare etc.).

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

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

The Reduce the Juice Team
MAINTENANCE

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

### Reporting faults

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 PMU Office pmu@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 PMU 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

<table>
<thead>
<tr>
<th>Priority</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

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

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

The Electoral Register

Commonwealth and Republic of Ireland citizens are entitled to register and vote in all elections in Britain. Citizens of European Union states are entitled to register and vote in local and European elections. To register from your Halls of Residence address you need to apply individually. In order to register, you are required to complete a self-registration form on the Government website https://www.gov.uk/register-to-vote.

Registration with a doctor

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

Some Colleges also operate their own health service:
• UCL: University Health Centre; 020 7387 6306
• LSE: Health Service; 020 7955 7016
• City: Student Health Service; 020 7040 5998

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

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

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

Medical problems

NHS 111 is a non-emergency telephone advice service. Dialling 111 you can get advice on medical problems, whether you can treat yourself, or if you should visit your GP or go to hospital. Please inform PMU Office 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 students, staff and members of the University and your College. You are expected to act as a responsible and considerate member of that community. Within the hall you are required to observe the rules and procedures and to comply with the terms of your licence agreement.

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

Dealing with disciplinary problems

The PMU Office 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 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 one of a number of consequences including a warning, a fine or in serious cases termination of your licence agreement and you will be ordered to leave the hall. In addition, the PMU Office 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 procedures that will be followed. There is a right of appeal against any finding of misconduct or any penalties imposed. If you fail to attend a scheduled disciplinary interview or misconduct hearing without giving adequate notice and a suitable, verifiable reason, a decision may be made in your absence and a summary penalty applied.

Smoking

All halls operate a strict non-smoking policy, which includes the interior of the accommodation, courtyards, front steps/patio and balconies. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside that you follow legal advice and smoke at least 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 your being ordered to leave the hall.

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

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

Drugs and intoxicating substances

Possession and use of any controlled drugs or intoxicating substances is illegal and is a serious disciplinary offence within the hall. Please note that most new psychoactive substances, 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. In addition, your College may be informed of the reason for which you are being required to leave and the matter may be referred to the police. Guests involved will also be required to leave immediately.

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

Noise

All of our students should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room/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 PMU Office, 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 contact Resident Advisors and tell them where the noise is coming from. The staff member will visit the room making noise and deal with the problem.

You must be quiet between 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 students in nearby rooms or other residents in the area.

Excessively loud music and other noise is not allowed at any time of day in any area of the hall or its grounds. The PMU Office 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.
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 PMU Office.

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 PMU Office.

Canvassing

If any individual or group wishes to canvas in the hall, they must seek permission from the PMU Office. The PMU Office 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 PMU Office immediately.

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.

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.

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
- Fairy lights (mains powered only)

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 PMU 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.

If a banned item is found in the accommodation, it will be removed by a member of the PMU Office. 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.

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.
**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, 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 concern to the PMU 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 fire-fighting 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 PMU 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 PMU Office 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.

**Electronic 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 PROCEDURE

Any person discovering a fire:

1. RAISE THE ALARM:
   Break the glass to operate the nearest fire alarm call point.

2. CALL THE FIRE BRIGADE:

3. DO NOT TACKLE THE FIRE.

4. INFORM THE PMU OFFICE ABOUT THE INCIDENT.

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 re-enter the building until authorised to do so.

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

SECURITY

Security is the responsibility of all residents. You should remain vigilant and safety-conscious at all times and, if in doubt, report suspicions immediately to the PMU Office. 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 and we cannot accept responsibility for loss or theft of personal property from within the hall.
We do hope that you will enjoy living in the halls and have a trouble free stay with us. The listing below gives details of key contact details that you may find useful during your time in halls.

**Emergencies**
Contact the emergencies services (T999) and then the PMU Team on 020 7862 8047/8049.

**Personal welfare**
Talk to the PMU or a Resident Advisor if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues. To get in contact with the manager, email pmu@lon.ac.uk

**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.

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

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

**Appeals against damage charges**
Contact the PMU Manager.

**Repairs**
Report routine maintenance requests via email on pmu@lon.ac.uk or contact the PMU on 020 7862 8047/8049. Contact us again about any persistently unresolved maintenance problems.

**Anti-Social or Illegal Behaviour**
Contact a Resident Advisor and the PMU Team, if necessary on pmu@lon.ac.uk.

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

**Lost room/flat keys**
If you lose your room key, contact the PMU Team on 020 7862 8047/8049.

**Local hospital (Accident & Emergency)**
Royal Free Hospital. Pond Street, London, NW3 2QG
Website: http://www.royalfree.nhs.uk/
Telephone: 020 7794 0500.
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 PMU Office 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.
- Wear your bag across your body and so that it opens on the side facing you. In winter, wear your coat over your bag to hide it.
- Your safety is more important than any of your belongings and you are less likely to be hurt if you let your belongs go instead of fighting to keep them.
- Plan your journeys so that you can avoid dark alleyways, paths and areas that make you feel unsafe.

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

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

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

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

**Walking**

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

**Bicycles**

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

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

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

**Public transport**

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

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

**Car parking**

London is extremely busy and travelling by car is not recommended. Parking is not permitted on University property and any cars entering the restricted London Congestion Charging zone must pay the charge. For more information please visit [www.cclondon.com](http://www.cclondon.com).
PMU
The PMU Manager’s main office is located in College Hall (Malet Street, WC1E 7HZ), on the ground floor behind reception.
Your PMU Manager is Paul Nann.
Your Deputy PMU Manager is Tomasz Deptula.
Office opening hours: 09:00–16:30 (Monday to Friday)

Resident Advisors Team
You will be made aware of your Resident Advisors upon arrival.

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

Amenities and facilities
Clandon House is located in Finchley and consists of three blocks of twenty self-catered flats, accommodating a total of 97 students. Each flat has a shared kitchen, bath/shower and WC. There is a washing machine in each flat, and off-street parking is available in the car park at the back of the block. Clandon House 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 PMU Team, Paul Nann and Tom Deptula, who are based at College Hall but always at the end of the phone or email if you would like to arrange a meeting.

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

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 PMU Team.

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 PMU 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 must be placed in black bags and placed inside the large refuse containers in the fenced area near the front of the building (outside flats 31-41). Please do not leave rubbish bags on the pavement or the local council will not collect the rubbish. Recycling bins are located in the corner of the car park and you can recycle glass, cans, paper and cardboard.

Garden
Our private garden is available for peaceful enjoyment between 08:00 and 23:00.

BBQs
Do not use disposable BBQs unless you have a fire resistant base to put it on.
Site your BBQ away from buildings and trees. Extinguish your BBQ after use. After it has gone cold please remove it and dispose of it safely along with any other rubbish from the area.
Ordinary bonfires are not allowed.

Fire alarm and assembly point
In the event of a fire alarm please meet in front of Clandon House, by the bridge at the end of Clandon Gardens and contact a Resident Advisor; if they are not present, please call the PMU Team on 0207 862 8047/8049.
The fire alarm system is tested every Thursday. The alarm sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

Bike store
We have a bicycle shed in the car park. Bicycles are left entirely at your own risk and; the University will not accept liability for loss or damage. Spaces in the bike store are limited and residents are limited to one bike only.

Transport links
Our nearest Underground station is Golders Green. Nearest bus stops is in Regents Park Road (82, 460, 611, N13) which is an 8 minute walk. These buses will go pass Golders Green tube station or go into central London. We advise you not to bring your car into central London, however Clandon House does offer a limited number of car parking spaces to the rear of the property. Please let the PMU Team know your car details for our records. Please be aware that unfortunately we cannot guarantee you a parking space.
PMU

The PMU Manager’s main office is located in College Hall (Malet Street, WC1E 7HZ), on the ground floor behind reception.

Your PMU Manager is Paul Nann.

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Office opening hours: 09:00–16:30 (Monday to Friday)

Resident Advisors Team

You will be made aware of your Resident Advisors upon arrival.

Resident Advisors

Contact details and duty hours for your Resident Advisors are available on the lobby notice board in each 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 students. 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 PMU Team, Paul Nann and Tom Deptula, who are based at College Hall but always at the end of the phone or email if you would like to arrange a meeting.

Hall notice board

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

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 PMU Team.

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 PMU 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.

Garden

Our private garden is available for peaceful enjoyment between 08:00 and 23:00.

BBQs

Do not use disposable BBQ’s unless you have a fire resistant base to put it on.

Site your BBQ away from buildings and trees.

Extinguish your BBQ after use. After it has gone cold please remove it and dispose of it safely along with any other rubbish from the area.

Ordinary bonfires are not allowed.

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

Our nearest Underground station is Russell Square on the Piccadilly Line.

Nearest bus stops are on Woburn Place (68, 10, 59, 168, 91, N91). This is an 8 minute walk.
INSTRUCTIONS

EQUIPMENT

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.

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.

   Caution: Do not open the door 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.

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.
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