



UNIVERSITY
OF LONDON

STUDENT ACCOMMODATION HANDBOOK

A guide to the University of London Halls of Residence
for students in self catered accommodation.

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. We aim to provide you with a place you are proud and happy to call home for the next academic year.

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 Warden, Vice Warden, Hall Management Team and Senior Members 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

Acting Head of Residential Accommodation



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INTRODUCTION TO THIS HANDBOOK

This Handbook aims to help you understand the Hall, its structure, and normal procedures. It forms part of your accommodation agreement with the University, and 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.

1 Part one

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

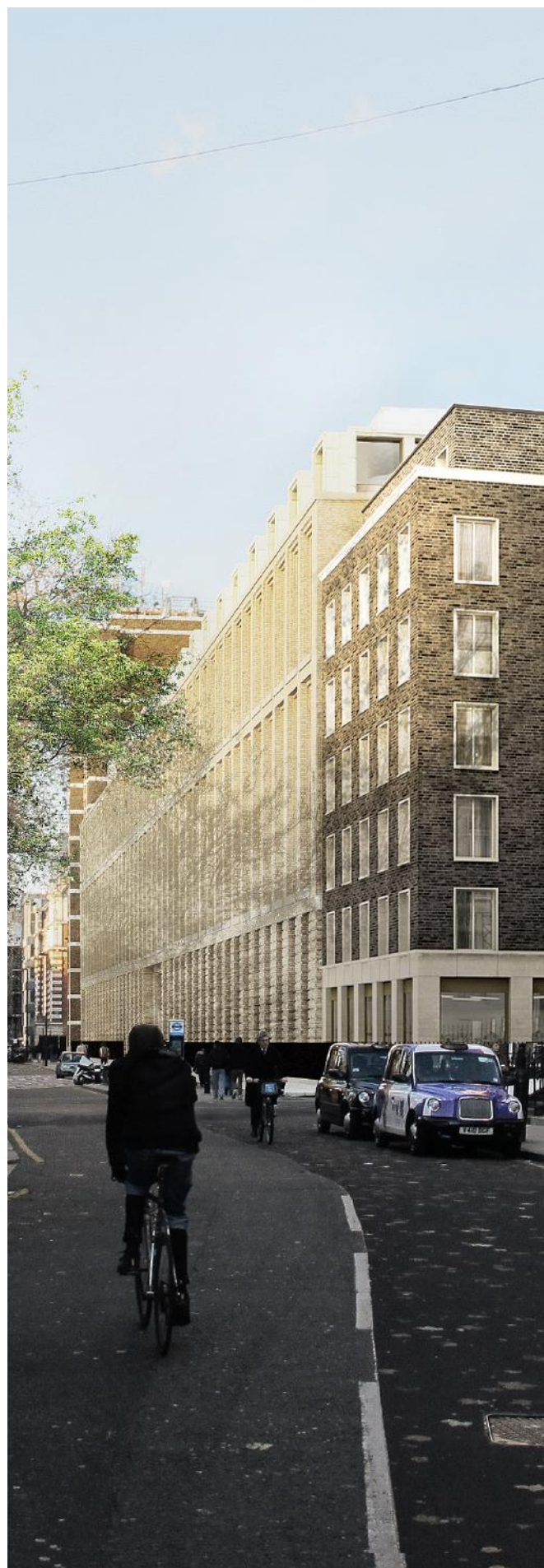
2 Part two

Part two of this handbook provides specific details for your accommodation.

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](#).



HALL SECURITY AND ADMINISTRATION



Hall Management Team

Our Hall Management Team looks after the Halls' buildings, furnishings, and finances, and is responsible for all services & facilities. They also work closely with the Finance Office to ensure fees are collected. The Hall Management Team is your first point of contact for accommodation, catering, health & safety, maintenance, and Housekeeping issues.



The Warden's Team

The Warden's Team, (which includes the Warden, Vice Warden and Senior Members) is here to support you throughout the time you live in Hall and can help with a wide range of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

The Warden and Vice Warden are resident members of staff responsible for welfare & pastoral care, discipline & conflict resolution (including noise complaints), re-admissions, out-of-hours emergency cover, and community & social life including the Residents' Club Committee. The Warden is trained in First Aid, Conflict Resolution, Equality and Diversity, Drug Awareness and Fire Marshall Training and also actively participates in the Senior Member training programme at the beginning of each year. The Warden and Vice Warden normally holds a full time appointment in the University and is therefore available in Hall on a part-time basis, usually in the evenings and at weekends.

Senior Members

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

How the team can help

Students in Hall are often living away from home for the first time. The Warden and their team know that students can encounter problems with loneliness, social isolation, bullying, conflicts related to religion or sexuality, depression, eating disorders, 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 and Vice Warden have a wealth of experience in offering front-line advice and support, and are 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, or sexual orientation.

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



Hall Reception

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



Finance Office

Accommodation fees and deposits are dealt with by the Accommodation Finance Office. Fees queries must be made at the Accommodation Finance Office not the Hall Management Office.

We encourage you to pay online: <https://epay.london.ac.uk>

Finance Office email: ahd.finance@london.ac.uk

Finance Office telephone number: 020 7862 5772

Address: Finance Office, 4th Floor Student Central, Malet Street, London WC1E 7HY

Housing Services

Housing Services provides a one-stop housing service for students and staff 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 deals with room allocations and admissions, room swaps, contract extensions and cancellations and the administration of readmission applications.

Email: info.Halls@london.ac.uk
Telephone: 020 7862 8881
Address: Housing Services, 4th Floor Student Central Building, Malet Street, London WC1E 7HY

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.

Email: housing@london.ac.uk
Telephone: 020 7862 8880

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.

Email: student.homes@london.ac.uk
Telephone: 020 7664 4836

Entry to the Hall, Hall cards and keys

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

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

- paid your deposit in full;
- accepted the offer online;
- returned a completed medical details form; and
- provided 3 passport size photographs of yourself.

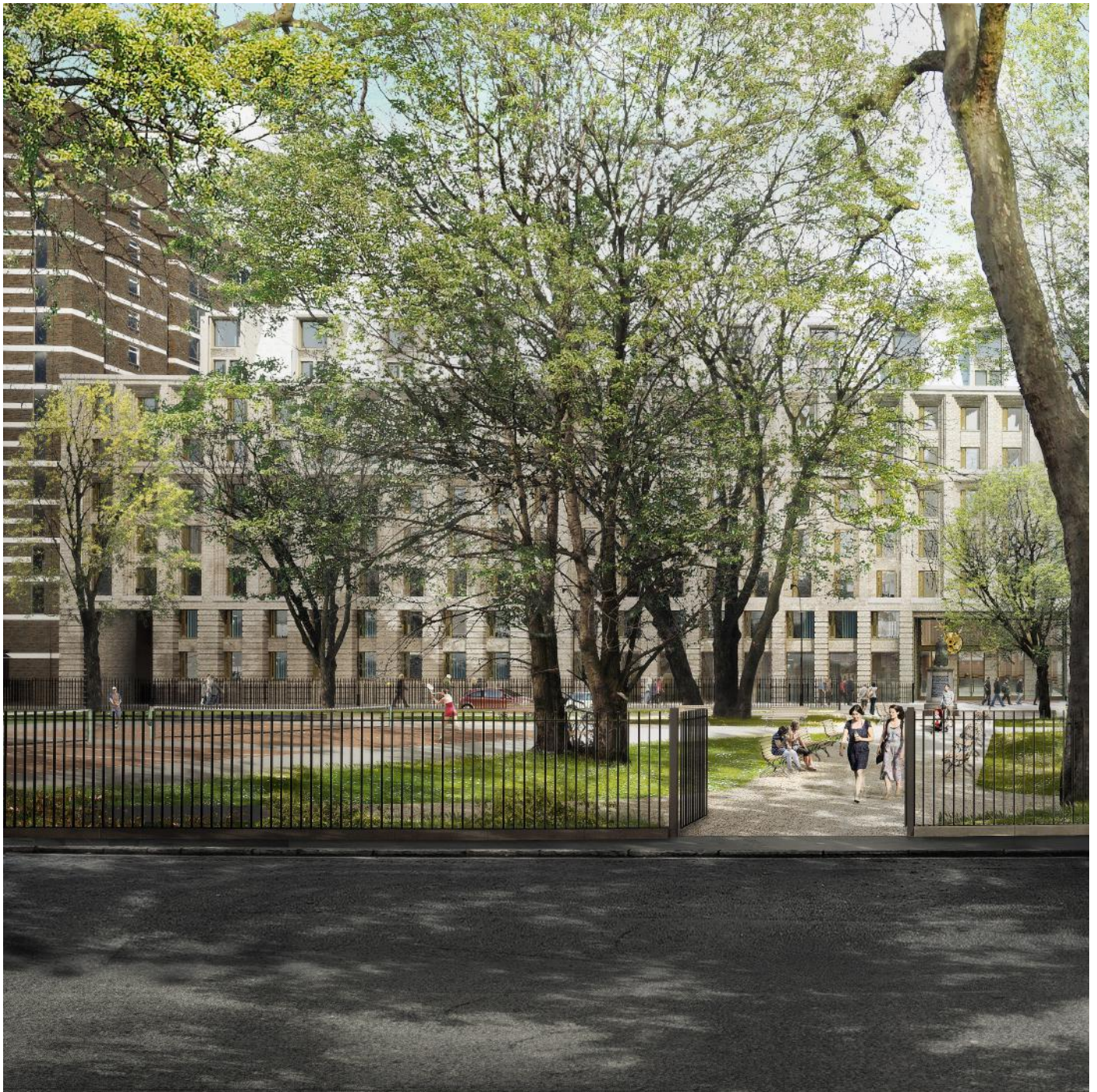
Front-of-House staff are required to see your Hall ID card to allow you entry to the Hall. Please co-operate with them. If you lose your access card you can obtain a replacement from reception 24 hours a day. Reception can also take requests for replacement ID cards 24 hours a day. A replacement ID card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

You will be charged £6 for a replacement ID card and £20 for a replacement 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 up for you. No cash is accepted at our receptions and an invoice will be emailed to you for payment.

Our reception team keeps the Hall safe from intruders and ensure everyone coming into the Hall has a right or a reason to be here. We need you to help us by following some simple rules about access to the Hall. These regulations are designed with your safety in mind so please co-operate with the security officers and do not ask them to waive the rules. Never admit anyone to the

Hall unless you know them; do not let strangers follow you in. Ask reception to help challenge anyone who is following you.

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



GETTING HELP

🚨 Emergencies

A member of staff or a Senior Member is available 24 hours a day. Simply ask at reception and they will put you in contact with the appropriate person. You may approach them for assistance with any urgent problems. See the contact details in the PART TWO: About Your Hall section of this handbook for more information.

🩹 First aid, illness and accidents

You should call your doctor (GP) directly in the case of a non-emergency. In the case of a medical emergency, you should dial 999 (mobile). If help is needed, contact the Hall Management Team (during office hours) or the Senior Member on duty; we can call your GP or arrange transfer to hospital. If you make a direct call for a doctor or an ambulance, please remember to notify reception.

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

We recommend that you keep your own first aid equipment (e.g. plasters and bandages) and medicines, as the Hall's first aid kit may only be used by our first aiders, and reception staff are unable to provide such items to residents. If you need access to first aid equipment and do not have your own, please ask reception to contact the Duty Senior Member (outside of office hours) or a member of the Hall Management Team (during office hours), who may be able to assist. Although it is frustrating, for legal reasons even the Hall's first aiders are unable to give out medication of any kind (including paracetamol), and so no medication is kept in first aid kits or at reception.

Reporting of injuries and dangerous occurrences



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



HALL FACILITIES AND AMENITIES

Heating and hot water

In line with the University Heating and Cooling Policy, we aim to ensure that each Hall of Residence is comfortable for our building users. Heating is usually switched on during October and switched off in April (weather permitting).

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

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

Common rooms, music rooms and gardens

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

TV Licence

If you have a television in your room, it is your responsibility to get a TV Licence. For further information, please check the TV Licence website <http://www.tvlicensing.co.uk/> A Licence is required for each separate room.

Storage

Our Halls have limited storage, reception may be able to help by recommending a local company should you need extra storage space. 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.

Laundrette

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

Please note that a £2 charge is applicable for replacement cards and a £10 charge for not returning your card at the end of the year.



MAIL AND INTERNET

Mail

Mail is sorted by room number into the pigeonhole mailboxes in reception and if you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you. Please check your mailbox regularly. When giving your address for correspondence or deliveries, please use this format:

Your Name, your Room Number, followed by the general contact address for your Hall.

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

Internet

Every room has a data socket for connection to the internet. Wi-Fi is available in the reception lobby, dining Hall, and common rooms and in bedrooms in some Halls. 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).

Your 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 or obscene material;
- Abuses of copyright or data protection;
- Excessive use.

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 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 9am – 5pm.

Further information on using the internet and conditions of use can be found [here](#).



KEEPING UP TO DATE

@ Your email address

It is important that you tell us if you change your email address. Most communication, including invoices, disciplinary letters and fines from the University of London to residents is by email. Many residents use their parents' email address on their Hall application form if they are away during the summer before moving to London, for example; this the only email address we will have for you, so please update it! Updating your email address is your responsibility and failure to do so will not be taken as an excuse in disciplinary or financial matters.

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

Hall notice boards

Please check the notice boards at least once a week for notices that might affect you. University Ordinance 17 sets out the rules for using notice boards: in summary, 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 and 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.



ARRIVAL AND DEPARTURE, DEPOSIT AND FEES

Licence agreement

Please read your University of London Intercollegiate Halls of Residence Licence Agreement carefully. Whilst this handbook aims to cover the essentials, your licence agreement contains full details of period of occupancy, termination of contract, etc. as well as regulations not covered in this document. 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 only permitted to reside in designated family accommodation and are not permitted in double rooms or studios.

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 10:00am on your arrival date (2pm during the academic year to allow time for your room to be cleaned). Report to reception upon arrival and you will be given an access card and ID card. 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 room/flat swap.

If you are required to move for management reasons, you will be given as much notice as practical and the University will so far as possible try to ensure that you are moved into accommodation of a similar type to the original accommodation. 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 am on the last day of your contract. You must sign out at reception and return your access card and ID card. If you do not sign out, you will continue to be charged for your 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.

Summer vacation rooms

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

Staying another year

There are a limited 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 during the year.

Deposit

The University typically holds a deposit as security for carrying out your obligations under the agreement. After this agreement ends, the University will retain any outstanding balance on your account, and may also charge for 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 prompt payment will result in additional legal costs being incurred in the pursuit of this debt.

Deposit refunds are usually made within 28 working days of the end of the tenancy. Please note that refunds are made by bank transfer, and the £25 registration fee paid with the deposit is not refundable.

Fees and interest charges

The amount of the fees is as set out in the Particulars of Offer. If you pay your Hall fees online and in full, for the whole academic year, by midnight on the 15th October a 2% refund will be applied to your account. This refund is only available to students who pay in full using Epay site at: <https://epay.london.ac.uk/open>.

For your convenience, you can choose to pay either:

- within 14 days of the invoice due date,

or

- in 7 equal installments from October to April.

There is also the option to amend the due date of the fees, if agreed by the Finance team and the dates are per the SLC loan. This is subject to the relevant paperwork being presented in evidence.

Interest charges may be levied for late payment. When applicable interest is charged at 4% above the Royal Bank of Scotland Base Rate from the date payment became due.



Debt

Should you not pay your fees or other sums due under the terms of your agreement by their due date, the University will take all necessary legal action to recover the debts and the cost of doing so will be passed on to you. If you have any problems with payment of fees, it is very important that you contact the Finance Office and/or your College welfare department as soon as possible to discuss your options.



Council Tax

Unless you are exempt, you must pay council tax so it is your responsibility to prove your student status to the local council and to apply for exemption.

HOUSEKEEPING



Cleaning

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

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 your floor. If you leave food out, it is very likely that you will attract mice to your room. We will not usually be able to move you to another room and mice can be very difficult to get rid of!

Please inform your Hall Management Team or a Senior Member 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 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 & 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 on the lower ground floor. The location of your waste and recycling bins is detailed in PART TWO : About your Hall.



Bed linen

You will receive a bedding pack at the beginning of the year; the pack is yours to keep, and includes a pillow, pillowcase, sheet, duvet and cover, and in most of our Halls we provide a single towel. You are responsible for cleaning this linen or any other bedding that you may buy for yourself. Any resident that does not complete the full contract will be charged for this bedding pack.



Room/flat inventory

On your arrival, you will receive a room/flat inventory that you must complete, sign, and return to the Hall Office/Management Team within 48 hours of your arrival. You must check the contents of your room/flat against the inventory list, making a note of any discrepancies and/or damage. Please include any stains or marks on furniture or carpets and also any damage to the outside of your door.

If you do not complete and return your inventory form, you may find deductions will be made from your damage deposit for existing defects: for if you do not tell us about the problem when you move in, at the end of the year we shall assume that you were responsible for the defect. Where possible any damage or missing items that you report on your inventory form will be rectified. On your departure, we will check your room and you will be held responsible for any damage not listed on the inventory; you may be charged for any repairs.

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

Care of rooms and Hall property

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

Furniture

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

Windows

Many windows have limiters fitted so they cannot be fully opened; this is to prevent people from climbing through the window. Please do not remove or damage these safety features.

Please remember to lock your windows and doors whenever you leave your room.

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 the more common charges can be found [here](#).

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

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



Room checks

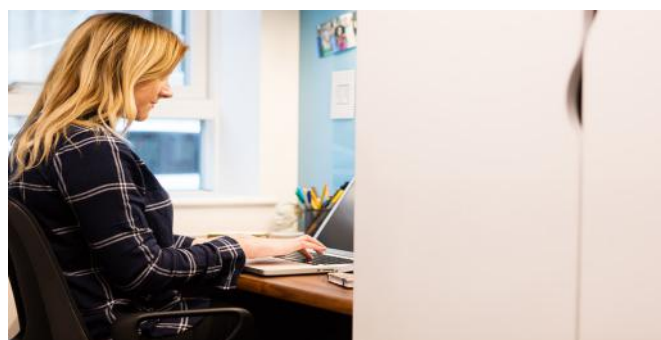
Room checks are undertaken termly. These checks are to ensure that rooms are being maintained and there are also no health and safety issues. During these checks we may reclaim any crockery and cutlery taken from the dining Hall. You will be given notice to remove any other unauthorized items, or risk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



Right of staff to enter rooms

You will be given prior notice wherever possible, but this specifically excludes circumstances 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 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 Senior Members are able to undertake the work that is required (e.g. maintenance, welfare etc.).



MAINTENANCE

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

PRIORITY	ONE: EMERGENCY REPAIRS	TWO: URGENT REPAIRS	THREE: NON-URGENT REPAIRS
Classification	Danger to the health or safety of residents.	Repairs that affect material comfort or convenience of residents.	Day to day repairs.
Examples	Flood, gas, escape, electric shock, broken windows.	Failure of heating, hot water, power failure.	Broken light fitting, broken shelf/drawer, dripping tap
Time to rectify	Aim within 24 hours of report of defect.	Aim within five working days of report of defect.	Aim within 28 days of report of defect.

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 at reception in the maintenance request folder. Please include a short description of the problem and its precise location. If you report a maintenance problem with your room, we will assume that you have given permission for your room to be entered to make the necessary repairs. If the problem requires emergency attention (e.g. a water leak or dangerous electrical fault), please tell reception immediately; do not just write it in the folder so that we can deal with it as quickly as possible.

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, we try to always give at least seven

days’ notice. However, this may not always be possible as circumstances may require more immediate action.

Please note that the University will take all reasonable steps to minimise any inconvenience to you and wherever possible we limit any noisy maintenance work to between 9am and 5pm only. However this may not be always possible depending on the nature of the works e.g. urgent health and safety works. The University cannot be liable for works that are undertaken outside of the property.



GUESTS AND VISITORS

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



Guests

No visitors are allowed beyond the reception area without being collected and signed in by a resident student. Under 18's are not permitted as overnight guests. Please co-operate with the reception team when they call you to come and sign in your guests. The reception team are not authorised to waive the rules for anyone or for any reason.



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, and consequently you may face disciplinary action for, and be liable for the cost of, any damage or disturbance caused by your guests.

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



Limits on number of guests

You may sign in a maximum of three day-guests at any one time, between 07:00am and 11:00pm. During term time, you may have one overnight guest at a time in your room/flat for a maximum of 10 nights per calendar month. The Warden is able to grant special exceptions to the rules on guests. If you need to request an exception to the rules, contact the Warden by email as far in advance as possible and at least 48 hours prior to the commencement of any stay. Permission is not automatic, so do not promise others they can stay until you have

obtained written permission from the Warden. Contact details for the Warden are contained in section 2.2 of this Handbook.

Overnight guests must be signed in at reception. If your guest would like to take a meal in the Hall dining room, guest meal tickets can be collected from reception. No money needs to be handed over at reception for guests or additional meals. You will be sent an invoice for the amount used.

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. If you do not follow these procedures, you may be charged the full commercial rate for an overnight guest.

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



YOUR WELFARE



Your health and wellbeing

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

We also encourage you to report health and welfare concerns that you may have about another resident. These will be treated in confidence. Support is also available through Health Centres, the Colleges and Student Union Welfare Officers, the College Chaplains, independent counselling services and help lines. The Warden and Senior Members 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 the Data protection Act 1998 and our staff cannot release information about you to a third party without your permission, except for crime and safety reasons. We cannot give your room or telephone extension to anyone so you must make sure all your friends and family are aware of your full address and contact details. If someone else is paying your fees, please pass the invoice to them, as we cannot give out financial information. The Warden and their team endeavour to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, or sexual orientation.

Conversations with the Warden and Senior Members 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 Senior Members 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. For further information, please check our [University of London website](#).

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>

Further information can be found at the following links: <http://www.camden.gov.uk/ccm/navigation/council-and-democracy/elections-and-voting/>
<http://www.camden.gov.uk/ccm/content/council-and-democracy/elections-and-voting/registering-to-vote/>



Registration with a doctor

It is a condition of residence that all students register with a local general practitioner. You must confirm registration by completing the 'Medical Registration Form', which is issued on arrival, and returning it to reception within three weeks of arrival.

Some Colleges also operate their own health service:

- UCL: University Health Centre; 020 7387 6306 (telephone).
- LSE: Health Service; 020 7955 7016 (telephone).

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 details form

You must complete parts A and B of the medical details form with the name, address, and telephone number of your general practitioner (GP) and return it to the Hall Office within 21 days of your arrival.

Completion of parts C and D of the medical details form is optional: you can tell us about any existing medical conditions, disabilities, prescribed drugs, or allergies, and whom you would like us to contact if you are very unwell and unable to contact someone for yourself.

This information can help us provide any help you ask for now, but is also very useful in the event that you become unwell or unable to speak for yourself and need us to tell a doctor about your medical history. Any details you give us will of course be treated as confidential: it will be accessible only to the Hall Management Team and Warden's team, and will only be shared (in an emergency) with healthcare professionals involved in your care.

Medical problems

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

DISCIPLINE IN HALL

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

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



Dealing with disciplinary problems

The Warden has authority to take disciplinary action for misconduct in the Hall. The emphasis is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage, without resort to the procedures set out in 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 of Hall 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 Warden may refer serious allegations of misconduct to be dealt with under the disciplinary procedures of the University or your college.

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

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

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



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.



Smoking

All Halls operate a strict non-smoking policy, which includes the interior of the accommodation, courtyards, front steps/patio and balconies and smoking whilst leaning out of a window is 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 and intoxicating substances

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

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

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

Noise

All of our students should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room between 11:00 pm and 07:00 am. Residents or guests who are unable to adhere to these guidelines will face disciplinary action.

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 Senior Member) shall be the arbiter of whether noise is excessive, and their decision shall be final. Any noise that can be heard outside a person's room between 11:00 pm and 07:00 am 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.

Realistic expectations about noise

Noise disturbance generally creates the most dissatisfaction with Hall life. The Halls are large places of residence of mostly first-year undergraduate students in a busy part of London. Nowhere in the Hall can be completely silent and most staff and residents find that occasionally they need to wear earplugs at night. Some people are particularly sensitive to even low levels of noise and we would advise that a mainly undergraduate Hall of residence in central London may not be suitable accommodation in this case. It is not always reasonable to restrict others' activities to meet the expectations of someone who is especially sensitive to noise.



Reporting noise problems

The Warden, assisted by the Senior Members, 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. If the noise persists 10 minutes after your initial complaint, phone reception again and ask them to contact the Duty Senior Member (evenings, nights, and weekends) or the Hall Office (during office hours). The staff member will visit the room making noise and deal with the problem.



How to get on with your neighbours

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

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

You must be quiet 11:00 pm to 07:00 am: no noise at all should be audible from outside your room between these times.



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
- Joss sticks
- Shisha pipes, bongs, and vaporisers
- Oil lamps
- Paraffin, petrol or other flammable liquid
- Portable heaters
- Clothes irons
- Multi-socket block adaptors
- Chip pans
- Fairy lights

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

If an item that is deemed to be dangerous (or on the banned list) is found in the accommodation, it will be removed by a member of the Hall Management Team or Warden. You will then be contacted regarding the item.



Illegal activity by residents

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



Proselytising or recruitment by sects and other organisations

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



Joining new groups

We advise you thoroughly to 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/Institution to see if the organization has been approved and you are also welcome to discuss the matter or any concerns with the Warden.



Canvassing

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



Use of Hall ID cards

The Hall ID Card is only to be used by you; this cannot be 'lent' to anyone else. This is a disciplinary issue for which you may be fined and receive a warning.



Occupation

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

FIRE AND GENERAL SAFETY

Personal responsibility

Avoiding fire risks is your personal responsibility. You should be alert to fire and safety hazards at all times. Flammable liquids must be kept away from heat sources and aerosol cans kept from direct heat or sunlight. Linen, towels and other fabrics must be kept away from all electrical appliances. All forms of cookers, irons, candles, incense burners and oil lamps are strictly banned in bedrooms and, if found, will be confiscated. All residents must acquaint themselves with the location of their nearest fire exits and extinguishers. Fire doors must never be propped open, and exits and corridors must always be free of obstruction. Access to fire extinguishers must not be blocked. Please assist us with maintaining a safe environment in the Hall by immediately reporting matters of concerns to reception, the Hall Management Team, or the Duty Senior Member.

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 alert and cause the Hall to be evacuated unnecessarily so we ask that you take care to avoid setting off an alarm unnecessarily.

Please do not leave rubbish, luggage, furniture, or your waste bin in the corridor: such items can block fire escape routes, impede access to fire-fighting equipment, and even help spread a fire down the corridor. Do not bring your bicycle inside the Hall. Use the bicycle store instead. Any objects left in the corridor will be removed without notice.

Fire extinguishers

You should only use a fire extinguisher if you are competent in the use of, and 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 procedure and be prepared to act accordingly. With the exception of fire alarm tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Lifts must not be used. Staff from the Hall Management Team or Senior Members may issue instructions during an emergency to facilitate the safe and speedy evacuation of the Hall.

Fire drills and sounder test

You must acquaint yourself with our fire procedure and be prepared to act accordingly. With the exception of fire alarm tests, you must leave the building immediately by the nearest exit when the fire alarm sounds. Do not use lifts. Hall staff and Senior Members may issue instructions during an emergency to facilitate the safe and speedy evacuation of the Hall.

False alarms and tampering with fire safety equipment

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

to be ordered to leave the Hall without delay. The matter will also be referred to their college.

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



Electrical safety

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

The electrical supply to your room is at the UK domestic standard 230 Volts \pm 5% AC (50 cycles/second). You must not, under any circumstances, add to or interfere with electrical circuits or installations in Hall. You may use low wattage and domestic electrical appliances such as hi-fi 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 to ensure that it is safe. An electrician is available to advise and to check any problems.

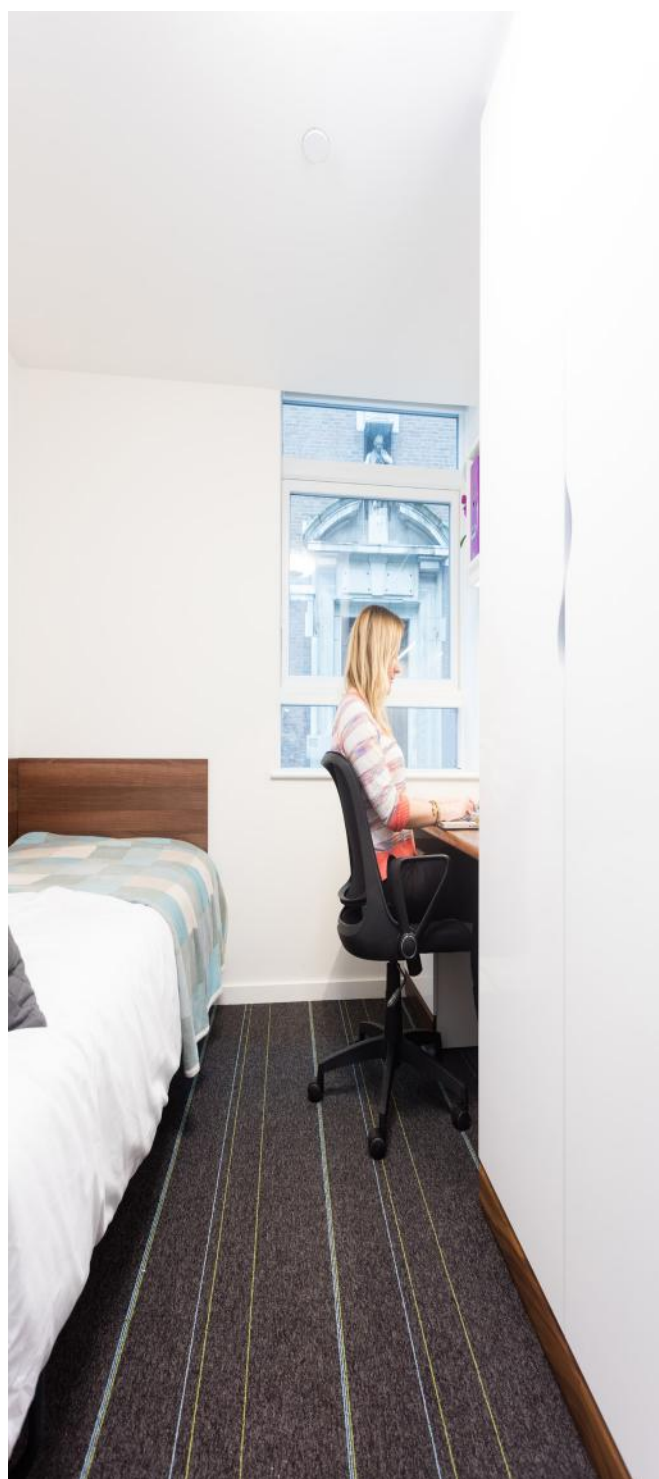
If you need to use a multi-socket adaptor, please choose a bar adaptor on an extension lead instead of a block adaptor that plugs directly into the wall. Check the current rating of the extension lead before plugging appliances into it and be aware of its limit, most are rated at 13 amperes, but some are rated at only 10 amperes or less. (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 stated for the extension lead as this could cause the plug to overheat and possibly cause a fire. Only use one socket extension lead per socket and never plug one extension lead into another.

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

- Always use the correct charger and follow the

manufacturer's instructions.

- Check your battery has overcharge/overheat protection.
- Never leave a charging battery unattended.



FIRE ACTION PROCEDURE

Any person discovering a fire:

RAISE THE ALARM:

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

CALL THE FIRE BRIGADE:

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

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



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 reception. You must never admit or sign into the Hall anyone that you do not know or are not personally hosting. Please remember that you will be held responsible for the actions of anyone you sign in.



Access card

These are issued for your personal use only and must never be lent to anyone. This is a disciplinary issue for which you may be fined and receive a warning.

If you lose your access card, please report it immediately to reception. A fee of £20 will be charged for each replacement card.

When you leave your room, even if just for a few moments, please make sure that the window and door is locked.



Lost property

We have no facilities for the retention of long-term lost property. This includes property left in rooms following the date of departure. The University will not act a bailee if you leave any items in your room. Any belongings left after departure will be disposed of.



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.

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.

Keep your property safe by:

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

METROPOLITAN POLICE STAY SAFE GUIDE

Everyday safety advice

As with all major cities, London has its share of street crime. You are advised to note 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 <http://www.met.police.uk/crimeprevention/>

- Register your mobile phone at www.immobilise.com and make sure that you know its 15-digit IMEI (serial) number, found by dialing *#06# (star, hash, 06, hash).
- When you're in cafes, 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 stereo or mobile phone.
- Consider carrying a personal alarm. It provides reassurance and can deter or disorientate an attacker when activated, giving you time to get away. To find out how to get a personal alarm please go to <http://www.suzylamplugh.org/suzy-lamplugh-trust-shop/>. 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 jewelry 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.

More information

The following is also from the Metropolitan Police, with particular reference to women and safety but there is plenty of good advice for men too!

<http://www.met.police.uk/docs/metwomenssafety>



LONDON TRANSPORT



Walking

Use the urban route planner 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.

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.

The cheapest method of travelling around London by public transport is to use contactless payment with a debit card. This charges the user the same price as an Oyster Card. This is an electronic card that can hold purchased credit for use on buses and tubes, or details of purchased long-term travel cards.

Oyster cards can be obtained at all London Underground stations and discounts are available for students. Further details can be found at <http://www.tfl.gov.uk/students>.



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.



SELF CATERING ACCOMMODATION

2



ABOUT THE GARDEN HALLS



Amenities and facilities

Brand new for academic year 2016/17, located in the heart of Bloomsbury, Central London, Garden Halls is a fantastic new development offering cutting edge, affordable student accommodation with outstanding facilities designed to meet the needs of the modern student. This contemporary accommodation complex provides a wealth of communal spaces for students to socialise, study and relax at their leisure including music practice, games & cinema rooms, tennis courts and landscaped gardens.

This new development houses a total of 1,200 students and comprises of a mixture of en-suite, townhouse and en-suite rooms with shared shower facilities to cater for all students and budgets. Meals are available as part of the catered accommodation package and are provided from our onsite catering hub.



Common Room

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



Music Room

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



Launderette

The launderette is located on the lower ground floor. You can pay for the use of the washing machines and tumble driers using a charge card that you top up online. An iron and ironing board are also provided in the launderette. Iron and ironing boards are available in pantries on all floors.



Courtyard

The Hall also has a two courtyards that is open between 08:00 am and 11:00 pm for all residents to enjoy. Music, ball games, frisbee, and private parties are not permitted in the courtyards. Please keep noise to a minimum at all times in the courtyards and be careful not to use them at night, to prevent noise disturbance to your neighbours located around the courtyard. Barbecues are not allowed.

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



Hall information screens

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



Fire alarm and assembly point

Your assembly point is on the opposite pavement in front of the building on Cartwright Gardens. The fire alarm system is tested every Wednesday at 2pm. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.



Bike store

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



Transport links

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

Garden Hall is within the central London Congestion Charging zone. The nearest car park is beneath the NSP car park on Judd Street. There is very limited (unreserved) on-street parking in the area chargeable Mon-Fri 8.30am-6.30pm and Saturday 8.30am-1.30pm for a maximum of 2 hours.



CONTACT DETAILS AT THE GARDEN HALLS

General contact details

The Garden Halls, 1 Cartwright Gardens, London, WC1H 9EB

T: tbc
E: tbc
W: <http://Halls.london.ac.uk>

Reception

To call reception from your room tbc

Hall office

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

Your General Manager is Sam Hollex
Your Deputy General Manager is Kayleigh Newton

Office opening hours: tbc

Email: tbc
Tel: tbc

Warden's Team

The warden's office is located in the Hall Manager's office on the ground floor behind the reception area.

Your Warden is Kleoniki Kourmpi and Vice Warden is Pip Swallow.

Your Senior Members are Camilo Soler Caicedo, Jen Qosja, Jovana Milivjevic, Laura Hargreaves, Matthew Martinez, Jane Ferma, Rebecca Harvey, Sajni Chandaria, Jeremy Levy, Noel Dobi, Sean Pollen, Daniel Scott, Martin Piehlmeir, Henry Roberts and Daniel Scott (another one!).

You can make an appointment to see the Warden or Vice Warden via email: Kleoniki.Kourmpi@london.ac.uk or Philippa.Swallow@london.ac.uk

All matters will be dealt with confidentially.

Important contacts

We do hope that you will enjoy living in the Garden Halls and have a trouble free stay with us. However the listing below details key contact details that you may find useful during your time in Halls:

- **Emergencies** - A member of staff is available 24 hours a day to help if you have an emergency of any kind. Contact Reception first tbc. Reception will contact the best person to help you. The Duty Senior Member can contact the Warden for help or advice any time.
- **Personal welfare** - Talk to the Warden or a Senior Member if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues. To get in contact with the Warden, email: tbc
- **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 follow contact Reception tbc.
- **Wired or WiFi network** - If there is a problem with your Hall internet connection (wired or wireless), call Network Services on 020 7862 8092 (09:00 to 17:00, Monday to Friday) or email swan.support@london.ac.uk.

- Rent, fees & invoices - Fees must be paid within the first two weeks of October, January, and April. 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 Hall Manager (tbc).

- Repairs - Report routine maintenance requests at reception or email tbc. If it's an emergency (e.g. flood or electrical fault), please call or come to reception immediately. Contact the Hall Management team about any persistently unresolved maintenance problems.

- Anti-Social or Illegal Behaviour – Contact reception who will then take appropriate action and escalate to the warden's team when necessary.

- Room allocation, room swaps or termination of licence agreement - All room swaps and contract issues are dealt with by the Housing Services team at Student Central. We regret that Hall staff here at the Garden Halls are unable to authorise any room swaps. Email Housing Services at info.Halls@london.ac.uk or call 020 7862 8881.

- Launderette - Washstation Tel: 0800 141 2331 or <http://www.washstation.co.uk>.

- Lost access cards, ID cards & property - If you lose your access card, staff at reception can replace it 24/7 for a fee. Also report lost ID cards to reception. If you find any lost property, hand it in at reception. If you have lost something, ask at reception during normal working hours if it has been handed in.

- Catering - Ask to speak with the chef immediately if you think there is a problem with the food, or if you need to know about allergens. To make any other comments or suggestions, email catering.comments@london.ac.uk.

- Social & recreational - Your elected Residents' Club Committee provide leisure facilities in the common rooms, and organise most of the social & recreational programme for the year, with guidance from the Warden.

Contact them with any ideas, suggestions, or complaints via the Warden.

- Housekeeping - Speak with the reception or email tbc about any housekeeping or cleaning concerns – including waste disposal and recycling.

- Local hospital (Accident & Emergency), UCLH (University College Hospital), 235 Euston Road, London, NW1 2BU, T: 0845 155 5000.



SELF-CATERING AT THE GARDEN HALLS

Your flat has the facilities for you to do your own cooking and your accommodation fees DO NOT include meals. Please note that for the enjoyment of all our residents, kitchen areas will be available for quiet dining only between the hours of 11:00pm - 7:00am.

If you or your visitors would occasionally like to take advantage of the Hall catering services, you can get a 'guest meal ticket' at reception. You will be required to complete the guest meal form with your name and room number. Your account will be credited the meal amount and you have 7 days with which to pay to the Finance Office.

All meals are served in the dining Hall, located on the lower ground floor, however please note that occasionally there may be times when meals will be served at a different University of London Hall dining room, for example during holiday seasons where the number of residents dramatically reduces or if there is a major kitchen fault.

You must take your guest meal ticket with you to every meal in the dining Hall as this proves that you live here and that you are entitled to a meal. The server staff will not be able to serve you if you do not have a meal ticket.

Meal times & guest prices

Breakfast: £3.00 08:00am - 10:00am Monday to Friday.

Brunch £4.50: 11:00 am-13:00pm Saturday & Sunday.

Dinner £4.50: 17:30pm-19:30pm Daily.

Please note that meal times can vary during vacation times.

