

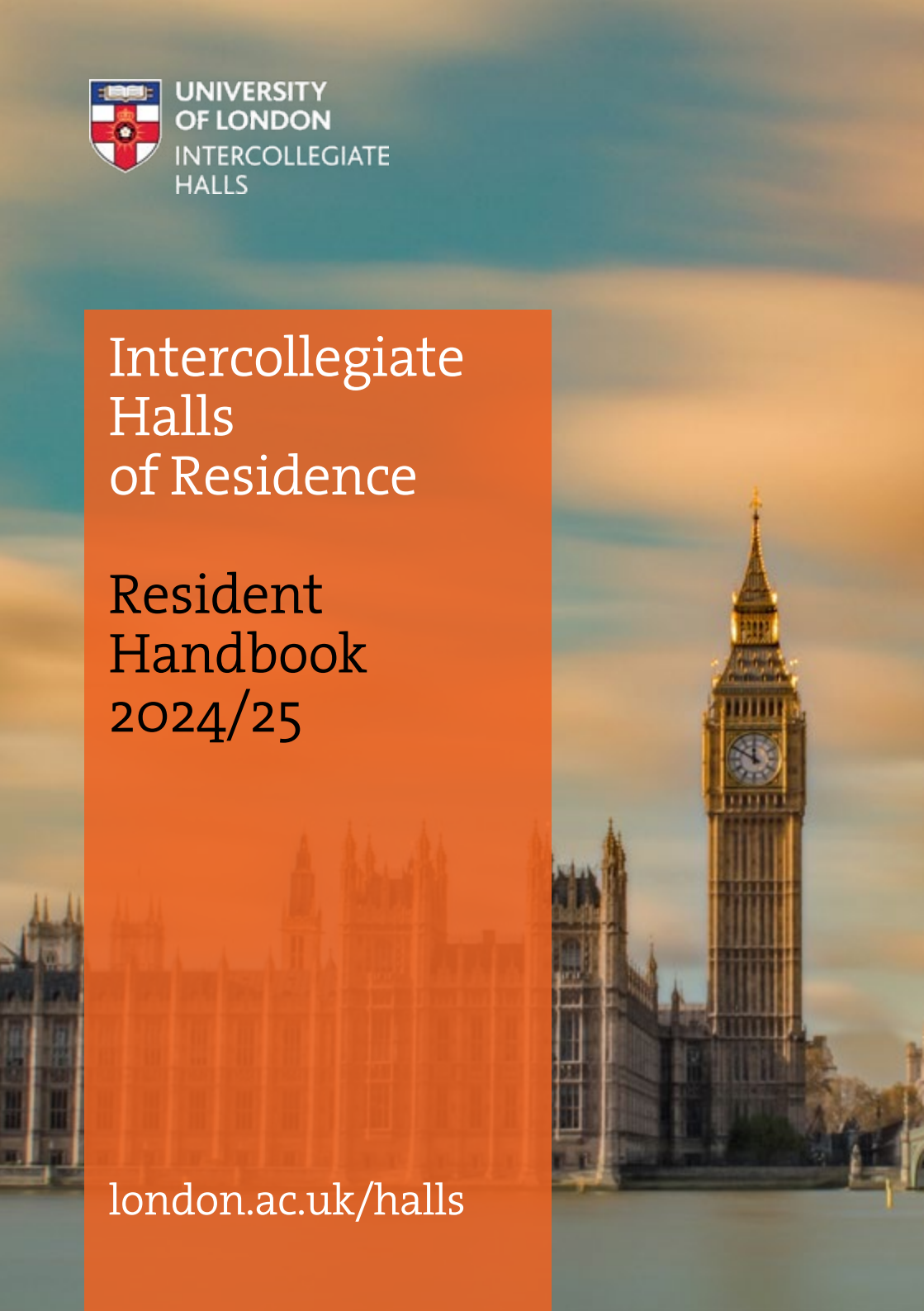


UNIVERSITY
OF LONDON
INTERCOLLEGIATE
HALLS

Intercollegiate Halls of Residence

Resident
Handbook
2024/25

london.ac.uk/halls



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WELCOME

We would like to wish you a warm welcome to your new student accommodation and to London for all those 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 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. We encourage you to take the time to read through properly and give things a try.

Life at university is what you make of it. We have provided you with accommodation and facilities. Still, it is you that can create a sense of community and spirit, and we strongly urge everyone to participate in the events and activities within your hall. The Intercollegiate Halls of residence is a safe space for everyone. Please join us in respecting and celebrating all our residents, staff, and guests of every age, race, religion, sexuality, nationality, disability, and gender identity. We hope you have many positive experiences and can share these with friends you make during your time here.

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

Residential Services Team





Introduction

We prepared this handbook to give you an overview of the most important information about the Intercollegiate Halls of Residence and what we can expect from each other while you are staying with us.


Part 1

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

Part 2

Part 2 provides specific details for your hall.

Symbols and abbreviations

 *If a section has more information that are specific to your hall of residence you will see this target sign, please refer to Part 2 of this handbook.*

We use abbreviations and colours for each hall:

BCWH - Bonham Carter and Warwickshire House

COL - College Hall

CON - Connaught Hall

ERH - Eleanor Rosa House


GH - Garden Halls

HM - Handel Mansions

IH - International Hall

NH - Nutford House

 *If a section has related information in another part of this handbook you will see this book sign.*

 *If a section has contact details to any teams or people you will find useful you will see this mailbox sign.*

 *If a section has related external information you will see the computer sign, it is usually a useful link.*

Part 1



Who we are

There are many teams that you will come into contact with during your stay with us, or even before.

We prepared this chapter to give you an idea of what each team does so that you can contact the right person when you need some help or information.

In this chapter

- ◇ University of London
- ◇ Intercollegiate Halls of Residence
- ◇ Hall Management Team
- ◇ The Warden's Team
- ◇ Accommodation Finance Team
- ◇ Housing Services

University of London

The University of London is unlike many other universities, insofar as it is a federal University, consisting of 18 independent Federation Members.

When you are studying with the University of London you belong to a particular Federation Member as well as the University of London. This allows you to have access to a wide range of facilities and services, including the Senate House Library, Bloom (a collaborative open space in Senate House), and the University of London's Intercollegiate Halls of Residence, which accommodates students from all the Federation Members.

 www.london.ac.uk

 [Federation Members](#)

Intercollegiate Halls of Residence

There are 8 Intercollegiate Halls of Residence. The vast majority are located in the Bloomsbury area, but we also have accommodation in Marble Arch and Stratford in east London. Each hall has a unique atmosphere but they're all part of the same family.

 www.london.ac.uk/halls

 *Have a look through Part 2 of this handbook to explore all our locations:*

BCWH	COL	CON	ERH
GH	HM	IH	NH





ty of London



Hall Management Team

Our Hall Management Team looks after the halls' buildings, furnishings and is responsible for all services and facilities. The Hall Management Team is your first point of contact for accommodation, health and safety, maintenance, and cleaning services queries.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Each hall has a Hall Manager and Assistant Hall Manager who work closely with the following teams:

Hall reception/security

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

Maintenance team

This team is responsible for maintaining and repairing the building and any facilities, fixtures and furnishings within it. If something is broken or stopped working in your room/flat, or anywhere else in the hall, please let the team know as soon as possible so that they can repair it.

📖 *"Facilities, amenities and maintenance" on page 40*

Cleaning team

The cleaning team is here to maintain general cleanliness of the hall and its communal areas (corridors, lifts, common rooms, etc.). However, please note that you are responsible for cleaning your room/flat yourself.

📖 *"Looking after your accommodation" on page 48*

The Warden's Team

Each hall at the Intercollegiate Halls of Residence has a dedicated team who looks after student experience and provides wellbeing support. They comprise of the Warden (and, in larger halls, Vice-Warden) who is supported by a team of Resident Advisors (RAs). There is a member of the team on duty every weekday in the evening and all day at weekends and bank holidays.

Wardens in all the halls are led by the Residential Life Manager and the Warden's Team together with the Residential Life Manager are also known as the Residential Life Team.

We created dedicated chapters to explain more about what you can expect from the team and how and when to contact them:

📖 *"Residential Life" on page 66*

📖 *"The Warden's Team" on page 67*

📖 *"Student Health & Wellbeing" on page 56*

Accommodation Finance Team

Accommodation fees and deposits are dealt with by the Accommodation Finance Team. They work with the Hall Management Team to ensure fees are collected.

 *"Finance" on page 52*

 *"Accommodation Finance Team" on page 121*

Housing Services

Housing Services provides a one-stop housing service for students who are looking for accommodation.

Allocations Team

Allocations Team is responsible for the allocation of all of the University's accommodation and also deals with room/flat swaps, licence agreement extensions and cancellations.

 *"Allocations Team" on page 121*

Private Housing Team

The 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.

 *"Private Housing" on page 121*







Before you arrive

We are looking forward to welcoming you in the halls when the times comes. But, even though your arrival might be a few months away, there are certain things to think about before you arrive.

We prepared this chapter so you can feel more confident about your stay with us.

In this chapter

- ◇ Your obligations
- ◇ Licence agreement
- ◇ Other documents and regulations
- ◇ Universities UK Code of Practice
- ◇ Induction
- ◇ Room allocations
- ◇ Room adaptations for medical needs
- ◇ Check your vaccinations
- ◇ Living with partners
- ◇ Getting ready
- ◇ What to pack

Your obligations

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

Licence agreement

In addition to this Residents' Handbook, you need to be aware of the University of London Intercollegiate Halls of Residence Licence Agreements. Please read your Licence Agreement carefully.

Whilst this handbook aims to cover the essentials, your licence agreement and the particulars of your offer contain full details of your period of occupancy and how your licence agreement can be terminated.

 *See Useful Documents on our website to find your licence agreement*

Other documents and regulations

Please consult the [Useful Documents](#) section on our website for supplementary documents, policies and procedures that are relevant for your academic year:

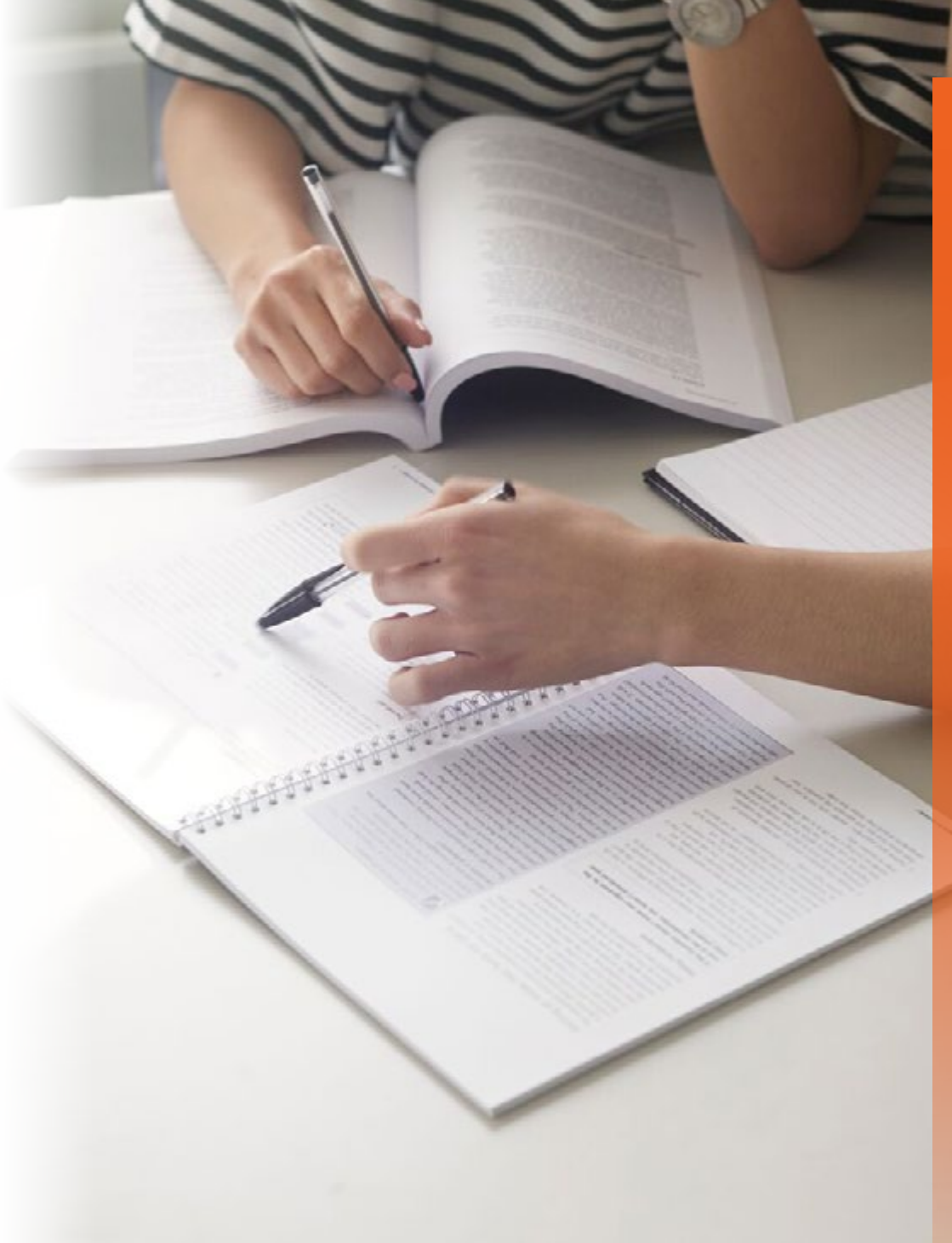
- Allocation Policy

- Common Charges List
- Complaints Procedure
- Disciplinary Procedure
- Estranged Students Policy & Care Leavers Policy
- Heating and Cooling Policy
- Insurance Policy
- Privacy Notice
- Privacy Notice for Managing Infectious Diseases
- Readmission Policy
- Reasonable Adjustment Policy
- Reporting and Investigating Harassment or Abuse
- Residents Under 18 Policy
- Snow and Ice Policy
- Student Feedback Policy and Procedure
- Support to Reside Policy and Procedure
- Sustainability Policy
- Transport Policy

Universities UK Code of Practice

The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code. The full code is available [here](#).





Induction

Prior to your arrival we will ask you to complete an online induction as part of your registration.

It is extremely important that you complete it before your arrival. It gives you guidance on Health and Safety requirements, personal safety and provides details on the welfare provisions your hall provides.

Room allocations

All room allocations are done randomly and we are unable to inform you of your room number before you arrive in the hall.

 *See Useful Documents on our website to find the Room Allocation policy*

Room adaptations for medical needs

Most of our halls have adapted rooms for persons in wheelchairs, with mobility difficulties etc. An adapted room is normally clearly marked on your accommodation offer, but if in doubt please contact the Allocation Team.

If you have any other documented medical needs that restrict your accommodation choices please inform the Allocation Team about them before you accept your offer.

 *"Allocations Team" on page 121*

Check your vaccinations

Some serious infectious diseases are more common in students than in other populations, and may be transmitted between students living in halls. To help keep yourself and others safe, it is recommended that you should have received the following vaccinations before moving into halls:

- Two doses of the MMR (measles, mumps & rubella) vaccine or equivalent in your lifetime.
- One dose of the meningitis MenACWY vaccine (if you are an undergraduate younger than 25).

We also strongly recommend that you are fully vaccinated against COVID-19 and keep up to date with any booster doses that are advised.

 *Getting medical care as a student (NHS website)*

 *Health and healthcare for international students (UKCISA)*

 *Could it be meningitis?*

Living with partners

Only persons registered with the Allocations Team will be permitted to reside in the accommodation.

If your accommodation type allows you to live with someone else (e.g. a family member), you must register them with the hall management team. Children are only permitted to reside in designated family

accommodation and are not permitted in double rooms or studios.






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

Getting ready

This may be the first time in your life living away from your home and there will be plenty of things that you will have to learn, course material aside. You may be coming from abroad and figuring how to do certain things in the UK can be challenging. This is why we would like to provide you with resources so that you can be as confident as possible when you get here to start your degree.

CampusLife

This is a portal that we use to communicate the most up to date announcements, events, competitions and blog posts to our residents. There are also articles that are written especially for people who are about to move into the halls, such as:

-  *How to register with a doctor*
-  *How to open a bank account*
-  *Support Services at your college*
-  *How to get in touch with the Warden team*
-  *Staying safe in the UK guide for international students*

...and many, many more!

-  *CampusLife*
-  *"CampusLife" on page 32*

What to pack

Getting ready for such a long stay somewhere else means you need to carefully think what to pack, especially if your coming from far away.

Your room will have all the furnishings in like bed, desk, chest of drawers etc., but it doesn't come with a bedding. You can buy some locally or use our Accommodation Portal to get a bedding pack ready for you in your room.

Accommodation Portal

If you are moving at the beginning of the year, bear in mind that September in the UK is quite mild but the weather quickly changes in October and November and the temperature drops. So make sure your suitcase has some warm clothes, scarf and gloves, especially if you're not used to the cold. When the clocks go back it will also get dark outside quite early.

If you're coming from abroad, remember that we use different plugs in the UK so you might need an adapter for your laptop.

There are also a few things that are not allowed in your room. You can find them on the Banned Items list.

"Banned items" on page 84

A note for students in self-catered accommodation

If you're going to live in self-catered accommodation your kitchen will not come with cooking utensils. Most of the items you want to use in the kitchen are probably too heavy to bring, so it might be a good idea to budget some shopping.



On the Arrival Day

We wrote this chapter so that you have a better idea of what you can expect on the arrival day. We know that as much as you have been looking forward to this day, it can also be quite stressful. By giving you the information below, we hope that you can be better prepared for the new beginnings in halls.

In this chapter

- ◇ Arrival time
- ◇ Parking
- ◇ Room swaps
- ◇ Room/flat inventory
- ◇ Meet the Warden's Team
- ◇ Welcome events
- ◇ Moving in before or after the Arrival Day



*The Arrival Day for the academic year
2024/25 is on 15th September 2024*

Arrival time

To help us plan the arrival day better, please select an arrival time slot when you're doing your induction. If we know when you're planning to arrive we can make sure that we have enough resources in place during the busier periods of time.

Upon arrival you will be given a key/fob/access card where applicable and your Hall ID card. You are deemed to be in-residence from when you take your key but you are liable for the fees from the start date of your contract.

✦ *To find out more about where to go to check-in, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

If you are moving in before or after the main Arrival Day, you can move in from 14:00 on your designated arrival date.

📖 *"Moving in before or after the Arrival Day" on page 25*

Parking

If you are being driven to the halls you're probably interested in knowing whether there is any parking outside. As the arrival day is organised on a Sunday, it means that you might be able to briefly stop by the entrance and unload your belonging from the car. However, our halls do not have any designated parking spaces.

If you are coming over in a car, please be mindful of how busy the arrival day can get and try to unload as quickly as possible.

✦ *To find out more about parking, please go to Part 2 of this handbook :*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Room swaps

We are unable to make room swaps based on personal preferences or subjective requirements. Our halls welcome around 3,500 students every year and as much as we would like to offer you a room that best matches your criteria, it is impossible to do.

If you know a person who would like to swap their room with you, please contact Allocation Team and they will be able to arrange this for you.

The University is not obligated to agree to room swap requests. If granted, the University typically imposes a fee, capped at £30, to cover reasonable management time and handling costs.

If you require a room with adaptations due to your documented medical conditions, please refer to the Room adaptations for medical conditions in the Before you arrive chapter.

📖 *"Room adaptations for medical needs" on page 19*

👤 *"Allocations Team" on page 121*



Room/flat inventory

On your arrival, you will receive a room/flat inventory that you must complete within 72 hours. 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 marks on furniture or carpets and also any damage to the outside of your door.

If you do not complete and return your inventory, you may find deductions will be made from your damage deposit for existing defects. On your departure, we will check your room/flat and you will be held responsible for any damage not listed on the inventory; you may be charged for repairs.

In the event of faulty equipment or damage in your room on arrival please report to the Maintenance Team via reception. Please inform Hall Management Team if there is 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.

 *See Useful Documents on our website to find about damage charges*

Meet the Warden's Team

The arrival day may be very hectic, but to get the most out of it and your stay in the hall, please make some time to talk to the Warden's Team. They will have their welcome desk not too far from where you're checking-in. RAs will give

you information about the welcome events going on in the hall, but it's a great opportunity to meet them, so if the time comes when you need some help, you will already know who they are.

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Welcome events

The Warden's Team organises a lot of events for new residents, especially at the beginning of the academic year. Please make sure you speak with an RA to find out more and keep an eye on the CampusLife portal as all the events with their time are advertised there. It is the perfect time to meet your fellow residents and make your first friendships. If you feel apprehensive about it, please let us know about it so that we can be with you when you're taking the first step to break the ice.

 *"Hall community and social life" on page 70*

 *"CampusLife" on page 32*

 *CampusLife*

Moving in before or after the Arrival Day

We normally have a set arrival day for all new residents to move in and this is the date of the start of your contract. It may be possible for you to request an early arrival, but this all depends on many factors and cannot always be guaranteed, i.e.: we have to make sure that the room is properly

cleaned and with the amount of rooms that we need to turn around this requires a lot of planning.

Requesting an early arrival

If you're interested in finding out if it's possible, please contact the Allocations Team. This is the team that has sent you your offer of accommodation.

If it is possible, the extra nights requested will be added to your contract and will be charged at the room rate.

If you would like to arrive later than your contract start date

This is not a problem as long as you arrive within 28 days of the contract start date. If you are arriving later, please let the Allocations Team know (this is the team that sent you your offer of accommodation). Please note however, that you will be charged for your accommodation from your contract start date and not the move-in date.

 *"Allocations Team" on page 121*



After your arrival

After your arrival

In this chapter you will find an overview of everything you need to know in the first days and weeks of your stay with us. Moving is inevitably associated with a lot of admin so we're hoping that this quick checklist will make it easy for you to ensure you are up to date.


In this chapter

- ◇ Period of occupancy
- ◇ Allocations, swaps or termination of licence agreement
- ◇ Data, privacy & confidentiality
- ◇ Your contact details
- ◇ Register with a doctor
- ◇ Postal address
- ◇ Council tax
- ◇ TV Licence
- ◇ The Electoral Register
- ◇ Census
- ◇ Accommodation Portal
- ◇ Right of staff to enter rooms/flats
- ◇ Hall notice boards/ information screens
- ◇ CampusLife

Period of occupancy

Your period of occupancy is set out in the 'Particulars of Offer' in the offer email that has been sent to you. It may be possible to arrange an earlier arrival or later departure, but this cannot be guaranteed. There is no reduction in fees for late arrivals; early arrivals will be charged for extra nights at the term time rate. Please note that the end date of the licence agreement cannot be brought forward, however it is often possible to stay in the halls during the summer holiday.

 *"Room allocations" on page 19*

 *"Extensions, staying on and moving out" on page 112*

Allocations, swaps or termination of licence agreement

All room/flat swaps and licence agreement issues are dealt with by the Allocations Team. We regret that hall staff are unable to authorise any room/flat swaps.

 *"Allocations Team" on page 121*

If you are required to move for management reasons whilst you are in-house, you will be given as much notice as practical. The University will try to ensure that you are moved into accommodation of a similar type to the original. If this is impractical the University will ensure you are not required to pay more for your accommodation. If the accommodation you are moved to is cheaper than your previous accommodation, you will be

credited with the difference between any advance payments you have already made and the fees owing.

Your licence agreement and the particulars of your offer contain full details of your period of occupancy and how your licence agreement can be terminated.

Data, privacy & 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 Privacy Notice (see [Useful Documents](#)). We cannot normally tell anyone your room/flat number, so please make sure you give this information to anyone whom you would like to be able to contact you. If someone else is paying your fees, please pass the invoice to them, as we cannot send it to them without your express permission.

For more information, see [Data Protection](#) at the University of London.

 *Useful documents*

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. You can update your contact details via the [Accommodation Portal](#) or by emailing Allocations Team.

Please ensure the Allocations Team has your current email address and mobile phone number, otherwise you will not receive important announcements.

 [Accommodation Portal](#)

 ["Allocations Team" on page 121](#)

Register with a doctor

We very strongly advise you to register with a local general practitioner. You should do this as soon as you arrive in London – don't wait until you need to see someone. If you aren't registered with a GP, you may encounter problems and delays in obtaining National Health Service treatment.

Tell us which doctor you're registered with

In case you are involved in a medical emergency and we have to contact a doctor for you, it is a condition of residence that you tell us your doctor's contact details. Please keep this information up to date via the [Accommodation Portal](#).

Postal address

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

- Your name
- Your room/flat number
- Your hall name
- The rest of the hall's address, i.e.: street number (if applicable) and name, London and postcode

✦ To find more about how the mail is handled, please go to Part 2 of this handbook:

BCWH	COL	CON	ERH
GH	HM	IH	NH

Council tax

In the UK you must pay council tax if your accommodation includes a kitchen in student halls of residences. Most students with a full time status are eligible for exemption. If you think you might be exempt, it is your responsibility to prove your student status to the local council and apply for exemption. The University of London will provide details of flats/studios occupant to the local council, and you can find more information about this at [How Council Tax works](#).

TV Licence

If you watch TV in your room/flat, it is your responsibility to get a TV Licence. For further information, please check the [TV Licence website](#). If you're unsure if you need a TV licence please visit [this website](#).

The Electoral Register

The University of London will be approached by local councils to request information on residents eligible to vote.

The details of who can vote are as follows:

Local elections

To vote in the council and parish elections, you must be 18 or over and a British, Irish, Commonwealth or European Union citizen living in the UK.

You may vote in local elections from both addresses if they are for different local councils, as they would be classed as two separate elections.

General election

To vote in the UK parliamentary election you must be 18 or over and a British, Irish or Commonwealth citizen.

You may only vote from one address for national elections, such as a general election. Please note that it is an offence to vote more than once in the same election.

In order to register, you are required to complete a self-registration form on the Government [website](#).

Census

The census is undertaken by the Office for National Statistics every 10 years and gives us a picture of all the people and households in England and Wales.

The census asks questions about you, your household and your home. In doing so, it helps to build a detailed snapshot of our society. Information from the census helps the government and local authorities to plan and fund local services, such as education, doctors' surgeries and roads.

The Office for National Statistics (ONS) is responsible for planning and running

the census in England and Wales. More information is available [here](#).

Accommodation Portal

The Accommodation Portal is the place where you can manage your account with us. Here, you will be able to update your details, including an email address that you would like us to use to communicate with you, the details of your emergency contacts and the GP details. There is also the Online Store where you can purchase guest meal tickets if you live in catered accommodation and pay for other services.

Online Store

During your stay with us, you may require to buy a replacement for a lost key/ID card or meals for your visiting guests.

You can purchase these services via the Accommodation Portal.

 [Accommodation Portal](#)

Right of staff to enter rooms/flats

We will respect your privacy, but you should be aware that our staff have the right to enter your room/flat and you do not have the right to exclude them.

In particular our staff may enter your room/flat without prior warning where immediate access is required to uphold discipline, for welfare concerns, urgent health or safety reasons, or in connection with criminal matters.

Throughout the year, our teams, which

may include the Hall Management Team, the Warden's Team, and contractors, might need to conduct various tasks such as maintenance or welfare duties in your room or flat. To ensure their safety while working, it's crucial that you keep your accommodation clean, tidy, smoke-free, and hygienic, creating a safe environment for them to work in.

Hall notice boards/ information screens

Please check the notice boards/
information screens/ CampusLife at least once a week for notices that might affect you.

You must not circulate any poster or other communication which is offensive, intimidating, indecent, or illegal or which might make others fearful or apprehensive. The same rules apply to posts online, on social networking. No offensive material is to be displayed inside or outside of rooms/flats. The Warden is the arbiter of such matters and their decision is final.


CampusLife

This is the place to find out what's happening in the halls, in the surrounding area or in London in general. We use CampusLife to communicate with our residents and you should scan it at least once a week. This is also the place to find out about events in your hall.

Would you like to contribute?

Are you a blogger? Content creator? Do you have talents that you'd like to share with others? Please let us know so we can promote it on CampusLife. Contact your Warden if you'd like to contribute.

 *CampusLife*

 *To find out more about the warden and how to contact them, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH



Rules of entry and guests

Having guests and visitors in the halls is important to our residents and a part of life studying away from home. To help ensure a harmonious and safe living environment for everyone, it is important that the rules contained in this chapter are always followed.

In this chapter

- ◇ Entry, hall cards and keys
- ◇ Use of hall ID cards
- ◇ Rules of entry
- ◇ Lost keys, property, etc.
- ◇ Guests
- ◇ Guests' behaviour
- ◇ Limits on number of guests

Entry, hall cards and keys

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

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

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

Reception staff are required to see your hall ID card to allow you entry to the hall; please co-operate with them. If you lose your room/flat key/ID card you can request a replacement from reception 24 hours a day. A replacement ID card will be produced by the Hall Management Office the next working day, and left at reception for collection.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Use of hall ID cards

The hall ID card is only to be used by you and is non-transferable (i.e. this cannot

be 'lent' to anyone else, including other residents). This is a disciplinary issue which will be escalated to the Warden. Furthermore, anyone found to be producing counterfeit replica ID cards will be subject to disciplinary proceedings, which may include expulsion from the Hall. Please carry your ID card with you at all times. Residents must show their hall photo ID card, upon reasonable request by a member of University staff or their representatives (e.g.: Resident Advisor).

Rules of entry

Where available, our reception staff keep the hall safe from intruders and ensure everyone coming into the hall has a right or a reason to be here. In other areas, you will be required to scan your security fob or enter a code to gain access to the building.

We need you to help us by following some simple rules about access to the hall. These regulations are designed with your safety in mind so please co-operate with the reception staff and do not ask them to waive the rules.

- Never admit anyone to the hall unless you know them;
- DO NOT let strangers follow you in;
- DO ask any member of staff to help challenge anyone who is following you.

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

Lost keys, property, etc.

If you lose your room/flat key/fob/access card/hall ID card, please log in to the Accommodation Portal to purchase a new one. Present your receipt at reception and you will be issued a replacement.

 [Accommodation Portal](#)

If you find or lose any property please speak to the reception staff.

You will be charged for a replacement ID card, key, fob or an access control card. However if you find the lost key within 14 days, this charge will be cancelled.

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

The current prices are available on the Accommodation Portal.

Guests

No visitors are allowed beyond the reception/entrance area without being collected and registered as a guest by a resident. Make sure your guest calls you when they are ready to be collected so you can come to pick them and register them.

Under 18s are not permitted as guests.

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

The Reception Team are not authorised to waive the rules for anyone or for any reason.

Guests' 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.

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.

You must accompany your guest at all times and they must never be left in the hall alone. If you are having an overnight guest, they are not allowed to sleep in any of the shared areas (e.g. common rooms, shared kitchens, social areas etc.).

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.

Limits on number of guests

Day guests

You may sign in a maximum of three day-guests at any one time, between 07:00 and 23:00.

Overnight guests

During your stay with us, you may have one overnight guest at a time in your

room/flat for a maximum of 10 nights per calendar month.

The Warden is able to grant special exceptions to the rules on guests. If you need to request an exception, 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.

✦ *To find out more about how to contact your warden, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

The overnight guests must be signed in at reception. If you live in a hall with catering and your guest would like to take a meal with you, guest meal tickets can be purchased via the Accommodation Portal.

Guests of Garden Halls residents are able to purchase meals directly in the dining room.

📖 *Accommodation Portal*

📖 *For more information please see "Guest meals" on page 118.*







Facilities, amenities and maintenance

This chapter will provide an overview of the facilities, amenities, and maintenance service available to you in our halls. By familiarizing yourself with this information, you will make sure you know what you can access and what to do if there is a maintenance issue that needs to be fixed.

In this chapter

- ◇ Internet
- ◇ Common rooms, gardens, etc.
- ◇ How to use appliances
- ◇ Laundry facilities
- ◇ Heating and water
- ◇ Reporting faults
- ◇ Planned maintenance works
- ◇ Repair schedule

Internet


Wi-Fi is available throughout the halls.

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;***

It is your responsibility to keep your electronic devices virus free. Any device 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 device be disconnected. Devices 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 device being disconnected permanently. Illegal use may be reported to the police.

 ***“UoL Support Desk (for Wi-Fi)” on page 121***

 ***To find out more about how to log-in and report any issues, please go to Part 2 of this handbook:***

BCWH	COL	CON	ERH
GH	HM	IH	NH

Common rooms, gardens, etc.

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

If the common rooms or study areas are misused, left dirty, or become a focus for noise or other antisocial behaviour, they may be closed indefinitely.

No items should be removed from common rooms.


Some facilities can be booked via reception free of charge.

 ***To find out more about common rooms in your hall, please go to Part 2 of this handbook:***

BCWH	COL	CON	ERH
GH	HM	IH	NH

Laundry facilities

We provide washing and drying facilities in each hall.

 ***To find out more about laundry facilities, please go to Part 2 of this handbook:***

BCWH	COL	CON	ERH
GH	HM	IH	NH








How to use appliances

If you are not sure how to use appliances around the hall (washing machines, microwaves, etc.) we have collected the instructions manuals on our website. If you can't find what you're looking for, please contact the hall management and they will be happy to help you.

 *Instruction Manuals*

 *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Heating and water

In line with the University Heating and Cooling Policy, we aim to ensure that each hall is comfortably heated.

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

Mains drinking water is available through the cold water tap in the pantries/kitchen. The water in the bathroom/sink in your room is safe for brushing teeth but it is not recommended for drinking.

Free standing heaters are not permitted to be used in any hall, unless one has been provided to you by the Hall Management as a result of a fault with your radiator. This is due to health and safety considerations, and for environmental reasons.

Halls are large buildings and as such some may find them cooler than a domestic house. It is important that you wear appropriate warm clothing.

 *"Banned items" on page 84*

Reporting faults

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

If you see a maintenance problem anywhere in the hall please 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.


 *"Repair schedule" on page 46*

In most cases, maintenance issues adhere to the repair schedule. Occasionally, external factors like contractor availability or supplier delays can lead to unfortunate hold-ups in addressing reported faults. While these situations are beyond our control, we're dedicated to swift resolutions and will keep you updated on any delays. If your maintenance request exceeds the regular timeline, please email our team for details.

 *To find out more about instructions on how to report a maintenance issue, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

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

 *"Right of staff to enter rooms/flats" on page 31*

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

Planned maintenance works

We endeavour to give you as much notice as possible regarding planned maintenance works. If the works require us to enter your room/flat, we try to always give at least seven days' notice. However, this may not always be possible as circumstances may require more immediate action.

Please note that the University will take all reasonable steps to minimise any inconvenience to you and wherever possible we limit any noisy maintenance work to between 09:00 and 17:00 only. However this may not always be possible depending on the nature of the works e.g. urgent health and safety works. The University cannot be liable for works and noise that are undertaken outside of the property.

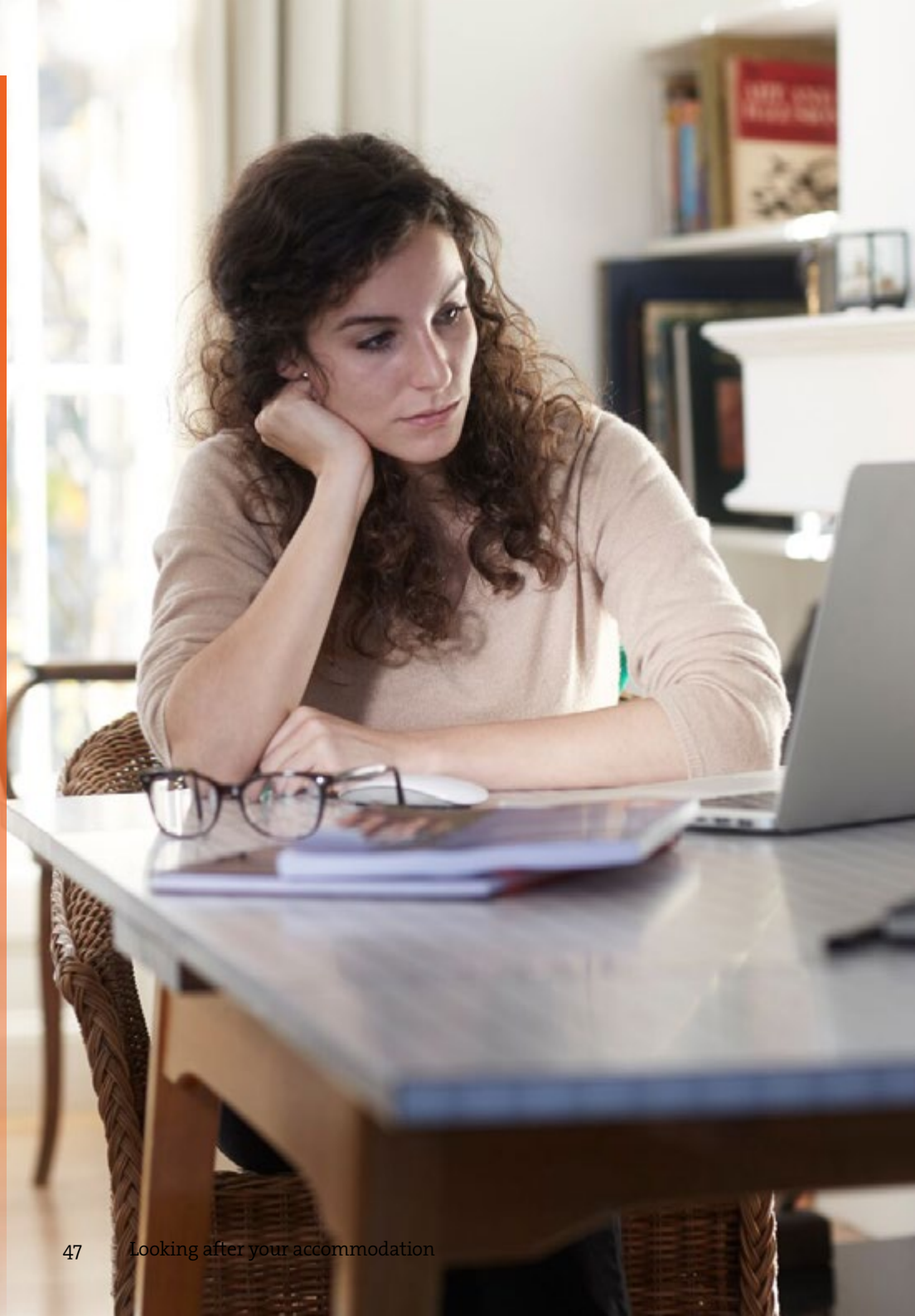
The University of London halls do not have a closure period per year; therefore, we conduct maintenance and project works

throughout the calendar year. During the academic year, we try to reduce project works to a minimum to avoid disruption to residents; however, with some exceptions, for example, if the matter affects hall operations or health and safety. We will always give an advanced warning for these works and provide updates through the scheduled programme. This can include

closing communal areas or re-purposing spaces to support the works. In addition, the Hall Manager will inform residents with as much notice in the event works overrun.

 *"Right of staff to enter rooms/flats" on page 31*
Headline

Repair schedule	1 Emergency repairs	2 Urgent repairs	3 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, replacement kitchen equipment
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



Looking after your accommodation

Living in halls of residence is a wonderful opportunity to gain independence and learn important life skills. You need to take care of your personal space and maintain a clean, comfortable and safe living environment. This chapter of the handbook will provide guidance on how to do it.

In this chapter

- ◇ Cleaning
- ◇ Waste and recycling
- ◇ Pests
- ◇ Care of rooms/flats and hall property
- ◇ Room/flat checks
- ◇ Furniture
- ◇ Windows
- ◇ Damages and vandalism

Cleaning

The Cleaning Services Team deals with cleaning of main common areas. If you have concerns or queries about cleaning or related matters (including waste disposal and recycling), please contact the Cleaning Services Supervisor via reception or speak to the Hall Management Team.

✦ *To find out more about your Hall Management Team, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

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

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

Disciplinary action may be taken if you persistently fail to maintain your room/flat in a hygienic condition. Please also note that additional charges may also be applied to your deposit if you leave the accommodation in an unsatisfactory state.

Pests

Please inform the Hall Management or Duty RA immediately if you suspect a pest issue. There is a 24-hour response time during weekdays and 5 days to rectify it.

Please note that these are estimated times and may be subject to changes based on professional advice. The Halls team will

strive to keep you informed about any schedule or treatment updates.

The most effective control against pests is to ensure that all food is kept in sealed containers and that areas are kept free of any crumbs and food waste. If you leave food out, it is very likely that it will attract pests to your room/flat. There might not be another room/flat to move you to and pests can be really difficult to get rid of.

Waste and recycling

You are required to comply with your hall's waste and recycling procedure by separating into recyclables and non-recyclables. Each hall has recycling/waste bins where you must take your rubbish. Do not leave bins/bags outside your door, in corridors or staircases, as this may obstruct escape routes and pose a fire hazard.

✦ *To find out more about location of your waste and recycling bins, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

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

📖 *"Sustainability" on page 100*

Care of rooms/flats and hall property

Pin boards are provided in most rooms/flats for you to use. Please do not use nails,

screws and adhesives (e.g. Blu Tac, 3M hooks) 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).

 *"Fire, electrical and personal safety" on page 88*

Room/flat checks

Room/flat checks are undertaken termly (or annually depending on the building). These checks are to ensure that rooms/flats are being maintained and there are also no health and safety issues. During these checks we may reclaim any crockery and cutlery taken from the dining room (if applicable) and remove any fire hazards.

You will be given notice to remove any other unauthorized items or risk having them confiscated.

 *"Right of staff to enter rooms/flats" on page 31*

Furniture

Furniture and fittings must not be removed from your room/flat, nor brought in from the common rooms. Furniture and other items must never be left in the corridor as 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.

Damages and vandalism

You must do all you can to look after the hall and to maintain the furniture and fittings. Where genuinely accidental damage is reported to the Hall Management Team, charges for repair or replacement will be reviewed on the merits of each case. However, if damage is caused by negligence, unreasonable behaviour, or vandalism, those responsible will be charged the full cost of repair or replacement, labour, and administration charges; if immediate payment is not forthcoming, a deposit deduction will be made. If individual responsibility cannot be established, the costs may impact on funding available for other improvements throughout the hall; you are therefore urged to report anyone whom you suspect of causing damage. A list of some of the more common charges can be found on our website.

 *Useful documents*

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.

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



Finance

In this chapter we provide information on how to pay your deposit and accommodation fees. By understanding the payment process and being aware of the different payment methods you can ensure you stay on top of your finances and you can make the most of your time as a resident in our halls.

If you find yourself in financial difficulties or you are expecting delays in your student loans, please keep us up to date.

In this chapter

- ◇ Accommodation fees
- ◇ Deposit
- ◇ How to pay
- ◇ When to pay
- ◇ Payment delays
- ◇ Debt



Termly payment deadlines in 2024/25 are:

- **09/10/2024**
- **29/01/2025**
- **14/05/2025**

Accommodation fees

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

Deposit

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

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

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

Deposit refunds are made within 28 working days of the end of your licence agreement in GBP. 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.

How to pay

Payment of fees and setup of payment plans should be made online on the [Accommodation Portal](#), over the via [epay](#), or by bank transfer.

When paying online, you are able to set up a payment plan that will automatically take payments on either a monthly or termly basis. If your payment card was issued overseas, you will also be given the option to pay in your home currency.

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. You must also email a remittance to AHD.Finance@london.ac.uk and reference the payment clearly with both your surname and accommodation ID. Failure to reference your payment as above or provide a remittance will result in a delay to your payment being allocated to your account. Please ensure the amount sent via Bank Transfer is enough to cover your fees and all bank charges.

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

Payments should be made in GBP directly to the University of London by the student or parent via one of the methods detailed in this payment guide. We strongly advise that you do not pay via a third party as these payments will undergo additional checks. These checks may result in the payment being held or refunded to the original payer.

When to pay

During your application, you chose to be invoiced on a monthly or termly basis. We advertise [the termly payment deadlines](#) on our website. Please note, that the payment must be made by 16:00 on the date advertised.

If you are invoiced on a monthly basis (all contracted months on one invoice), your fees are due by 16:00 on the 1st of the month it relates to.

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

Payment delays

If you are unable to make full payment before each of these deadlines, e.g. due to a delay in your SLC loan, please contact the Accommodation Finance Team with supporting documentary evidence. In these circumstances, it may be possible for the University to agree to extend the time for you to pay.

Debt

The Accommodation Finance Team understand that sometimes residents may suffer financial hardship. It is crucial that if you find yourself in this position you contact them as soon as possible.

We are also aware that residents may be dependent on funding from external sources in order to pay accommodation fees and that there can sometimes be delays in when these funds are received. If this affects your ability to make payments for your accommodation, please email the Accommodation Finance Team.

Failure to pay your fees on time may result in interest charges being levied. When applicable interest is charged at 3% above the Bank of England Base Rate calculated daily on all sums which are unpaid 14 days after the due date for payment, calculated from the date payment was due until payment is made.

Failure to pay fees will eventually result in the termination of your licence agreement, and you being asked to vacate the hall.



Student Health & Wellbeing

This chapter will provide you with the knowledge and resources you need to maintain a healthy and happy lifestyle while living in halls. We will cover a range of topics, including mental health support, medical problems, emergencies and more. We hope that by the end of this chapter, you will know how we can help you take care of your health and wellbeing during your time in residence.

In this chapter

- ◇ Wellbeing support in halls
- ◇ Professional welfare support
- ◇ Support and wellbeing resources
- ◇ Safeguarding
- ◇ Medical problems
- ◇ Emergencies
- ◇ First aid, illness and accidents
- ◇ Vaccinations
- ◇ Health and wellbeing confidentiality
- ◇ Involve those who care about you
- ◇ Reporting of injuries and dangerous occurrences
- ◇ Infection control measures

Wellbeing support in halls

Please speak with your Warden or an RA if you are experiencing personal difficulties of any kind. Whilst the Warden's Team are not trained counsellors, therapists, or coaches, they are available to listen, help you navigate some of the common challenges of university life, and guide you to find the right professional support if needed. You can also speak with a member of the team, in confidence, if you are worried about another resident's safety, welfare, or behaviour; or you can report your concerns through the [Accommodation Portal](#). Refer to our [Support to Reside Policy & Procedure](#) in [Useful Documents](#) for more information about what support we can offer in halls and how we manage serious welfare concerns.

 *"The Warden's Team" on page 67*

 *"Professional mental health support in Halls" on page 71*

 *To find out more about the Warden's Team and how to contact them, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Professional welfare support

As a student in London, you have access to many sources of help and support, including:

- Your general practitioner
- Student support advisors, disability support, and psychological services or counsellors at your college or university
- Financial advisors
- Your students' union welfare officer
- University chaplaincy services
- NHS mental health and psychological support services
- Recovery services for substance use problems or addiction

And there are more. The Warden's Team can help you find the right service for your individual needs and circumstances.

 *"The Warden's Team" on page 67*

 *"Professional mental health support in Halls" on page 71*

Support and wellbeing resources

Follow the links to find out more:

 *Support and wellbeing at the University of London*

 *Health & wellbeing on CampusLife*

 *Student support services at your university*

Safeguarding

Safeguarding is about protecting vulnerable people from abuse, exploitation, and neglect. If you have a safeguarding-related concern, please speak with your Hall Warden. This includes if you have any concerns that a person



may be at risk of being drawn into extremism or terrorism. The University has a [Safeguarding Policy](#).

Abuse, bullying, discrimination, and harassment (including sexual violence) We do not tolerate abuse, bullying, discrimination, or harassment of members of our University community. Please speak with your Hall Warden about any concerns or incidents. We will help you to find the right professional help (if this is relevant) and support you to make decisions about what to do next. This might include making a formal complaint about someone else within the Intercollegiate Halls, or it might involve making a report to the police. We will respect your autonomy and confidentiality. See our procedure for Reporting & Investigating Harassment or Abuse in [Useful Documents](#).

Anonymous reporting: You can report an incident of abuse, bullying, discrimination, or harassment via our secure, [anonymous online form](#). Whilst we cannot take targeted, individual action like disciplinary proceedings on the basis of an anonymous report, we can use this information to monitor for any patterns of incidents, understand how prevalent different kinds of incident are, and in some cases respond with general measures such as reviewing security provision, educational campaigns, or staff training.

Medical problems

It is very important that you provide us with details of any medical conditions you may have (be it a physical or a mental health issue) and clarify any reasonable adjustments required in respect of your

accommodation. Please note that we may not be in a position to assist you if you have not made us aware of your needs. We will treat any details you provide as confidential.

Urgent healthcare advice

NHS 111 is an urgent, 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. If you have a potentially life-threatening medical emergency, you should call 999 for an ambulance instead.


 *“Register with a doctor” on page 30*

 *See our Reasonable Adjustment policy in Useful documents*

Emergencies

A member of staff is available 24/7 if you have an emergency. Contact reception first who will notify the best person to help you. The Duty RA can contact the Warden for help or advice any time.

The number for the emergency services in the UK is 999.

 *To find out more about your Hall Management Team, Warden’s Team and reception, including their phone number and email addresses, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

 *“Register with a doctor” on page 30*

First aid, illness and accidents

We recommend that you keep your own first aid equipment (e.g. plasters and bandages) and medicines, as the hall's first aid kit may only be used by our first aiders, and reception staff are unable to provide such items to residents. If you need access to first aid equipment, please ask reception to contact the person on duty who will be able to assist. Although it is frustrating, for legal reasons even the hall's first aiders are unable to give out medication of any kind (including paracetamol), so no medication is kept in first aid kits or at reception.

If you are unwell and have a high temperature, help reduce the spread of infection if you leave your room/flat while you're unwell: wear a face covering, wash or sanitise your hands frequently, and avoid crowded places. Strictly avoid contact with anyone who may be at higher risk of serious illness. Let someone know that you are unwell and ask them to check in with you regularly (e.g. by text or phone). If you are concerned about your symptoms, or they are worsening, contact 111 or speak to your GP. In an emergency dial 999. You can also contact the Warden and Hall Manager in your hall.

Vaccinations

Please see the Check your vaccinations section in Before you arrive chapter of this handbook for more details.

 *"Check your vaccinations" on page 19*

Health and wellbeing confidentiality

So that we can provide optimal, safe support, we cannot promise absolute confidentiality around health and wellbeing concerns. Situations in which we may need to contact a third party include, but are not limited to:

- A student is exhibiting behaviour that may pose a serious risk to safety and wellbeing.
- A student attends or is admitted to hospital in an emergency.
- A student suffers serious physical injury, including significant self-harm.
- A student has not recently been seen in the Hall accommodation, we have been unable to contact the student and they are considered missing.
- A student is experiencing a serious mental health crisis.

The following principles explain our approach to confidentiality in such situations:

- RAs are required to report any and all wellbeing issues to the Warden and Hall Manager.
- We may need to contact the student support service at your university/college, your doctor or other healthcare provider, the emergency services, your next or kin or other emergency contact(s).
- We will normally seek your consent before sharing identifiable information about you outside of the Warden's Team.
- If it is not possible to gain your

consent, we will only share information about you if we are seriously concerned about a significant risk of harm to yourself or others.

For more information, see our Support to Reside Policy & Procedure and the Halls Privacy Notice in [Useful Documents](#).

Involve those who care about you

We strongly encourage you to keep in touch with the people in your life who care about you. This may be family, friends, or someone else whom you trust. If there are times during your university experience when you feel upset, “down”, or unwell, or if you ever feel things are too much, talk to the people who care about you. Let them know if you’re finding things difficult. Activate your web of social support. It can often be a huge relief and a powerful source of help and comfort.

Sometimes, it might be a daunting prospect to speak with a friend or family member about a difficulty you’re facing. Your Warden can help you navigate these conversations if you would like.

Reporting of injuries and dangerous occurrences

Any incident occurring in the hall that results in potential or actual injury must be reported to reception. A person on duty will follow up and provide assistance and support to the affected resident.

✚ To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:

BCWH	COL	CON	ERH
GH	HM	IH	NH

Infection control measures

In response to public health guidance, legal requirements, and our dynamic risk assessments of all our services and facilities, the following measures may be put in place from time to time, where required to reduce the transmission of infectious diseases such as COVID-19.

- If we need to access your room for any non-emergency repairs, inspections, or other reasonable requirements, we will tell you in advance about this and wherever possible, arrange a mutually convenient time for access.
- We may ask that you arrange not to be in your room during any time when a member of staff requires access.
- We may ask you to avoid entering areas that are being cleaned.
- Cleaning schedules may be changed or suspended.
- Our staff may wear personal protective equipment when carrying out their duties.
- We may put in place clear screens or other barriers to protect staff.

- We may put in place one-way routes in our buildings.
- We may need to place markers to aid socially distanced queuing.
- Meal times may need to be changed, and at it may be necessary to offer take-away service only from our dining areas, to temporarily close our catering service in some buildings.
- Seating capacity may be reduced in some areas, including dining areas.
- Vending machines may not be available for use.
- It may be necessary to prevent non-resident guests from visiting the hall, or to remove the option for guests to purchase meal tickets in catered halls.
- In-person social events may have to be limited in size, type, and number, or it may be necessary to stop offering in-person social events.
- Social spaces may need to be closed.

This list is not exhaustive and we may introduce other safety measures in line with our risk assessment and government or public health guidance.







Residential Life

At the Intercollegiate Halls, we aim for residents to be connected to a supportive student community both in accommodation and the wider University and feel a sense of belonging while enjoying a range of inclusive activities throughout the year. This chapter will provide you with the knowledge and resources you need to maintain a healthy and happy lifestyle while living in halls.

In this chapter

- ◇ Life at university
- ◇ The Warden's Team
- ◇ When to contact the Warden's Team
- ◇ Hall community and social life
- ◇ Professional mental health support in Halls

Life at university

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 for personal, sexual, or cultural identity. These changes are often positive, fun, exciting, and rewarding, but transitioning to university can also be stressful as you may face new academic, social, financial, work, family, and institutional pressures.

The Warden's Team is here to make this transition more gratifying and easier for you, provide you with opportunities to get to know your fellow residents, and support you in your academic and personal journey through university.

The Warden's Team

To ensure you have the best time whilst living in the University of London Intercollegiate Halls, each Hall has its dedicated Warden's Team consisting of the Warden and Resident Advisors. The Warden's Team is trained in First Aid, Conflict Resolution, Equality and Diversity, Drug Awareness and Fire Marshall Training and also actively participates in the Resident Advisor training programme at the beginning of each year.

Students in the hall are often living away from home for the first time. The Warden and their team know that residents can encounter problems with loneliness, social isolation, bullying, conflicts related to religion or sexuality, depression, eating disorders, unplanned pregnancy, illness, drug and alcohol abuse, self-harm and

suicidal thoughts, as well as antisocial behaviour, noisy neighbours, theft, and damage to property. The Warden has a wealth of experience in offering advice and support, and is ready to discuss these and any other issues if the need arises.

How the Warden's Team can help you can be summarised:

- **Activities and events** - they organise activities that build community, enhance residents' experience and promote individual wellness and growth.
- **Wellbeing Support in Halls** - we are here to listen, support, and offer suggestions for ways forward on various issues such as health & wellbeing concerns, disputes & disagreements, social & community issues, family, friends and academic worries.
- **Signpost** - if appropriate, we will signpost you on to further support services of your university and the university of London.

Warden

Wardens are staff members from across the university who choose to take on an additional role and live in residence to support students. Led by the Residential Life Manager, Wardens are professionals who have dedicated their careers to student support and experience. They are available to you in the evenings and at weekends. The Warden is responsible for community and social life matters, conduct and conflict resolution, safeguarding, and personal welfare and wellbeing. A team of volunteer student Resident Advisors (RAs) assists

the Warden in providing this support structure.

✦ *To find out more about the warden and how to contact them, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Resident Advisors (RAs)

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

Duty RA (DRA)

Every weekday between 18:00 in the evening until 08:00 the next morning and all day at weekend and bank holidays one of the RAs is on duty. Do not hesitate to get in touch if you have any problems.

✦ *To find out more about how to contact the duty RA, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

When to contact the Warden’s Team

The Warden’s Team is here to be your first point of contact if you have any questions

about the hall, university life, if you’re struggling with coursework or if you would simply like to talk to someone about anything else. No problem is too great or too small.

Your first point of contact is your Duty Resident Advisor (Duty RA). Please refer to the previous section for more details.

The Warden’s Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, sexual orientation, marital status, pregnancy, maternity or gender reassignment.

The Warden (and RAs) can be of most help with:

- health & wellbeing concerns
- disputes & disagreements
- stress & anxiety
- social & community issues
- family & friends worries

The following issues are managed by different teams, so although you are still welcome to discuss these with the Warden, they would not be able to take direct action in these areas:

- room swaps
- maintenance issues
- accommodation fees
- applying for accommodation
- changes to your contract dates





Hall community and social life

In the first few weeks after moving in, there will be a lot of events and socials organised by your Halls Warden's Team. Following the freshers' period, the team will regularly plan events and programmes to enhance your experience in Halls and promote holistic wellness. Our teams follow the Wellness Wheel model when organising the year's social calendar, which looks to help balance an individual's wellbeing and different areas of their life. This allows us to offer a varied event calendar to support holistic growth and complement learning.

Many of our activities are organised and promoted locally by your RAs. You can also get involved and contribute to the Hall community by becoming a Residential life Ambassador for your Hall.

All our events are advertised via Campus Life, so make sure you scan once a week to find out what is happening in your Hall.

If you wish to discuss matters around Residential life in your Hall you can contact your Warden or email the Residential Life Manager on residential.life@london.ac.uk

 *"CampusLife" on page 32*

 *CampusLife*

Professional mental health support in Halls

Sexual Violence Support

At UoL we will do our utmost to support those affected by sexual violence or sexual harassment. Our Warden led teams can direct you to appropriate support within Intercollegiate Halls and outside (offered at your university). Your Warden or the Residential Life Manager can also arrange for students to meet with a specialist adviser from Rape Crisis. Contact your Warden or Residential Life Manager if you wish to be referred to a specialist adviser.

 *See our procedure for Reporting & Investigating Harassment or Abuse in Useful documents*

Mediation

The Warden and RAs are available to support residents who are in dispute to resolve their difficulties. In addition, all residents of Intercollegiate Halls who wish to resolve conflict outside of formal procedures (disciplinary action) and are willing to discuss difficulties in order to improve a future relationship can access mediation with a mediator. The service is confidential and independent of your Hall's Warden's Office and Hall Manager's office. Referral to mediation is examined on a case-by-case review and may not always be seen as an appropriate route of resolving dispute.

If you wish to discuss more on how to access mediation contact your warden via email or email residential.life@london.ac.uk

 *"Student Health & Wellbeing" on page 56*





Noise, getting along and conduct

We wrote this chapter to provide you with information and advice on how to be a considerate and respectful member of our community. We hope it will give you a better understanding of what is expected of you in terms of your conduct and how to maintain a positive and respectful living environment in our halls.

In this chapter

- ◇ Noise
- ◇ Realistic expectations about noise
- ◇ Musical instruments and speakers
- ◇ If you are disturbed by noise
- ◇ How to get on with your neighbours
- ◇ Conduct and conflict resolution
- ◇ Dealing with disciplinary problems
- ◇ Keeping each other safe

Noise

All of our residents should 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 any time of day but particularly between 23:00 and 07:00. 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 the person on duty 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.

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 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.

If you are disturbed by noise

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

We understand that noise can cause stress, anger, and sleeplessness. So we very much want to help if noise is a problem for you. Our ability to help will be greatly increased if you are able to follow the steps below. In particular, it is very difficult for us to help if you have not called us while the noise is actually happening, so we can make a fair judgement about the severity of the noise and positively identify who or what is responsible.

1. If possible, try speaking directly with the people making noise – politely explain that they are disturbing you and ask them if they can be quieter. Usually, people will respond positively and they will be thankful that you did not involve staff.

2. If you are unable to approach the people making noise, or if you have already done so but the noise has not stopped after 10 minutes, contact the reception and ask them to summon the duty RA or duty manager.
3. The person on duty will visit the room/flat making noise, assess the situation, and intervene if needed.

We normally respond to noise complaints at night, between 23:00 and 07:00. If it is outside of these times, but in your view the noise is truly excessive, then proceed through the above steps.

Even if the noise stops soon after your call to reception, send a follow-up email to your Warden. This helps us to keep records, so we can see if noise from a particular area is becoming a frequent problem. Please include in your email:

- what time(s) the noise occurred
- who or what was making the noise (if known)
- was it talking, music, or something else?
- what time you called reception
- if you have previously had to ask the same people to be quiet

If the same room/flat is found on multiple occasions by a member of staff or RA to be responsible for excessive noise, the Warden will take action under the Student Disciplinary Procedure.

✦ *To find out more about how to contact the Duty RA or the Warden, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Musical instruments and speakers

Residents can store musical instruments in their room and use the halls bookable communal spaces/music rooms for practice, however we do not permit residents to play or practice musical instruments or equipment (including audio system, powerful speakers, subwoofers etc.) in their rooms due to the disruption to other residents and neighbours.

If you have any questions on how to book the space for practice please email the Hall Managers office or contact our reception team in the associated hall.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

How to get on with your neighbours

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



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

Conduct and conflict resolution

Antisocial behaviour and interpersonal conflict have the potential to harm students' wellbeing and undermine community cohesion. The Warden's Team are available to help manage these concerns, so please speak to your Warden or an RA if you are being negatively affected by the conduct of another resident.

 *"The Warden's Team" on page 67*

Dealing with disciplinary problems

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

In these cases, disciplinary action will unfortunately be necessary.

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 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 towards hall staff or any resident are serious disciplinary offences which can lead to being ordered to leave the hall.

The Warden has authority to take disciplinary action for misconduct in the hall. The emphasis is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage, without resorting to the Student Disciplinary Procedure. Misconduct is improper interference with the functioning of the University, or activity, which damages the University.

"The University" in this sense includes all the members of the University community as noted above. Within the hall, a breach of the licence agreement or non-compliance with other reasonable rules or procedures will be considered to be misconduct.

If misconduct is found proven it may result in a number of consequences including a warning or in serious cases termination of your licence agreement ordering you to

leave the hall. In addition, the Warden may refer serious allegations of misconduct to be dealt with under the disciplinary procedures of the University or your college.

Where formal disciplinary action is required, the Student Disciplinary Procedure sets your rights and the procedure 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.

 *Useful documents*

Keeping each other safe

There may be times when public health measures are necessary to reduce the spread of infectious disease, including COVID-19. Any rules or restrictions needed in halls [will be published here](#). Major changes will also be communicated by email.

Anyone who seriously or persistently disregards our published public health and infection control guidance in our accommodation, or who deliberately causes unnecessary distress related to COVID-19 or other infectious diseases, will be subject to disciplinary action.







What's not allowed

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

In this chapter

- ◇ Smoking
- ◇ Drugs and intoxicating substances
- ◇ Banned items
- ◇ Noise
- ◇ Proselytising or recruitment by sects and other organisations
- ◇ Subletting
- ◇ Illegal activity by residents
- ◇ Canvassing
- ◇ Occupation
- ◇ Discrimination and harassment

Smoking

All halls operate a strict non-smoking policy, which includes the interior of the accommodation, courtyards, front steps/patio, balconies, etc. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside 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

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

Possession and use of any controlled drugs or intoxicating substances is illegal and is a serious disciplinary offence within the hall. Please note that most new psychoactive

substances or “legal highs”, including those that are not yet banned by the Misuse of Drugs Act, are considered by the University to be intoxicating substances.

Use or possession of controlled drugs or intoxicating substances in the hall, or allowing them to be used in your room/flat, will lead to disciplinary action obliging you to leave the hall. Similarly, possession of items deemed by the Warden to constitute drug paraphernalia (including but not limited to items such as grinders and shisha pipes) will lead to disciplinary action. Furthermore, any of the aforementioned offences may result in your college being informed of the reason for which you are being required to leave and the matter may be referred to the police. Guests involved will also be required to leave immediately.

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

 *“The Warden’s Team” on page 67*

The police are interested in patterns of supply of drugs. If you receive unsolicited offers of drugs, or have information that could be helpful to the police, we encourage you to share it with them.

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
- Personal Light Electric Vehicles (E-Scooters/E-Bikes)
- Shisha pipes, bongos or any other drug paraphernalia
- Oil lamps
- Paraffin, petrol or other flammable liquid
- Portable heaters
- Portable washing machines/dryers
- Clothes irons, steamers
- Multi-socket block adaptors
- Electric cooking devices, such as: fryers, air fryers, hot plates, microwave ovens, grills, slow cookers, toasters, sandwich makers, rice cookers, etc.
- Humidifiers, purifiers and vaporisers
- Electronic/mechanical door locking devices
- Door/wall hooks, over-the-door hanging rails

E-scooters and e-bikes are not permitted to be brought into or charged within any UoL building. This does not cover mobility scooters.

Heating / cooling appliances (e.g. air conditioning units) are not allowed unless they are supplied by the hall.


You are permitted to use a portable minicooler/fridge in your room/flat provided it has a capacity no greater than 50 litres. If you have a medical condition that requires the storage of medicines in a refrigerator, e.g. insulin, you should contact the Hall Manager prior to your arrival.

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, except registered assistance animals by prior agreement with the Allocations Team.

 *See our Reasonable Adjustment policy in Useful documents*

If a banned item is found in the accommodation, it will be removed immediately by a member of the Hall Management Team or Warden. If we consider the item to be dangerous or illegal we may give it to the police or we may destroy it. We will then contact you regarding the item.

If you live in self-catered accommodation please contact the hall manager about electrical cooking items you'd like to bring.

 *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Noise

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!

Please see the previous chapter for more:

 *"Noise, getting along and conduct" on page 74*

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/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.

Subletting

The licence agreement is just for you and can't be given or passed on to someone

else. You're not allowed to have anyone else living in the accommodation or be there if you are not. If you're suspecting that another resident might be subletting their accommodation, please let the hall management know.

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.

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 or distributing leaflets. Any resident who is approached in this way should contact reception immediately.

Occupation

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

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. We take a zero-tolerance approach to personal harassment. Those responsible will be subject to 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.





Fire, electrical and personal safety

This chapter will provide you a better understanding of how to protect yourself and others in the event of an emergency and how to prevent accidents from happening in the first place. It is important to familiarise yourself with these safety guidelines to ensure that you have a safe living experience in our halls.

In this chapter

- ◇ Fire action procedure
- ◇ Fire safety
- ◇ Personal responsibility
- ◇ Fire extinguishers
- ◇ Fire procedure
- ◇ Fire safety equipment
- ◇ Fire drills and sounder test
- ◇ Electrical safety
- ◇ Insurance
- ◇ Valuables and theft
- ◇ Joining new groups
- ◇ Stay Safety Guide by Met Police

FIRE ACTION PROCEDURE

ON HEARING THE FIRE ALARM:

YOU MUST EVACUATE THE BUILDING IMMEDIATELY

- Use the shortest escape route – follow the green Fire Exit signs.
- Close (but do not lock) doors and windows behind you.
- Meet at the assembly point*.
- Make sure you're dressed and wearing appropriate footwear for the time of year.

DO NOT:

- take personal risks.
- stop to pick up belongings.
- use lift.
- re-enter the building until authorised to do so.

**FAILURE TO COMPLY MAY
LEAD TO DISCIPLINARY
ACTION**

ANY PERSON DISCOVERING A FIRE:

1. RAISE THE ALARM

Press the panel to operate the nearest fire alarm call point.



2. CALL THE FIRE BRIGADE (999)

You can also call reception* who will contact the fire brigade.

3. DO NOT TACKLE THE FIRE

⊕ *To find out more please go to Part 2 of this handbook

BCWH	COL	CON	ERH
GH	HM	IH	NH

Fire safety

Every room/flat and all communal areas are equipped with smoke detectors. They are fitted for your safety and are regularly tested to ensure they work properly. Although they are designed to be activated by fires (smoke, high temperature etc.), there may be situations when other items can falsely trigger them; aerosols, steam, fine powders etc., can mimic certain properties of smoke and can lead to fire alarm activation and unnecessary evacuation of the building. Please take care when using such items and make sure you're in a well ventilated area. Please do not leave cooking unattended and do not put metal including foil into the microwaves.

Please do not leave rubbish, luggage, furniture, drying racks, clothes, umbrellas or your waste bin in the corridor: such items can block fire escape routes, impede access to fire-fighting equipment, and even help spread a fire down the corridor.

Do not bring your bicycle inside the hall. Please contact reception for information about bike storage. Any objects left in the corridor will be removed without notice.

Personal responsibility

Avoiding fire risks is your personal responsibility. You should be alert to fire and safety hazards at all times. Flammable liquids must be kept away from heat sources and aerosol cans kept from direct heat or sunlight. Linen, towels and other fabrics must be kept away from all electrical appliances. All forms of cookers,

irons, candles, incense burners and oil lamps are strictly banned in rooms/flats and, if found, will be confiscated.

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

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
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Fire extinguishers

Ensure that you know the location of fire extinguishers in your building. In the halls these are typically located along the corridors and in the communal kitchens by the rubbish and recycling bins. You should only use a fire extinguisher if you are sure it is safe for you to do so. If in doubt, evacuate the area and raise the alarm immediately.

Fire procedure

Residents must acquaint themselves with the fire procedure and be prepared to act

accordingly. With the exception of sounder tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Lifts must not be used. The Halls Team may issue instructions during an emergency to facilitate the safe and speedy evacuation of the hall.

 *"Fire action procedure" on page 89*

Fire safety equipment

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

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

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

Fire drills and sounder test

Please acquaint yourself with the fire alarm procedure. Ensure that you know the locations of your nearest fire exits, fire extinguishers, and alarm call points. Whenever you hear the fire alarm, you

must evacuate the building immediately. Fire drills will be held during the year and all rooms/flats will be checked by a member of staff to ensure everyone has evacuated. You must leave as quickly as possible by the nearest route, which may not be necessarily down the main stairs and out through the main door, so please familiarise yourself with alternative escape routes. If the overall response is too slow, further fire drills will follow within a few days.

 *To find out more about when the sounder test is conducted, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Electrical safety

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

The electrical supply to your room/flat is at the UK domestic standard 230 Volts \pm 5% AC (50Hz). You must not, under any circumstances, add to or interfere with electrical circuits or installations in the hall. You may use low wattage and domestic electrical appliances such as audio-visual equipment, computers, electric shavers, hair straighteners and hair dryers if they are properly wired, fitted with a suitably rated fuse or suppressor, and kept in a safe

condition. It is the resident's responsibility to ensure that any electrical equipment is tested and it is safe. If in doubt, ask. An electrician is available to advise and to check any problems.

If you need to use a multi-socket adaptor, please choose a fused surge protected extension lead instead of a 3 way multiple socket adaptor that plugs directly into the wall. Check the current rating of the extension lead before plugging appliances into it and be aware of its limit, most are rated at 13 Amps, but some are rated at only 10 Amps 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. For more information, please visit this [website](#).

Whilst the use of e-cigarettes in the halls is banned you may charge them in your room/flat, please follow these safety rules:

- Always use the correct charger and follow the manufacturer's instructions.
- Check your battery has overcharge/overheat protection.
- Never leave a charging battery unattended.
- Never recharge an e-cigarette battery overnight.







Insurance

Endsleigh (on behalf of the University) provides an insurance policy to cover your personal property within the hall. You may want to consider taking out additional insurance to cover your property outside the hall and high value items not covered under the terms of the Endsleigh policy.

Visit www.endsleigh.co.uk for details of the insurance policy. Please use 'University of London – Intercollegiate Halls' as the name of the accommodation provider.

In order to make a claim, please contact Endsleigh.

 See Useful Documents on our website to find about more about the Insurance.

Valuables and theft

Security is the responsibility of all residents. You should remain vigilant and safety-conscious at all times and, if in doubt, report anything suspicious to the hall's reception. You must never admit or sign into the hall anyone that you do not know or are not personally hosting. Please remember that you will be held responsible for the actions of anyone that accompanies you into the halls.

You are responsible for ensuring that your room/flat door is locked when you are not in the room/flat and at night when you are asleep.

Keep your property safe by:

- Locking windows and room/flat doors and take the key with you, even

if only leaving for a short time.

- Opening a bank account and do not have cash in your room/flat.
- Putting valuable items away, out of sight, when the room/flat is unoccupied.
- Reporting anyone who appears to be acting suspiciously.
- Making sure never to let strangers into the hall.
- Backing up your electronic devices regularly and storing your backups safely.

The hall has no secure storage for your valuables (including cash) and we cannot accept responsibility for loss or theft of personal property from within the hall.

In the event of theft of your personal belongings please contact the police and insurance company.

Joining new groups

We advise you to thoroughly investigate any group or sect that you might consider joining. Sometimes involvement may be deeper than at first apparent. Mild introductory activities can sometimes disguise the level of commitment that is

being sought. Genuine groups will be up-front and honest about their real purpose. We encourage you to contact your College/Institute to see if the organisation has been approved and you are also welcome to discuss the matter or any concerns with the Warden.

Stay Safety Guide by Met Police

Everyday safety advice

As with all major cities, London has its share of street crime. Please read the following police advice and remember that you can always talk to the Warden if you have any concerns or questions.

The following points are adapted from the [Metropolitan Police's website](#):

- Register your mobile phone at www.immobilise.com and make sure that you know its 15-digit IMEI (serial) number, found by dialling *#06# (star, hash, 06, hash).
- When you're in cafés, pubs and clubs make sure you keep bag or purse, closed and in a place where you can see or feel it – on your lap or touching your feet – not hung on the back of a chair.
- Be aware of who is around you when using a personal electronic device.
- Consider carrying a personal alarm. It provides reassurance and can deter or disorientate an attacker when activated, giving you time to get away. If you are carrying a personal attack alarm, make sure it is available for immediate use and not lost in your

bag or pocket.

- Thieves love an easy target so keep any expensive (or expensive looking) items out of sight.
- If you see anything (for example a leaflet holder) attached to a bank ATM, do not use it and inform the bank at once. It may be hiding a camera that is taking pictures of your PIN.
- Keep your wallet or purse in an inside pocket and make sure to remove everything out of your pockets before putting a coat or jacket into a cloak room.
- 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.



Sustainability

The Sustainability Team at UoL have put together this chapter in your handbook to give you all the sustainability info you need during your stay with us. We've included some information on what we're doing to make the University a more sustainable place to live, work and study, what you can do to help us toward our targets and how you can get involved to drive positive environmental change in your hall, London and the globe.

In this chapter

- ◇ What we're doing at UoL
- ◇ Energy and carbon
- ◇ Energy saving at Intercollegiate Halls
- ◇ Waste
- ◇ Recycling at Intercollegiate Halls
- ◇ Water
- ◇ Food
- ◇ Getting deliveries
- ◇ Travelling around London

As well as your hall, the University of London (UoL) runs and manages a large number of buildings, operations, parks squares and green spaces. Because of this we have a whole load of environmental impacts, both positive and negative. These impacts are driven by our operations and the people who work and live in our buildings.

What we're doing at UoL

The University has a dedicated Sustainability Team who work together with staff and students across the institution to improve the institution's environmental impact. We've picked out some key information below, but if you want to find out more about what we're doing take a look at our pages on the University's website.

Energy and carbon

We work hard to ensure that the electricity that powers our buildings comes from 100% renewable sources. The University's current energy mix is made up of 41% wind, 21.5% solar, 21.5% hydroelectricity and 16.5% thermal. Each year this changes as our energy provider procures the most efficient renewable energy source on the market and this is ever fluctuating.

In addition, we have our own solar panels. We have one array on the roof of Senate House and another on International Hall. These arrays provide around 4% of our total electricity each year.

The University puts significant effort into reducing our carbon emissions. We continue to work towards our goal of achieving net zero operational carbon by 2036. To make this happen we have a variety of projects in the works. During your time in our halls you might see some of these projects being realised. But as well as making changes to our buildings and operations, how we all behave while in University buildings has a big impact on our emissions, so check out our energy saving tips to see how you can help us toward our target.

Energy saving at Intercollegiate Halls

Seemingly inconsequential actions such as leaving lights or laptops on standby have significant environmental consequences. So as a resident you can play your part in limiting energy wastage and in doing so contribute to reducing our carbon emissions and preventing further impacts of climate change.

Our top energy saving tips

Lighting

Make sure you turn lights off:

- When leaving your room
- If you are the last person in communal spaces like common, meeting, music and study rooms
- If you are the last person in the laundry room
- If you don't switch it off no one else will

Laptops

A computer left on overnight for a year creates enough CO2 to fill a double decker bus so make sure you turn your laptop off:

- When you go to sleep
- When you leave your room for more than 20mins
- Turn the screen off when you aren't using your computer

Appliances

Products on stand-by use more electricity than all the solar panels in America combined so make sure you:

- Turn your printer off after every use
- Turn games consoles off stand-by
- Only fill the kettle with the amount of water you need

Waste

Waste is another key area of focus for the UoL Sustainability Team. In 2022/23, 55% of the University's waste was recycled and we have a section later in this handbook that details how you can help us achieve our goal of recycling 80% of our waste by 2025/26. The University has a zero waste to landfill policy that means any non-recyclable waste is burnt to generate energy.

Our top waste management tips

- When disposing of cardboard boxes from online shopping, please remember to break down your box so that it can lay flat inside the bin. This allows for more space for more recycling!

- When deciding on how to dispose of food cartons/containers consider if cleaning the container would enable it to be recycled. E.g. plastic containers used for ready meals can be recycled if any remaining food and grease is removed.
- Ask yourself, can what I am disposing of be reused and/or re-purposed? Re-purposing is always better than recycling.

✦ To find out more about the location of your waste and recycling bins, please go to Part 2 of this handbook:

BCWH	COL	CON	ERH
GH	HM	IH	NH

Recycling at Intercollegiate Halls

Our residents take recycling seriously and with the help of our waste management partner, we have everything on site to help you dispose of your waste in an efficient and sustainable manner.

We have two main waste streams at all our Halls of Residences: recycling, and last resort. These bins can be found in the communal areas such as the reception, kitchens and bin stores.

Here is an explanation of what can go in which bins:

- Recycling – paper, cans, plastic containers, and cardboard.
- Last resort – plastic bags, film, PPE, tissues, napkins, food contaminated packaging, and coffee cups.

As well as the communal bins, you will have a bin in your room and it is your responsibility to segregate the waste and empty your bin when needed. Please ensure you follow the above guidelines when segregating your waste to minimise any potential contamination.

✦ *To find out more about the location of your waste and recycling bins, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Water

In spite of all the rain we get in London, demand for water in the capital is forecast to outstrip supply before 2030. Due to the increasingly limited supply and the environmental impacts of our water and sewage system, the University is working to reduce our water consumption. We monitor two types of water consumption across our estate, residential and non-residential. Water consumption is determined by how efficiently each hall uses water. The sustainability team at UoL works to ensure that water systems are upgraded to maximise efficiency, but during your time here it would help us if you were conscious of your water usage.

Our top water saving tips

- Report any leaking taps, showers or pipework to reception so maintenance can get it fixed
- Turn taps off while brushing your teeth

- Fill kettles with the required amount of water
- Only do your laundry when you have a full load
- Take shorter showers - aim for 4 minutes
- Turn the water off if you are lathering shampoo, conditioner body wash, and if you are shaving

Food

We have introduced Climate Impact Scoring across the University; this means that a carbon footprint score is provided for each menu item which empowers you to make informed decisions to reduce your carbon footprint. The score evaluates the impact of four criteria – Agriculture, Processing, Packaging and Transport.

Vegan and vegetarian diets tend to have far lower carbon, water and ecological footprints than those of meat- or fish eaters. At dinner service, we always offer one vegetarian option alongside two meat or fish options but on Mondays you get the choice of two vegetarian options instead of one. Our eggs are free range, and we never serve fish from the MSc fish to avoid list. We also plan our vegetable choices seasonally.

To reduce waste, we do not provide disposable takeaway containers so we encourage you to bring your own containers if you want to takeaway. Our services are all served on china and we provide reusable cutlery and chopsticks.





Getting deliveries

We're aware that shopping online is a standard part of life, but so we can all be informed consumers we wanted to share some details of the environmental impact of shopping online with you. For instance, did you know when you return unwanted clothes to many online brands, the returned clothes will not be sold on to other customers, but will be binned or burnt as it's the cheapest option! So next time you buy multiple sizes of the same garment maybe think twice. Also, with so many great restaurants in London it's hard to avoid the temptation of Deliveroo, but when you order in your food will likely be in single use containers creating a whole lot of waste!

- When buying clothes consider going to the shops in person
- Look into the retailers you're buying from, what do they do with any returns?
- If you're getting take away look at where the restaurant's located, could you order for collection instead to save money and get in a few extra steps in before you eat?
- If you have ordered take away reuse the containers as Tupperware to save money and contribute to the circular economy.

Travelling around London

Even though it's harder for us to measure, UoL also aims to reduce emissions through transport to and from our buildings and

you can do your bit by walking, cycling and using public transport. Here we've included some of our top tips for getting around.

Our top travel tips

- Don't underestimate walking! Nearly all our Halls are central and you could discover your next favourite café on your walk.
- Make use of the Santander Cycle system, a flexible bike rental network run by TfL with thousands of docking stations all over the city. Just make sure you take your bike helmet with you!

Most halls are located in the centre of London and are a conveniently short walking distance from our central Bloomsbury campus, large shopping areas, parks and public transport links.



Transport in London

Coming to study in London is an exciting experience. Even though you may be able to walk to your lectures, shop locally and meet up with your friends in one of the local cafés, we highly recommend you explore London and everything that it has to offer. In this chapter we briefly introduce you to the modes of transport in London and give you some useful tips on how to get started.

In this chapter

- ◇ Bicycles
- ◇ Public transport
- ◇ Car parking
- ◇ Transport tips

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 the [TfL website](http://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.

Transport tips

- Download [Citymapper](#) – a great app for telling you the quickest route to your destination.
- Be aware of peak and off-peak travel times, as it's more expensive to travel at peak times. Peak times are between 06:30 – 09:30 and 16:00 – 19:00.
- You can link your rail card to your oyster card and get 1/3 off single off-peak pay as you go fares on the London underground and DLR. Simply take your Oyster card and valid Railcard to a London Underground station and ask a member of staff to set the discount for you. You can also get the discount set at Oyster Ticket Shops and Visitor Centres.





Extensions, staying on and moving out

We hope that you have enjoyed your stay with us! Time flies and soon you'll need to think about your next move.

In this chapter we're explaining your options for extending or renewing your contract and remind you of a few admin things you need to think about before you move out.

In this chapter

- ◇ Summer extensions
- ◇ Staying another year
- ◇ Departure at the end of the year
- ◇ Donate what you no longer need
- ◇ Mail
- ◇ Damage charges
- ◇ Items left behind/storage
- ◇ References
- ◇ Finding private accommodation

Summer extensions

There are rooms available in some Intercollegiate Halls if you wish to stay during the summer. During this period the halls complete refurbishments and accept Summer Lettings from summer schools from all over the world taking a large number of guests into our halls.

We cannot guarantee that you would be able to stay in the same hall, room/flat.

During this time the halls can be very busy, and we will provide common areas spaces to our conference guests, we will however try to provide common/ study space for residents who remain in our halls over the summer.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Staying another year

Each Intercollegiate Hall reserves a small proportion of its bed spaces for returning students. Information on eligibility and how to apply for these rooms is sent by our Allocations Team via email at the end of term one.

Readmission will be on the terms and conditions and fee levels in force at the time of readmission, and that the normal undertakings to pay fees promptly and

observe all halls rules will again be required.

We reserve the right to withdraw the offer of accommodation at any time should you be found in breach on any of the terms and conditions of the student Licence Agreement or Handbook.

Departure at the end of the year

You must leave by 10:00 on the last day of your licence agreement. You must sign out at reception and return your key/fob/ access card and hall ID card. If you do not sign out, you will continue to be charged for your room/flat and a charge will be levied if you do not return your key/fob/ access card or card.

Donate what you no longer need

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. If you have larger items of furniture to donate please contact the hall manager.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Mail

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

Damage charges

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

Items left behind/ storage

If you leave items in your room/flat, they are likely to be treated as rubbish and disposed of.

If you have left what we think is a valuable item, we will store it for a maximum of one month but you may have to pay a storage cost. We will notify you at your last known email address and if the item is not collected within one month, we will dispose of it and you will be liable for the reasonable costs of storage and disposal. The costs may be deducted from any sale proceeds or from your deposit and if there are any debts remaining we will require you to cover them.

Please note that you are responsible for your belongings and that the University will not act as a Bailee if

you leave behind items in your room/flat after you have vacated, these will be treated as rubbish and disposed of accordingly.

References

If you are thinking of signing a contract with a private landlord or an estate agency you will be probably asked for references. We can provide these for you. Please use the contact details for your hall and the name of the hall manager when filling in reference forms.

✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Finding private accommodation

It is useful to remember, that you may be entitled to a free contract check by the Private Housing Team. Please contact them to see if they can scrutinise your contract before you sign in.

📖 *"Private Housing Team" on page 13*

📖 *"Private Housing" on page 121*



Catering

For residents in catered accommodation only

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

The dining room is the social hub of the hall. We hope that you will eat your meal in the dining room and take the opportunity to meet new friends and the staff.

In this chapter

- ◇ Catered accommodation
- ◇ Breakfast
- ◇ Brunch
- ◇ Dinner
- ◇ Late dinner/early breakfast
- ◇ Holiday meal times
- ◇ Meal payments/rebates
- ◇ Pantries
- ◇ Guest meals
- ◇ Special dietary requirements
- ◇ Comments, suggestions, questions...

Catered accommodation

We serve all meals in the dining room. There may be times when meals will be served at a different hall. This is likely to be during holidays where the number of residents dramatically reduces, but could also be during times of staff sickness or a major kitchen fault.

A vegetarian option is always offered and may include eggs and dairy products. The eggs we use in our recipes are free range.

You must take your hall ID card to every meal as proof of your entitlement. The catering staff will not serve you if you do not have your ID card.

Please return your tray when you have finished eating so the kitchen staff can wash up. You can always return to your table to continue talking with your friends after you have put your tray away.

You can take food out of the dining room but only if you provide your own clean, sealable container. We do not provide take-away boxes or disposable cutlery.

Please do not remove any crockery or cutlery. If too much goes missing, there may not be enough for everyone!

Breakfast

Breakfast consists of six items. It is served between 8:00 and 9:30 Monday to Friday.

Each item on the breakfast list is classed as one item, e.g. toast, bacon, sausage. If you would like to have two eggs they will be counted as 2 items.

Brunch

Brunch consists of eight items and it is served between 11:00 and 12:30 on Saturday and Sunday.

Most items on the brunch list are classed as one item, e.g. toast, bacon, sausage, with some 'main' options classed as three items.

Dinner

Dinner is served between 18:00 and 19:30 every day.

You are entitled to a three course meal (starter, main course and dessert).

There is often a queue for dinner at the beginning of service. If you prefer not to queue for so long, please think about eating a little later.

Late dinner/early breakfast

If you cannot return for dinner you can pre-book a late meal at reception. It usually consists of a salad or sandwich, a piece of fruit and a yoghurt. You must book it before 11:00 on the day, and you can collect it from reception after 20:00.

You can also pre-book an early breakfast/brunch if you have to be out early in the morning. You must book your early breakfast/brunch before 17:00 the day before, and you can collect it from reception in the morning.

These packed meals cannot be taken in addition to a main meal in the dining room. They are not a suitable regular

alternative, so if you expect that you will miss meal times often, then a catered hall may not be the right option for you.

Holiday meal times

Meal times can vary during holiday periods and you may be asked to go to a different location to take your meals.

Meal payments/rebates

The cost of meals is included in the fees. No reimbursement or allowance shall be given if you do not take the meals, except by prior agreement with the Hall Manager in respect of any period where taking meals is not permitted as part of a recognised period of religious observance.


Meals cannot be passed on to other residents.

Pantries

Catered halls have pantries where you can prepare hot drinks and snacks.

Guest meals

If you have visitors that would like to dine with you, guest meal tickets can be signed for at reception. You will be required to complete the guest meal form with your name and room/flat number. If you would like to purchase a meal for your guest, please visit [Accommodation Portal](#).

 For more information about guests please see "Rules of entry and guests" on page 34

Special dietary requirements

Unfortunately, due to the type of kitchens and catering we offer in the halls, we are unable to cater for special diets. This includes residents with restricted dietary requirements. Our catering staff are happy to discuss menu options and other food related matters and can be contacted in each hall. You may also wish to contact Allocations Team to see if a possibility of transferring into self-catered accommodation is possible.

Comments, suggestions, questions...

If you have questions about the catering offering or if you believe there is a problem with your meal, please ask to speak to the Chef Manager and discuss your concerns with them in the first instance. If they for any reason are not available, please speak to a person on duty.

If you have comments or any general queries, or if there is a problem that is unresolved, please contact the Hall Management.

✦ To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:

BCWH	COL	CON	ERH
GH	HM	IH	NH



Useful contacts

We do hope that you will enjoy living in the halls and have a trouble free stay with us. The listing below gives details of key contact details that you may find useful during your time in halls.

<div>999</div> <div>UK national emergency services number</div> <div>Police Fire Ambulance Coastguard Mountain & Cave rescue</div>	<div>112</div> <div>International emergency services number</div> <div>It works in exactly the same way as 999. This number works all over the world</div>
<div><div>Download the app NHS 111</div><div>111</div><div>UK national non-emergency urgent healthcare</div><div>Call this number if you need medical or advice fast but it's not life- or limb-threatening emergency</div></div>	<div>101</div> <div>UK national non-emergency police number</div> <div>Call this number if you need to contact the police but you don't need emergency "blue lights" response.</div>
<div><i>Life-threatening emergencies</i></div> <div><ul style="list-style-type: none">• <i>Call 999 or 112</i>• <i>Inform reception immediately so they can direct the emergency services quickly to your location and send a person on duty to assist you</i></div>	

Allocations Team

- info.halls@london.ac.uk
- 0207 862 8881

Accommodation Finance Team

- ahd.finance@london.ac.uk
- 020 7862 5772

Private Housing

- housing@london.ac.uk
- 020 7862 8880

UoL Support Desk (for Wi-Fi)

- ✦ *UoL Support Desk does not service Eleanor Rosa House. Please refer to the Internet section under Eleanor Rosa House in Part 2 of this handbook.*

Monday to Friday between 08:00 and 17:30
excluding bank holidays and university
closure days:

- swan.support@london.ac.uk
- 0207 862 8111

If you have issues outside of these hours,
you can contact the [out of hours support service](#).

Warden

- ✦ *To find out more about the Warden's Team and how to contact them, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

Hall Manager

- ✦ *To find out more about your Hall Management Team and reception, including their phone number and email address, please go to Part 2 of this handbook:*

BCWH	COL	CON	ERH
GH	HM	IH	NH

NHS

To find out more about your local A&E department, please go to Part 2 of this handbook:

BCWH	COL	CON	ERH
GH	HM	IH	NH

To get non-emergency help please either:

- visit <https://111.nhs.uk>
- or call 111 from your mobile phone

Please remember to register with your local GP.

Transport for London

- <https://tfl.gov.uk>

NUS (National Union of Students)

- www.nus.org.uk

Student Loan Company

- www.gov.uk/government/organisations/student-loans-company

Beat (eating disorder helpline)

- www.beateatingdisorders.org.uk
- 0808 801 0677

Citizen Advice Bureau

- www.citizensadvice.org.uk
- 0300 330 1157

Drink Aware

- www.drinkaware.co.uk
- 0300 123 1110

FPA (talking sense about sex)

- www.fpa.org.uk
- 0300 123 7123

Frank (drugs helpline)

- <https://www.talktofrank.com>
- 0300 123 6600

Helpguide (guide to mental and emotional health)

- www.helpguide.org

London Nightline (listening)

- <https://nightline.org.uk>
- 0207 631 0101

Mind (mental health charity)

- www.mind.org.uk
- 0300 123 3393

The Mix (essential support for under 25s)

- www.themix.org.uk

National Debtline

- www.nationaldebtline.org
- 0808 808 4000

Samaritans (confidential listening)

- www.samaritans.org
- 116 123

Switchboard (LGBT+ helpline)

- <https://switchboard.lgbt>
- 0300 330 0630

Terrence Higgins Trust (HIV)

- www.tht.org.uk
- 0808 802 1221

Part 2



Bonham Carter and Warwickshire House

Bonham Carter and Warwickshire House

52-58 Gower Street
London
WC1E 6EB

0207 862 8182 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Renata Byrtusova**.

Contact

Email: info.bcwh@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

The Hall Manager's office is located in Bonham Carter and Warwickshire House, in the main reception area.

Warden's Team

Your Warden is **Derrick Chong** and he is supported by 5 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: derrick.chong@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden is faculty member at Royal Holloway, University of London in the School of Business and Management and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: derrick.chong@london.ac.uk.

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

"Student Health & Wellbeing" on page 56

"Residential Life" on page 66

"The Warden's Team" on page 67

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main lobby of the hall with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

"Before you arrive" on page 16

"On the Arrival Day" on page 22

Parking

In the Bloomsbury area there are a number of car parks provided by NCP. Please check availability, booking details and opening times on the website:

NCP

- NCP Underground Car Park, Bloomsbury Square Gardens, London, WC1A 2RJ
- NCP Brunswick Square, Marchmont Street, London, WC1N 1AF
- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

Transport for London - Driving

Amenities and facilities

Bonham Carter and Warwickshire House is home to approximately 360 students in the heart of London. Conveniently located in historic Bloomsbury, in central London just a few minutes from King's Cross/St. Pancras, which offers numerous tube, airport and rail links, including the Eurostar.

The hall is also close to Euston and Russell Square tube stations, and a short walking

distance from The British Library, The British Museum, Senate House, many of the Colleges of the UoL, as well as a variety of markets, restaurants, pubs, shops and other attractions and amenities.

Mail

Mail and parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Internet

Wireless network connectivity is available in communal areas of the Hall, such as the common rooms, study spaces etc. We cannot guarantee Wi-Fi coverage in residents' rooms, studios, or flat spaces due to signal strength and connectivity limitations in the building. Whilst it may appear to be usable and function sufficiently in residents' accommodation, it may be inconsistent or unreliable and therefore we advised this service is available only in communal spaces.

We regrettably are unable to support Smart/IoT devices, gaming consoles, printers etc, or any wired connections throughout the building.

At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase

'e') is permanent and the username and password are provided by your academic institute. If you have trouble with your login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common rooms

The ground floor has 4 common rooms: Common Room (with pool table, ping-

pong table and table football), Lillian Penson Study Room, Small Study Room and TV 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. are not permitted within the hall. 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.

Communal kitchens

The kitchen areas are designed to accommodate up to eleven resident and in each kitchen lockable cupboards are available. Fridges are also available in kitchens although we would like to remind residents that items are left in the fridges at the owner's risk and that the University of London cannot be held responsible for loss of food items from communal fridges.

We also insist that residents do not leave cooking unattended in the communal kitchens. This is an extremely dangerous practice and puts the entire community at risk from fire. Kitchens should also be left clean and tidy and free from clutter.

The majority of communal kitchen in the hall are fitted with sensors fans. These fans are essential for the quiet enjoyment of all resident as they eliminate cooking odours from the kitchen areas. We kindly ask that you do not cover or block the sensors to these fans.

Music Room

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

Courtyard garden

The hall also has a lovely private courtyard garden that is open between 08:00 and 22:00. Music, ball games, Frisbee, and private parties are not permitted in the hall's garden. Please keep noise to a minimum at all times in the garden and be careful not to use the garden at night, when it is closed, to prevent noise disturbance to rooms facing the courtyard. Barbecues are not allowed. Smoking is permitted in designated areas.

Laundrette

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

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

Recycling and waste

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

The bins are located in communal kitchen, bin stores and common rooms

 *"Sustainability" on page 100*

Hall notice board

Notice boards can be found near to main lifts in the building and in the main reception.

Fire alarm and assembly point

Your assembly point is at the back of the building on Malet Street on the opposite pavement in front of the building/outside the Birkbeck buildings. The fire alarm system is tested every Wednesday at 10:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall.

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests at reception. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

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

Bonham Carter and Warwickshire House is within the central London Congestion Charging zone. There is no parking or stopping permitted on Gower Street (outside the building), but there are a number of car parks nearby at Bloomsbury square and beneath the Royal National Hotel in Bedford Way.

 *"Transport in London" on page 108*



College Hall

Malet Street
London
WC1E 7HZ

020 7307 4000 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Hafsi Bakari**.

Contact

Email: info.connaught@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Konrad Sliwiak** and he is supported by 5 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: warden.college@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden works full-time at University of London and he is available in hall on a part-time basis, usually in the evenings and at weekends.

 *You can book an appointment to meet with the Warden via this link.*

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

"Student Health & Wellbeing" on page 56

"Residential Life" on page 66

"The Warden's Team" on page 67

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main lobby of the hall with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

"Before you arrive" on page 16

"On the Arrival Day" on page 22

Parking

In the Bloomsbury area there are a number of car parks provided by NCP. Please check availability, booking details and opening times on the website:

 **NCP**

- NCP Underground Car Park, Bloomsbury Square Gardens, London, WC1A 2RJ
- NCP Brunswick Square, Marchmont Street, London, WC1N 1AF
- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

 **Transport for London - Driving**

Mail

Mail and parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Amenities and facilities

College Hall is home to approximately 360 students, mainly undergraduates, in the heart of London. Conveniently located in historic Bloomsbury, in central London

just a few minutes from King's Cross/St. Pancras, which offers numerous tube, airport and rail links, including the Eurostar.

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

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

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase 'e') is permanent and the username and password are provided by your academic institute. If you have trouble with your login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL

Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common rooms

The common rooms available in your hall are: the dining room, the Founder's Room and two TV rooms.

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

Music Room

The Music Room can be found on the lower ground floor. Please see reception for more details. As with all the halls common rooms, the Music Room will likely be used by many residents; so please treat the room with respect and ensure this area is left tidy. The room can be used until 23:00.

Zen Courtyard

Our Zen Courtyard is located on the ground floor and you can access it via the corridor behind reception. It is open from 10:00 to 20:00, or until the sun sets - whichever comes first. Please maintain cleanliness and be mindful of the peace and harmony that others seek.

Smoking and drinking is now allowed. The courtyard is sometimes used for fitness classes organised by the Warden's Team.

Garden

The hall also has a lovely private courtyard garden that is open between 08:00 and

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

Smoking is permitted in designated areas only.

Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall.

Laundrette

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

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

Recycling and waste

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

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

"Sustainability" on page 100

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

Hall notice boards

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

Fire alarm and assembly point

Your assembly point is on the opposite pavement in front of the building/outside the Birkbeck buildings. The fire alarm system is tested every Thursday at 13:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

The Halls Fire Alarm follows a two-step process. The trained in-house staff will initially investigate activations. If your room or flat's detector is triggered, the alarm will sound at reception and in your room/flat. Please exit to the corridor and await staff instructions. If a full building alarm occurs, proceed promptly to the assembly point.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests at reception in the maintenance log. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

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

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

 *"Transport in London" on page 108*



Connaught Hall

36-45 Tavistock Square
London
WC1H 9EX

0207 664 2047 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Hafsi Bakari**.

Contact

Email: info.connaught@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Adrian Clark** and he is supported by 5 Resident Advisors.

Contact


Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: adrian.clark@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden is a medical doctor and works full-time as the University of London's Student Health & Wellbeing Manager; he is available in hall on a part-time basis, usually in the evenings and at weekends.

 *You can book an appointment to meet with the Warden at www.adrianclark.as.me.*

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

 *"Student Health & Wellbeing" on page 56*

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Check-in on arrival

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If you're arriving at any other time, please check-in at reception in the hall.

 *"Before you arrive" on page 16*

 *"On the Arrival Day" on page 22*

Parking

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 *NCP*

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- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

 *Transport for London - Driving*

Mail

There are pigeon holes in the main lobby of the hall where you will find letters addressed to you. Parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Amenities and facilities

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

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

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase 'e') is permanent and the username and password are provided by your academic institute. If you have trouble with your login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common rooms

There are three social areas in the basement: the Games Room, the Garden Room, and the TV Room. All three rooms have a TV. The Garden Room has a pool table. The Games Room has table football, table tennis, and a PlayStation.

The Convocation Trust Study Room on the lower ground floor is for private quiet study. Please do not eat there or use it for group study, and do not leave your work out on the desks. The dining hall is kept open 24/7 and can be used as space for study or relaxation.

The same rules about smoking and noise apply to the common rooms as in your own room/flat. Private parties are not allowed in the common rooms except with prior written permission from the Warden. Ball games, Frisbee, etc. (with the exception of table tennis) are not allowed in the common rooms.

Music Room

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

Courtyard garden

The hall's private courtyard garden is available for peaceful enjoyment between 08:00 and 23:00. The door to the garden is alarmed overnight, and CCTV is in operation. Please keep the garden tidy

and remember that others may be trying to sleep or study in the rooms overlooking the courtyard, so please try to be quiet.

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

Smoking is only allowed in the designated area.

Access to roof

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

Laundrette

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

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

Recycling and waste

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

The bins are located in communal pantries, communal bathrooms, opposite bar,

common rooms and dining room.

 *"Sustainability" on page 100*

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details. Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces are limited and you are allowed one bike only.

Hall notice boards

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

Fire alarm and assembly point

The assembly point is Endsleigh Place, on the pavement opposite Passfield Hall. The fire alarm system is tested every Wednesday at 13:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

The Halls Fire Alarm follows a two-step process. The trained in-house staff will initially investigate activations. If your room or flat's detector is triggered, the alarm will sound at reception and in your room/flat. Please exit to the corridor and await staff instructions. If a full building alarm occurs, proceed promptly to the assembly point.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests at reception in the maintenance log. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

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

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

 *"Transport in London" on page 108*



Eleanor Rosa House

2 Lett Road
London
E15 2RA

033 0055 2537 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Sarah Morgan**.

Contact

Email: info.eleanorrosa@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Darius Gadeikis** and he is supported by 6 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: darius.gadeikis@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden works full-time at UCL and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: darius.gadeikis@london.ac.uk.

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

 *"Student Health & Wellbeing" on page 56*

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main common room of the hall with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

 *"Before you arrive" on page 16*

 *"On the Arrival Day" on page 22*

Parking

In the Stratford Area, there are a number of car parks. We have detailed some local to the hall, please check availability, booking details and opening times on the website.

[Stratford Multi Storey Car Park](#) - Service Rte No 1, London E15 1XE

[Westfield Shopping Centre](#) - Montfichet Road, Olympic Park East London, E20 1EJ

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

Mail

There are letter boxes in the main lobby and you can request a key for your mailbox from reception which can be used to check your mail and must be returned to the receptionist. Parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Amenities and facilities

Eleanor Rosa House is an Intercollegiate Hall of Residence. Located in Stratford, east London less than 10 minutes' walk from the London Underground Stratford station – a

transport hub with frequent connections to central London and Stansted Airport.

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

Bookable Kitchen

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

Internet

24/7 Internet Support

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



Live Chat at
support.ask4.com



support@ask4.com
(free!)



0114 303 3232
Geographical Number (rate is dependent on your network provider)



Request a callback via text
07797 800 545
(rate is dependent on your network provider)



facebook.com/ask4broadband



[@ask4support](https://twitter.com/ask4support)

support.ask4.com

ASK4



WiFi CONNECTION

- 1 Connect to "ASK4 Wireless" WiFi network
- 2 Go to signup.ask4.com
- 3 Follow Signup Wizard

WIRED CONNECTION

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

GET THE APP



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



support.ask4.com

ASK4

Common Room

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

Roof Garden

The roof garden is open between 09:00 and 21:00 for all residents to enjoy. Music, ball games, Frisbee, and private parties

are not permitted. Please keep noise to a minimum at all times and be careful not to use the garden at night, to prevent noise disturbance to your neighbours located around the hall. Barbecues are not allowed.

For safety reasons, it is strictly forbidden for residents to access external outside areas or any balconies, ledges, or gutters on the exterior of the hall (except Roof Garden).

Communal kitchens

Fridges are available in kitchens although we would like to remind residents that items are left in the fridges at the owner's risk and that the University of London cannot be held responsible for loss of food items from communal fridges. We also insist that residents do not leave cooking unattended in the communal kitchens. This is an extremely dangerous practice and puts the entire community at risk from fire. Kitchens should also be left clean and tidy and free from clutter.

The majority of communal kitchen in the hall are fitted with sensors fans. These fans are essential for the quiet enjoyment of all resident as they eliminate cooking odours from the kitchen areas. We would ask that you do not cover or block the sensors to these fans

Laundrette

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

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

Recycling and waste

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

The bin store is located on the ground floor.

 *"Sustainability" on page 100*

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit via [Accommodation Portal](#). Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

Hall notice boards

Around the hall you will notice a number of notice boards. Here you will find lots of information about what is going on in the hall. You can also speak to the Hall Management Team at reception, or the Warden's Team.

Fire alarm and assembly point

Your assembly point is on the opposite pavement in front of the main entrance to Eleanor Rosa House (Lett Road). The fire alarm system is tested every Wednesday at 14:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Residents can log maintenance issues through the **Home at Halls** app. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

The closest station is the DLR Stratford High Street.

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

 *"Transport in London" on page 108*



Garden Halls

1 Cartwright Gardens
London
WC1H 9EB

0333 241 3485 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Sarah Morgan**.

Contact

Email: info.gardens@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Kleo Kourmpi** and Vice-Warden **Thomas Seagroatt**. They are supported by 15 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: kleoniki.kourmpi@london.ac.uk

Vice-Warden: thomas.seagroatt@london.ac.uk

For more details about your warden, vice-warden and Duty RA please see the next page.

The Warden

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

The Vice-Warden works full-time at UoL as Residential Life Manager and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: thomas.seagroatt@london.ac.uk.

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

 *"Student Health & Wellbeing" on page 56*

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main lobby of the hall with

representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

 *"Before you arrive" on page 16*

 *"On the Arrival Day" on page 22*

Parking

In the Bloomsbury area there are a number of car parks provided by NCP. Please check availability, booking details and opening times on the website:

 *NCP*

- NCP Underground Car Park, Bloomsbury Square Gardens, London, WC1A 2RJ
- NCP Brunswick Square, Marchmont Street, London, WC1N 1AF
- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

 *Transport for London - Driving*

Mail

There are letterboxes in the main lobby. On arrival you will be given a key to a mailbox assigned to you room/flat. Parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you. Please check your mailbox regularly.

Mail keys

A key for your mailbox will be given to you at check-in. Please keep it safe as a replacement will be charged at £10.

Amenities and facilities

Located in the heart of Bloomsbury, Central London, Garden Halls is a fantastic 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 residents to socialise, study and relax at their leisure including music practice, games and cinema rooms, tennis courts and landscaped gardens.

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase 'e') is permanent and the username and password are provided by your academic

institute. If you have trouble with your login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common Room

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

Music Room

The two music rooms can be found on the lower ground floor and can be booked between 09:00 and 22:00. Please see reception for more details. As with all the halls common rooms, the music rooms will likely be used by many residents; so please treat the room with respect and ensure this area is left tidy.

Courtyard

The hall also has two courtyards that is open between 08:00 and 23:00 for all residents to enjoy. Music, ball games, Frisbee, and private parties are not permitted in the courtyards. Please keep noise to a minimum at all times in the courtyards and be careful not to use them at night, to prevent noise disturbance to your neighbours located around the courtyard. Barbecues are not allowed.

Opposite the hall is Cartwright Gardens.

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

Smoking is not permitted in the courtyard.

Laundrette

In all halls washing machines and tumble dryers are available in the laundrette. To use the machines please download the Washstation App on your smartphone to create an account and add credit to your account. Further advice and tip are available in the app or you can call the customer helpline on: 0800 141 2331.

If you have any issues with the washing machines/dryers, please contact Washstation tel: 0800 141 2331 or www.washstation.co.uk.

Recycling and waste

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

Please do not leave your rubbish in the pantries on each floor but take them to the designated bin storage area which is located on the lower ground floor.

 *"Sustainability" on page 100*

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit via

[Accommodation Portal](#). Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

Hall information screens

Around the hall you will notice a number of information screens. Here you will find lots of information about what is going on in the hall. You can also speak to the Hall Management Team at reception, or the Warden's Team.

Fire alarm and assembly point

Your assembly point is in the Cartwright park across from the building entrance. The fire alarm system is tested every Wednesday at 14:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall.

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

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

 *"Facilities, amenities and maintenance" on page 40*

Transport links

Nearby tube stations include Kings Cross (National Rail, Northern, Piccadilly, Victoria, Hammersmith and City, Metropolitan and Circle lines), Euston (National Rail, Overground, Northern and Victoria lines) and Russell Square (Piccadilly line). Nearest buses are 7 and 188, which is a 5 minute walk. There are also plenty of bus links around Garden Halls.

Garden Halls is within the central London Congestion Charging zone. The nearest car park is beneath the NSP car park on Judd Street. There is very limited (unreserved) on-street parking in the area. For more details, please visit this website: www.camden.gov.uk/where-to-park

 *"Transport in London" on page 108*



Handel Mansions

1-3 Handel Mansion
Handel Street
London
WC1N 1PA

020 7822 3000 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Olu Akerele**.

Contact

Email: info.ih@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Derrick Chong** and he is supported by 3 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Their number is advertised above the mail boxes.

Warden: derrick.chong@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden is faculty member at Royal Holloway, University of London in the School of Business and Management and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: derrick.chong@london.ac.uk. The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday). The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

"Student Health & Wellbeing" on page 56

"Residential Life" on page 66

"The Warden's Team" on page 67

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk by the entrance to Handel Mansions with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please

check-in at reception in International Hall which is less than 5 minutes walk away.

"Before you arrive" on page 16

"On the Arrival Day" on page 22

"International Hall" on page 164

Parking

In the Bloomsbury area there are a number of car parks provided by NCP. Please check availability, booking details and opening times on the website:

NCP

- NCP Underground Car Park, Bloomsbury Square Gardens, London, WC1A 2RJ
- NCP Brunswick Square, Marchmont Street, London, WC1N 1AF
- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

Transport for London - Driving

Mail

There are shared mail boxes in the staircase on the ground floor for you letters.

When you are expecting a parcel, please make sure you are around to receive it in person and the courier must be instructed

to deliver any parcels directly to your flat. We cannot take any responsibility for parcels delivered within the hall. Due to health and safety requirements we are unable to allow for parcels to be left in any shared areas. Please check your mailbox regularly.

Amenities and facilities

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

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase 'e') is permanent and the username and password are provided by your academic institute. If you have trouble with your

login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common spaces

Handel Mansions does not have common rooms other than the kitchen/dining area in each flat. If you would like to, you may request to use a common room in "International Hall" by emailing the Hall Management at least 48 hours before. Please note, any request to use the common rooms over the weekend must be submitted by noon on Thursday.

 *"International Hall" on page 164*

Hall notice board

The notice board is in the main entrance lobby to the building.

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. You are responsible for bicycles left in this area.

Laundry facilities

Each flat has a washer-dryer in the kitchen.

Flat inspections

Flat inspections are completed by the Hall Management 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 to which you will receive a code upon your check-in.

Please ensure rubbish is placed in bin bags. You can recycle glass, cans, paper and cardboard.

 *"Sustainability" on page 100*

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.

The Halls Fire Alarm follows a two-step process. The trained in-house staff will initially investigate activations. If your room or flat's detector is triggered, the alarm will sound at reception and in your room/flat. Please exit to the corridor and await staff instructions. If a full building alarm occurs, proceed promptly to the assembly point.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests via email on **info.ih@london.ac.uk** or contact the Hall Management Team on 020 7822 3000. Contact us again about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

Local tube stations include Euston, Euston Square and Russell Square. There are also plenty of bus links around Handel Mansions.

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

 *"Transport in London" on page 108*

Equipment instructions

Please follow the instructions below to ensure that you use the equipment safely.

Vacuum cleaner

1. Pull the cable out of the vacuum cleaner and connect the plug to the main power

socket. Make sure all tubes are assembled correctly and press the on/off button.

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

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

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

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

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

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

Oven/cooker

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

Caution: The rings get extremely hot when switched on, so please take extra

care when working around the cooker.

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

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

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

Washing machine

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



International Hall

Lansdowne Terrace
London
WC1N 1AS

020 7822 3000 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Olu Akerle**.

Contact

Email: info.ih@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Dr. Saeed Zeydabadi-Nejad** and he is supported by 7 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: saeed.zeydabadinejad@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden is a Research Fellow at SOAS and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: saeed.zejdabadinejad@london.ac.uk.

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

 *"Student Health & Wellbeing" on page 56*

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main lobby of the hall with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

 *"Before you arrive" on page 16*

 *"On the Arrival Day" on page 22*

Parking

In the Bloomsbury area there are a number of car parks provided by NCP. Please check availability, booking details and opening times on the website:

NCP

- NCP Underground Car Park, Bloomsbury Square Gardens, London, WC1A 2RJ
- NCP Brunswick Square, Marchmont Street, London, WC1N 1AF
- NCP Judd Street, London, WC1H 9QR

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

Transport for London - Driving

Mail

Mail and parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Amenities and facilities

International Hall accommodates students from all the colleges and institutes of the University of London. New residents join a community of approximately 850 residents

from many different ethnic and cultural backgrounds.

The first wing (known as the North Wing) was opened in 1963 by the Indian High Commissioner. The second part of the hall (the West Wing) was opened in 1968 by the then Chancellor of the University of London, HM Queen Elizabeth, the Queen Mother. Extensive refurbishment in 2002-2003 saw construction of a new Central Wing comprising studio flats and also the construction of a new entrance on Lansdowne Terrace and refurbishment of all facilities and rooms. The Georgian Terrace Houses on Lansdowne Terrace and Guilford Street were also refurbished as large family flats.

The catered halls provide breakfast and dinner, and on each floor there are shared bathroom facilities as well as a pantry to prepare hot drinks and snacks. All of the rooms are centrally heated and there are various communal facilities for all residents to enjoy.

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

The eduroam network (please note that the network is spelt with a lowercase 'e') is permanent and the username and password are provided by your academic institute. If you have trouble with your

login, please contact your institution directly for support.

UoL Halls 202x

If you do not have an eduroam login, then you will be provided a username and password for the temporary 'UoL Halls 202x' (where 202x is the current academic year) network when you arrive. This wireless network is provided to allow time for you to receive your eduroam details and will be removed from service during the early part of the academic year; you will be notified in advance of this happening via the email address you have registered in the Accommodation Portal.

The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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



To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.

Common rooms

The common rooms are for the enjoyment of all residents, so please treat them with respect and ensure these areas are left tidy. The common rooms available at International Hall are located on:

Lower ground: LG Study Room, LG lounge the under stairs, Cinema, TV and DVD room, Music Room, Piano room, Old bar/ Common room.

Ground floor Atrium: Study Room.

Second floor Central Wing opposite 2C24: Study Room.

Third floor Central Wing opposite 3C24: Study Room.

Music Room

The Music Room can be found on the lower ground behind the Common Room.

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

Garden/Courtyard

Our private courtyard/garden is available for peaceful enjoyment between 08:00 – 22:00. Keep the garden tidy and remember that other residents may be trying to sleep or study in the rooms overlooking the court.

Please be aware that one of the courtyards is in the vicinity of family flats and small children play in this courtyard.

Squash court

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

Laundrette

The laundrette is located on the lower ground floor. You can pay for the use of the washing machines and tumble driers using a contactless debit/credit card. An iron and ironing board are also provided in the laundrette.

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

Recycling and waste

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

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

 *"Sustainability" on page 100*

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit via [Accommodation Portal](#). Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces

in the bike store are limited and you are limited to one bike only.

Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall.

Hall notice board

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

Fire alarm and assembly point

The assembly point is Brunswick Square Park.

The fire alarm system is tested every Wednesday at 13:00. The sounders will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

The Halls Fire Alarm follows a two-step process. The trained in-house staff will initially investigate activations. If your room or flat's detector is triggered, the alarm will sound at reception and in your room/flat. Please exit to the corridor and await staff instructions. If a full building alarm occurs, proceed promptly to the assembly point.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Local hospital (A&E)

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

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests at reception. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

Nearby tube stations are: Russell Square, Holborn and Euston. There are also plenty of bus links around International Hall.

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

 *"Transport in London" on page 108*



Nutford House

Brown Street
London
W1H 5UL

020 7569 0110 (line open 24/7)

 [website](#)

Hall Management

Your Hall Manager is **Renata Byrtusova**.

Contact

Email: info.nh@london.ac.uk

Office opening hours: 09:00 – 17:00 (Monday to Friday)

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

Warden's Team

Your Warden is **Paul Phibbs** and he is supported by 5 Resident Advisors.

Contact

Duty RA: You can contact them between 18:00 - 08:00 Monday to Friday and all day at weekends and bank holidays. Please speak to reception.

Warden: paul.phibbs@london.ac.uk

For more details about your warden and Duty RA please see the next page.

The Warden

The Warden is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email: paul.phibbs@london.ac.uk.

The Resident Advisors can contact the Warden 24 hours, 365 days a year. The duty Resident Advisor can be contacted at Reception, between 18:00 - 08:00 (the following day, including Saturday morning) on weekdays and at anytime during the weekends (until 08:00 on Monday).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

 *"Student Health & Wellbeing" on page 56*

 *"Residential Life" on page 66*

 *"The Warden's Team" on page 67*

Check-in on arrival

On the main Arrival Day between 09:00 and 17:00 there will be a check-in desk in the main lobby of the hall with representatives from Hall Management and Warden's Team.

If you're arriving at any other time, please check-in at reception in the hall.

 *"Before you arrive" on page 16*

 *"On the Arrival Day" on page 22*

Parking

In the Edgware Road area there are a couple of car parks. Here are some local to the hall, please check availability, booking details and opening times on the companies website or contact them by telephone.

ParkBee Marble Arch - Kendal Street – 0207 430 9371

Sherwood Court Car Park,
Bryanston Place, London W1H 5FE - <https://www.mycarparks.com>

There is no available parking at the hall and unloading outside is restricted for most of our properties due to their location. We recommend if you are travelling to the hall by car, that you check local driving restrictions, tolls, congestion charges and street parking costs. The TFL website has some information about driving in London.

 *Transport for London - Driving*

Mail

Mail and parcels are sorted at reception.

If you receive a parcel or registered letter these will be kept behind the desk and a note put into your mailbox to alert you.

Please check your mailbox regularly.

Amenities and facilities

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

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

Internet

Access to the internet is provided by wireless throughout our halls. At the beginning of the academic year two wireless networks are available to allow connection to the internet. The names of these networks are:

eduroam

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The eduroam network does not typically support connections from smart devices (e.g.: televisions, smart speakers, games consoles, etc.) because of the way the

authentication works. In this instance you will need to contact the University of London support desk who will arrange for a specific network for your devices.

If you experience a problem with Wi-Fi connectivity you can call the University of London support desk on 0207 862 8111 or email swan.support@london.ac.uk. Your query will be dealt with Monday to Friday between 08:00 and 17:30 excluding bank holidays and university closure days. If you have issues outside of these hours, you can contact the [out of hours support service](#).

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

 *To find out more about Internet in halls, including how to connect wired devices and devices that do not use a username, please see this [CampusLife](#) article.*

Common rooms

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

Music Room

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

Garden

As well as being in close proximity to Hyde Park, the Hall is fortunate to have a walled, private garden to the rear of the hall.

Our private garden is available for peaceful enjoyment between 08:00 and 22:00.

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

Laundrette

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

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

Recycling and waste

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

The bins are located in the communal pantries and common rooms.

 *"Sustainability" on page 100*

Bike store

We have a locked bicycle store. If you would like to use it please ask at reception for more details and you may hire a key upon payment of a refundable deposit via [Accommodation Portal](#). Bicycles are left entirely at your own risk; the hall cannot accept liability for loss or damage. Spaces in the bike store are limited and you are limited to one bike only.

Hall notice board

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

Fire alarm and assembly point

Your assembly point is outside Sylvia Young School. The fire alarm system is tested every in every Thursday at 12.00. The alarm will go off for a short time. There is no need to evacuate at this time unless the sounders continue for more than 30 seconds.

The Halls Fire Alarm follows a two-step process. The trained in-house staff will initially investigate activations. If your room or flat's detector is triggered, the alarm will sound at reception and in your room/flat. Please exit to the corridor and await staff instructions. If a full building alarm occurs, proceed promptly to the assembly point.

 *"Fire, electrical and personal safety" on page 88*

 *"Fire action procedure" on page 89*

Access to roof

For safety reasons, it is strictly forbidden for residents to access the roof or any balconies, ledges, or gutters on the exterior of the hall.

Local hospital (A&E)

St Mary's Hospital, Praed Street, London, W2 1NY, T: 020 3312 6666

 *"Student Health & Wellbeing" on page 56*

Repairs

Report routine maintenance requests at reception. If it's an emergency (e.g. flood or electrical fault), ask the receptionist to contact the on-duty staff member immediately. Contact the Hall Management Team about any persistently unresolved maintenance problems.

 *"Facilities, amenities and maintenance" on page 40*

Transport links

Nearby tube stations include Edgware Road, Marble Arch, Marylebone underground and railway station and Paddington underground and railway station. There are also plenty of bus links around Nutford House.

Nutford House is within the central London Congestion Charging zone. There are no parking Facilities at Nutford House or the surrounding roads, but there are two

local NCP Car Parks, more information at www.ncp.co.uk.

 *"Transport in London" on page 108*

For further information on the range of accommodation we offer, please visit our website or contact us at:

Allocations Team
University of London
Senate House
Malet Street
London
WC1E 7HU

Telephone: +44 (0)20 7862 8881
Email: info.halls@london.ac.uk

This material can be made available in alternative formats upon request.

Please contact info.halls@london.ac.uk

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