



Welcome to Holland House

Dear Resident,

Welcome to your new home!

We know you will be meeting many new people over the coming weeks. We would like to introduce you to the Accommodation Services staff who will be happy to assist you with any queries you may have.

My name is **Paul Foster** and I am your Warden in Holland House. My role is to help you with living in student accommodation. Along with my team of brilliant Residents' Assistants (RAs) I am here to support you pastorally, to arrange social events, and to ensure that you live in an environment that is conducive to study. I could give long lists of things should and should not do (and I will do that at some point), but basically if you think something may annoy or disturb somebody else that is a fairly reliable indication not to do. Conversely, if you think something might cheer-up somebody, or help them make friends – that would be a good thing to do. It is not 'rocket science': it just involves being thoughtful and considerate. You can contact me by e-mail: **(paul.foster@ed.ac.uk or Holland-House@ed.ac.uk)**

RAs are students who live in the accommodation with you and are here to help you settle in. You will receive an RA business card with the name of your designated RA along with contact details, please keep this information safe.

Your RA will contact you at least once a semester. You will find the names and room numbers of the full RA team on noticeboards around the Residence and you will also get the chance to meet them at our various welcome and social events. The RA team work on a rota basis so your designated RA may not always be the person you deal with. The RA on duty will hold an office hour every day from 7pm until 8pm in the Holland House Office located at the C Block entrance. Please do not hesitate to contact them if you have any questions big or small they are here to help!

RAs will tell you about all the social events they have planned via Facebook, so look out for posters advertising the new Facebook page <https://www.facebook.com/groups/HollandHouse201516/>. If you have any ideas for events please let them know. The events we put on are for you so we value your input.

Your Accommodation Manager is **Moir Clark** and the Domestic Supervisor is **Bridget Barr**. They oversee all repairs, maintenance, cleaning, security, inventories and the general running of the accommodation. You can go to the office on Mondays to Fridays between 9am and 3pm to report anything relating to these issues, or slip a note under the office door or by email (**Holland-House@ed.ac.uk**). Outside these hours, on weekends and after 11pm during the week you should contact Pollock Halls Security by calling 0131 667 1971 or emailing: **security24-7@ed.ac.uk/**

The full postal address of your accommodation can be found on your web agreement which is available on the accommodation channel via MyEd. Please make sure friends and family use it as all mail and parcels are delivered. If you want to give somebody your address use the following format:

Miss Lizzie Bennett
D 234 Holland House
Pollock Halls

18 Holyrood Park Road
EH16 5AY

Mailboxes are located near the house office at the entrance to C Block. Letters will be delivered to these mail boxes, larger parcels are to be collected from the Reception Centre during office hours.

Please be aware that all flats are non-smoking. Please do not smoke or allow your guests to smoke within your new home or in the stairs or corridors.

There is also a coin operated laundry on site which is located between A and B block. The laundry is managed by Circuit laundries and any faults should be reported to them on the free phone number found in the laundry. The cost of a wash is £2 and a dry is £1. To save a wasted trip check laundryview via the link below to ensure there is a machine free for use.

<http://www.laundryview.com/lvs.php?s=264>

Now for three important points:

1. The **initial house meeting** is at **3pm on Sunday the 13th of September** in **South Hall**. It is compulsory and essential that you are present for that.
2. We are planning to have a **HOUSE BALL** during first semester. Details will be available during Coming-Up weekend. The ball will be held on **Friday 16th of October 2015**, at the luxurious Carlton Hotel. **This is *the* Holland House Social Event of the year!** Since Holland House is a large student residence with more than 350 students and no venue in Edinburgh can accommodate a Ball of that size places are limited (maximum 150 tickets). So if you snooze – you lose!! In order to book a place please make sure you have **cash or a cheque for £35 payable to the University of Edinburgh** with you at coming up weekend.
3. Most people make friendships quickly and there are a lot of social events planned for coming up weekend. My advice is to **arrive on the Saturday** of coming up weekend, maybe by 3pm. Then join us for dinner in the dining hall, and be ready for a great night out from about 7pm onwards!

We are all here to make your stay with us as safe and enjoyable as possible, we look forward to meeting you.

Paul Foster
Holland House Warden