Be a good neighbour guide
Your guide to living in Englefield Green & Egham 2016-2017
Your guide to living in Englefield Green & Egham

For many students, moving off campus with friends and renting your own house for the first time is an important part of being a student. It is an exciting opportunity to make some great friends and share some fantastic experiences.

Whether you have just moved out of Halls or you are moving from one house to another, this guide is aimed at helping you making the most of this time. It is designed to offer you some practical help and guidance for living in the community, as well as giving you important information about living in Egham and Englefield Green.

Who are we?
The Community, and Wellbeing team are part of Support & Advisory Services at Royal Holloway. We support students living off campus and more widely we are responsible for:

- Wellbeing advice for all students and supporting students in the continuation of their studies
- Overseeing and implementing our ‘Be a Good Neighbour’ strategy encouraging positive behaviour in the local community
- Community support for students including visits by our community wellbeing advisers to students living locally providing help and advice on settling in and living in the private sector
- Liaison and partnership working with Police, Council, residents and other community partners
- Health & wellbeing promotions including alcohol & drug awareness and education
- Personal safety and crime prevention advice
- Response to student harassment complaints.

We are here to support and advise you, so that you can have the best possible experience at Royal Holloway so don’t hesitate to contact us.
Be a good neighbour

This phrase sums up our community expectations. It’s simple to achieve – start by introducing yourself to your neighbours when you move in so you can establish a good relationship with them. Throughout your time in your property treat other residents with respect and consideration and this will help ensure you receive the same from them. Most students are model neighbours so don’t be one of the ones who spoils it for everyone else.

Remember that while this is new and exciting for you, your predecessors may have caused upset to others by making lots of noise, leaving rubbish lying around or behaving anti-socially so sometimes tensions can exist and it’s better to resolve these and make a fresh start as new neighbours. Introducing yourself to your neighbours will provide a proactive step towards developing your own positive and amicable relationship with them; after all, you will be spending the next year living side by side. It will benefit everyone – they know who to contact if they have a problem and you never know when you may need to ask for their help. You may even want to ask them to keep an eye on your property during the holidays.
This is an essential list of things you should do now that you have moved into your new home:

- Check your inventory to make sure you have been given everything that is detailed on the list and its condition. Notify your landlord/managing agent in writing if anything is missing, broken or needs to be fixed. Once signed, the inventory is the basis for any deductions from your deposit so make sure it is correct.

- Make notes and take photos of every room as evidence of what your property was like when you moved in – especially if it is not in good condition. Keep a dated copy.

- Make sure you have copies of the gas safety and energy performance certificates – legally you have to be given them.

- Take meter readings on the day you collect your keys (even if bills are included in your rent). Contact your gas, electricity and water suppliers to give them your reading and ask them to put all your housemates’ names onto the bill if possible – you don’t want to be asked to pay the previous tenants’ bill.

- Get connected – most houses will already be connected to broadband so again you need to contact the supplier to set up an account in the names of you and your housemates.

- Check your smoke alarms and carbon monoxide detectors.

- Arrange contents insurance – the Students’ Union can give you advice on finding a policy aimed at students.

- Check your bin collection days – see Refuse and Recycling section of this guide.

- Register your property with www.immobilise.com – a free national property register that helps you to recover items that are lost or stolen.

- Contact the Council to let them know you are exempt from paying Council Tax if you and your housemates are all full-time students – see www.runnymede.gov.uk.

- Purchase a TV licence – see www.tvlicensing.co.uk.

- Register to vote – see www.gov.uk/register-to-vote.

- Introduce yourself to your neighbours (you had remembered hadn’t you?)
Cleaning rota

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<tbody>
<tr>
<td>Kitchen</td>
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<td>Bathroom</td>
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A clean house is a happy home

- Who is going to keep the communal areas clean and tidy? A cleaning rota (see below) can help
- How are you going to allocate space in the kitchen and bathroom?
- How are you going to pay utility bills?

Whether you are moving into a property with friends or complete strangers, it is sensible to agree some basic guidelines for how you will run your household at the start of the tenancy. This should help you to avoid some of the problems that can come from shared living. Some of the things to discuss include:

community@royalholloway.ac.uk / 01784 276612
Good communication and listening skills as well as a willingness to compromise will be crucial in creating a happy household.

- If problems are brewing, speak to your housemates about the issues before things get out of control. House meetings can help with this.
- If your housemates have been drinking and disturb you, wait and talk to them about it the next day when they may be more receptive.

• Keep calm and friendly when you discuss any problems and don’t be afraid to explain what has upset you.
• Avoid having a rant about your housemates on social media, especially in the heat of the moment. You still have to live with them – you’re under a legally binding contract – and it’s best to keep relations friendly.

royalholloway.ac.uk/ecampus/welfare/non-residentialsupport
Noise

Noise is the most frequent concern local residents report about students – whether it is noise from parties, from people walking home at night, or noise heard through a communal wall especially in some of the local Victorian built properties. We strongly encourage all students to follow our “Be a Good Neighbour” strategy which reminds you that:

• There should be no excessive noise at any time (noise which disturbs others)
• No disruptive audible noise at nighttime outside of your property under any circumstances
• Parties should only be held with sufficient notice and after discussion with neighbours, including agreement of a mutually acceptable end time
• You should not expect to hold regular parties, nor is there a ‘right to party’
• Use the Students’ Union or other campus venues when you socialise with friends.
• There is no truth in the suggestion you can make as much noise as you want until 11pm.

Top tips on keeping the noise down ...

Parties
• If you are going to have a party, have it on a Friday or Saturday when people are less likely to have to get up early for work or school and keep the noise to a reasonable level – remember there is no ‘right to party’!
• Speak to your neighbours in advance to tell them that you are having friends over and negotiate the finishing time for the party. Think about where noise could travel to other than your immediate neighbours
• Consider giving them a mobile number to call if things get too loud
• Keep doors and windows closed and avoid partying in the garden to limit noise levels. If people go outside to smoke make sure they keep quiet especially at night
• When your friends are leaving, ask them to go quietly as you can be held accountable if they disturb your neighbours by slamming doors and shouting or people lingering in the streets.
• Be reasonable and respectful at all times. Remember everyone has the right to quiet enjoyment of their property – think carefully about what this means.

Walking home
• Keep the noise to a low level when you walk home at any time; people tend to be unaware how much noise they can make when in a group
• Always use the SSHH! bus to get home from a SU function night – it’s safer, quicker and quieter.

If you are the noisy neighbour
We work in close partnership with Runnymede Borough Council Environmental Health and the Police Neighbourhood team to try to ensure that no-one is disturbed or disrupted in their home. If there is proven, evidenced or repeated severe noise nuisance or anti-social behaviour, the consequences for students can be:
• College disciplinary processes and substantial fines from the College where there is clear evidence of nuisance
• Households can be served Abatement Notices and face seizure of noise-emitting equipment if these notices are breached
• In severe situations or for repeated serious offences, this can impact on your College registration.

If you are having a problem with a noisy neighbour, who can you contact?
• Runnymede Borough Council has the statutory authority to deal with noise emanating from domestic properties. Call 01932 425131 (office hours) and 01932 838383 (outside normal office hours) or email environmentalhealth@runnymede.gov.uk
• Contact the Community team at Royal Holloway if you believe the noise involves students from Royal Holloway.

Call 01784 276612 or email us community@royalholloway.ac.uk
• To report a crime, including a Public Order offence, call the Police. Call 999 in an emergency – for example if a crime is in progress or if someone’s life is in danger – or 101 for all other Police matters. Alternatively you can email runnymede@surrey.pnn.police.uk
Refuse and recycling

Over spilling bins and rubbish left outside a property can be an annoyance as well as a health hazard. Managing your waste isn’t complicated as Runnymede Borough Council runs a comprehensive recycling and waste collection service. It is a case of knowing which bin to use, when to put them outside the front of your house for collection and when to bring them back in again.

Refuse
Rubbish and non-recyclable items should be collected in black refuse sacks and placed in your black lidded wheelie bin. This is emptied fortnightly.

Recycling
Items that can be recycled (see table) should be placed loose inside your blue lidded recycling bin. This is emptied fortnightly.

Food waste
All food items should be collected in compostable bags and placed in your food bin. This is emptied every week.

Textiles & Small Electricals
Clothes, shoes, bedding, towels, batteries and small electrical items should be put in a standard sized carrier bag that has been tied up on sealed. These are collected every week.

Refuse and recycling

If any of your bins are missing when you move in, contact refuse@runnymede.gov.uk (0800 052 0067) to arrange for a replacement to be delivered. If you have a large household and require a larger bin please also contact the Depot to discuss further. If you are living in a flat, there may be variations to how your rubbish & recycling are collected. Find out the system for your property as soon as you move in.
Moving in essentials

- When you move in, find out which day of the week your rubbish and recycling is collected—see runnymede.gov.uk/rubbish— and make sure all tenants are aware of this.
- Rubbish and recycling are collected on alternate weeks and food waste is collected weekly on the same day. Ensure you know which bin goes out on which week and if you get confused ask us or the Council for help!
- You are responsible for putting the correct bins on the boundary of your property by 6am on the morning of collection with the bin lid closed.
- After the wheelie bins have been emptied, it is important that you move your bins back onto your property immediately as they can impede access to the pavements and be a hazard.
- The Council will not empty a bin if it is overflowing and the lid cannot close and neither will they collect any extra rubbish bags (side waste) left beside or near your bin.
- If you have excess bags of rubbish, take this to the local tip. The nearest rubbish tip to the University is in Lyne Lane, Chertsey (KT16 0AR). You can also contact Runnymede Borough Council to arrange a bulky waste collection for items including furniture, domestic appliances etc. There will be a small charge incurred for this service.

What can you recycle?

<table>
<thead>
<tr>
<th>Recyclable</th>
<th>Non-recyclable</th>
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<tbody>
<tr>
<td><strong>Plastic:</strong></td>
<td>Plastic toys, garden pots, polystyrene packaging, bubble wrap, CDs, DVDs, plastic bags</td>
</tr>
<tr>
<td>Drink bottles, household cleaning plastic bottles, yogurt pots, food trays, tetra Pak and drinks cartons</td>
<td></td>
</tr>
<tr>
<td><strong>Glass:</strong></td>
<td>Mirrors, ornaments, corks, car windows</td>
</tr>
<tr>
<td>Bottles and jars (all colours)</td>
<td></td>
</tr>
<tr>
<td><strong>Papers:</strong></td>
<td>Paint tins, machine parts, tools, cables</td>
</tr>
<tr>
<td>Newspapers, magazines, catalogues, envelopes, shredded paper</td>
<td></td>
</tr>
<tr>
<td><strong>Metal:</strong></td>
<td>Foil backed cards, padded cards</td>
</tr>
<tr>
<td>Steel and aluminium food &amp; drinks cans, aerosols, aluminium foil</td>
<td></td>
</tr>
<tr>
<td><strong>Cardboard:</strong></td>
<td>Cushions &amp; mattresses, ropes, carpets, wood, ceramics, crockery, hazardous waste</td>
</tr>
<tr>
<td>Brown cardboard boxes, corrugated card, egg boxes, cereal boxes, greetings cards</td>
<td></td>
</tr>
<tr>
<td>Textiles. clothing, shoes, bedding, towels, small electricals (35cm x 40cm), batteries.</td>
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Crime prevention and your safety

Living off-campus in a new or unfamiliar area can seem daunting, but Egham and Englefield Green, and indeed Surrey as a whole, are safe areas with a low crime rate. Did you know our campus and community were recently adjudged to be the safest in England and Wales? We have an excellent working relationship with the Surrey Police Neighbourhood Team to help maintain this. It is important however that you do all you can to keep yourself and your possessions safe and that you do not take unnecessary risks.

Insurance

You should insure your possessions against damage or theft as the cost of replacing your property will be far more than the premium you pay. Many companies offer a low cost policy specifically aimed at students. The Students’ Union will be able to advise you and give you an application form for this.

Top tips on home security

- If your house has an alarm, use it
- Lock your doors and windows, even if someone is in
- Keep your laptop, car keys, smart phones and other valuables out of sight
- Register your property on immobilise.com as this increases your chances of getting it back if it is lost or stolen
- If you are all going out, use a timer switch or leave a light or radio on and draw the curtains to give the impression that someone is in
- A reactor rear-light can be a good deterrent. Ask your landlord to install one if your property does not have one
- Always lock up your bike, even if it is in your back garden; opportunist theft is one of the prevalent crimes.

Top tips on personal security

- Identify the safest route. Use well lit, main routes even if it adds time to your journey
- Avoid short cuts through the cemetery, alleys and parks
- Try to avoid walking alone in the hours of darkness
- Walk with confidence and purpose, and ensure your keys are ready so you don’t need to fumble for them
- Stay alert and avoid using headphones or talking on your phone as this could prevent you noticing something. Aim to be visible if you are walking at night to make sure drivers can see you. Remember that if you’re wearing dark clothing it is difficult to see you at night
- Use the footbridges or crossing to cross the A30 at all times – never be tempted to run across this busy road at non-designated points
- Use the College or SSHH! bus to get home from campus at night where possible
- Avoid using a cashpoint at night and keep valuable possessions out of view
- Walk facing the traffic so a car cannot suddenly pull up behind you
- If you want to travel by taxi, use a licensed taxi, a private hire vehicle from a recognised firm or an official taxi rank – never use an unlicensed cab
- Don’t hitch or accept lifts from strangers
- Carry a personal safety alarm — these are available free to all Royal Holloway students from Community & Wellbeing (Founder’s West) or Security (Founder’s East). Pop by and pick one up.
Top tips on car safety
• Take your valuables with you when you leave the car or lock them out of sight in the boot
• Remove your satnav from your car and wipe away the ‘sucker’ mark so there is no indication to a thief that it could be in your car
• Park in a well-lit spot, preferably under street lighting
• You can ask a garage to fit tamper proof screws to your number plate to prevent it being removed and cloned.

Top tips on bicycle safety
• Be visible if you are cycling at night. You are not legal – or safe – to ride on the road in the dark without front and rear lights, and wear reflective and/or high viz clothing to make sure drivers can see you
• Make sure your bike is roadworthy by checking tyre and brake pressure and not ignoring any strange noises your bike makes
• Always lock your bicycle, even if you are only leaving it for a few minutes. Hardened steel D-shaped locks are recommended as the minimum lock
• Lock your bicycle to an immovable object. Thieves can remove drainpipes or lift bicycles over signs!
• Stop thieves smashing locks open by making sure the gap between the bike and lock is as small as possible
• Secure removable parts and lock the wheels and frame together.
For more safety tips: royalholloway.ac.uk/ecampus/campuslife/personalsafety.aspx
Security on campus

The College operates a Campus Watch scheme that asks staff and students to look out for each other on campus and locally, and to report anything suspicious. College Security operates and is contactable 24 hours a day, 7 days a week for your protection. The Security Control Centre is located by the Founder’s East ground floor entrance.

There are also ANPR and CCTV cameras operating across campus and Safer Runnymede also has a network of CCTV cameras locally that are monitored 24/7.

You can join the Royal Holloway Campus Watch group on Facebook for security updates, tips and advice on all security related issues. You can also keep up-to-date on Police news from around campus and beyond by following them on Twitter: @RunnymedeBeat

If you are a victim of crime, please report it to the Police on 101 and also to Security if you are on Campus or the local area, or if there are possible areas of risk.

Come along to our Stay Safe & Well event in October – look out for details nearer the time

Useful telephone numbers

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<tr>
<td>College Security</td>
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<tr>
<td>(non-emergency)</td>
<td>01784 443063</td>
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<tr>
<td><a href="mailto:SecurityRHUL@royalholloway.ac.uk">SecurityRHUL@royalholloway.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>College Security (emergency)</td>
<td>444 (internal line)</td>
</tr>
<tr>
<td>Surrey Police (non-emergency)</td>
<td>101</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>999</td>
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<tr>
<td>Support &amp; Advisory Services</td>
<td>01784 443394</td>
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Parking and your car

Royal Holloway has signed up to a sustainable transport plan to reduce car use. As a result, there are strict rules on students’ car use on the main campus and local area and the university actively encourages cycling. Students living in the local area should only bring a car if there is adequate space to park at their house and if the landlord is in agreement. If you live close by you will not be eligible to park on campus and you should not drive closer to campus and park your car in adjoining streets.

In addition you are asked to:
• Drive carefully in the area. Many of the roads surrounding the College are narrow and often with parked cars at the side. A 30mph speed limit doesn’t mean you have to drive at that speed!
• Not rev your car or toot your horn to summon your friends, especially late at night
• Park carefully in a space you are permitted to use
• Be careful not to block access for other vehicles, driveways or garage entrances
• Ensure that you always leave enough space for emergency vehicles to drive easily past your vehicle
• Ensure you follow the laws governing road use at all times
• Never be tempted to drink and drive – if you’re driving it’s advisable to stick to soft drinks.

Student parking permits
You are required to have a Student Parking Permit to park on campus and to park in a designated student car park. If you park on Campus without a permit or park illegally or anti-socially, you face a fine.

Full information on how to apply for a Student Parking Permit and our Traffic and Cars Policy can be found at royalholloway.ac.uk/parking
Your Students’ Union

At the Students’ Union one core belief sits at the heart of everything they do and that’s to ‘Make Student Life Better at Royal Holloway’.

We are lucky to have a thriving Students’ Union which is involved in every aspect of student life. From the range of clubs and societies available, to student media, encouraging student participation in democratic processes, providing advice and representation via the welfare services and running a full programme of events and campaigns. Make sure you get involved – there is something for everyone! Call into the SU building to find out about all the opportunities available to you.

Advice Centre

The Advice Centre based on the first floor of the Student’s Union. It is free and confidential service that is available exclusively for students at Royal Holloway. It offers you the opportunity to discuss any welfare concerns you may have and receive advice from their team of experienced and professional advisers. They operate an open door policy during term time. So if the Advisers are free, they are happy to see you without an appointment, but during busy times and in vacation periods it is necessary to book an appointment in advance. You can contact them by visiting or by emailing advice@su.rhul.ac.uk

SSHH! (Silent Students, Happy Homes) bus

The SSHH bus runs on SU function nights from campus to take students home within a three mile radius of campus. The services starts at 9pm and only finishes when everyone has left the latest closing venue. It is the best way to get home or to the station quickly, comfortably and above all safely on those nights. It is a welfare service provided for students on a not for profit basis, which Support & Advisory Services seeks to help financially wherever possible. The branded buses are driven by dedicated student drivers who have undergone rigorous testing and training. The Students’ Union at Royal Holloway is one of the very few in the country to offer this kind of service. We suggest that you take full advantage of it.
Get involved

Community Action
Community Action Volunteering offers a great way to get involved in the wider community. You can try different activities, gain experience beyond your studies and learn valuable new skills that employers look for while supporting local people. Community Action Volunteering runs a huge range of projects that suit all kinds of interests, abilities and levels of commitment. Therefore, whether your passion is to work with animals, teach English to young refugees or take part in one-off initiatives such as Make A Difference or the BIG spring clean, there is bound to be a project that can make your time at Royal Holloway just that little bit more worthwhile and give you the chance to give something back to the community.

Volunteering is highly valued by the College and Community Action provides support through hosting Volunteering Locally and Volunteering Abroad Fairs, organising Get Involved Week, sourcing Christmas volunteering and summer opportunities. They run regular skills development workshops, manage their student team and give recognition through the Get Recognised Awards and Royal Holloway Passport points. Community Action partners with various award schemes including being an approved provider for the vInspired award, and assisting the Duke of Edinburgh Award so that volunteers can receive various accreditation.

Reuse
Donate you unwanted clothes, books, CDs and anything else to a local charity. There are a number of charity shops in Egham that would be delighted to receive the things you no longer need. Alternatively, try websites like freecycle.org, ilovefreegle.org or gumtree.com.

Local politics
As a student, you may be able to register at both your home and term-time addresses – although you can only vote in one place. Voting here means you have a say in what happens in the area you live in, with the services that affect you – policing, health services, recycling etc.

Stay involved in clubs and societies on campus
Don’t stop getting involved with clubs and societies because you are not living on campus. Being a member of a club or society gives you the chance to meet new people, learn new skills, continue an existing hobby or find a new one and generally make the most of your time at Royal Holloway.

Active Lifestyle & Sport
Royal Holloway is recognised as one of the University of London’s best sporting colleges offering high quality facilities both on- and off-campus. Since 2013, we have invested in the refurbishment of the campus-based Sports Centre, the installation of new third generation astroturf rugby and football pitches and remodelling our boat house. Whether you want to be part of a competitive team, join a social league or just try something new, there are teams and clubs to cater for your needs.
Your local area

You have chosen to come to University in a beautiful area, so use your weekends to explore the area outside the campus. This is a selection of some of the places you can visit locally and a little further afield.

**Runnymede Meadows** by the River Thames is where King John signed the Magna Carta in 1215. You can visit the Magna Carta Monument and the Kennedy Memorial or simply walk or cycle by the Thames and stop for refreshments at the Magna Carta tea-room. Have a look at the new artwork installed to celebrate Magna Carta 800.

**Windsor Great Park** is a Royal Park with 5,000 acres that includes a Deer Park, Savill Gardens, woodland, open grasslands and Virginia Water Lake. Try walking to the Copper Horse, you can enjoy the fantastic view of Windsor Castle.

**Windsor** is a busy town that has not only the world’s oldest and largest occupied castle, but is also great for shopping, bars, restaurants and nightlife. Enjoy cocktails by the river or comedy and music at the Fire Station!

**Staines-upon-Thames** is a vibrant town with a selection of bars, restaurants, shops, regular markets and it also has the nearest cinema.

**Thorpe Park** is a theme park with some of the most terrifying roller coasters in the UK. Located only 4 miles from the University. There is a shuttle bus that runs from Staines Train Station to Thorpe Park.

**Richmond-upon-Thames** is a beautiful, riverside town with great shopping, a superb theatre, restaurants and nightlife. It is also close to the world-famous Kew Gardens, the London Wetlands Centre and the Tudor palace of Hampton Court.

**London** is only 40 minutes away by train and with all the attractions, entertainment, nightlife and sporting events on offer. There is guaranteed to be something for everyone with so much to do and see.

**Walking and cycling**
A great way to discover the area is try the many walking and cycling routes in Surrey and Berkshire. See [visitsurrey.com](http://visitsurrey.com) and [sustrans.org.uk](http://sustrans.org.uk) for inspiration.

**Travelling on the river**
There are many ways of making the most of being so close to the River Thames. Whether you want to canoe, row or sit back and enjoy a boat trip, see [riverthames.co.uk](http://riverthames.co.uk) for all the options.
Support & Advisory Services (Welfare & Wellbeing)

Royal Holloway has a reputation for being a friendly and caring community and has many dedicated services to help you get the most out of your time here. If you would like our help, you can contact the team by email (welfare@royalholloway.ac.uk), by telephone (01784 443394) or by coming to see us. Alternatively, you can contact the area of Support & Advisory Services you want directly:

- Chaplaincy & Faith Support 01784 443070 chaplaincy@royalholloway.ac.uk
- Community & Wellbeing 01784 443394 wellbeing@royalholloway.ac.uk
- Disability & Dyslexia Services 01784 443966 disability-dyslexia@royalholloway.ac.uk
- Health Centre 01784 443131 wamccg.rhhealthcentre@nhs.net
- International Student Support 01784 276168 internationaladvice@royalholloway.ac.uk
- Student Counselling 01784 443128 counselling@royalholloway.ac.uk
- London Nightline 020 7 631 0101 listening@nightline.org.uk
  nightline.org.uk for online and Skype options
- Finance Welfare & Funding Advice 01784 414633 financialadvice@royalholloway.ac.uk

The Health Centre

The Health Centre is a full NHS GP practice offering many specialist clinics. It is located on campus on the first floor of Founder’s East. If you live in Englefield Green, parts of Egham, Old Windsor or Windsor you are encouraged to register with the Health Centre from the start of the academic year. It is easier to register before you become unwell and ensures a smooth transition of services between your home GP. Details of how to register, including registration forms are available at: royalholloway.ac.uk/students/help-support/health-centre/register.aspx

Useful contacts

- Support & Advisory Services 01784 443394
- College Security 01784 443063
- Students’ Union 01784 276700
- Student Services Centre 01784 276641
- University of London Housing 0207 862 8880
- Surrey Police (non-emergency) 101
- Runnymede Borough Council Environmental Health: During office hours 01932 425131
  Outside office hours 01932 838383
- Recycling Team 0800 052 0067
- Citizens Advice Bureau 01932 842666
- Crimestoppers 0800 500 111
- Electricity – find your supplier 0845 601 5467
- Gas – find your supplier 0870 608 1524
- Gas – emergency helpline NHS 111
- Nightline 0207 631 0101
- Samaritans 116 123
- TV Licensing tvlicensing.co.uk