



## **Royal Holloway & Runnymede Consultative Group**

### **MINUTES**

Tuesday 2 November 2021  
Meeting via Microsoft Teams

**Royal Holloway:** Mike Berry (CHAIR/Director of Estates), Marie Ennis (Chief Marketing Officer), Helen Groenendaal (Head of Wellbeing, Academic Services), Sarah Ixer-Pitfield (Head of Public Relations and Media).

**Royal Holloway Students' Union:** Max Ross (Joint Chief Executive Officer)

**Councillors:** Cllr Isabel Mullens, Cllr Japneet Sohi, Cllr Sian Williams

**Mayor of Runnymede:** Cllr Elaine Gill

**Environmental Health:** Aileen Baker

**Residents' Associations:** Chris Fisher (ERA), Christine Welsh (EGVRA)

**Neighbourhood Watch:** Stephen Hodgkinson

**Surrey Police:** Inspector James Wyatt, Sergeant Ian Nash

#### **APOLOGIES:**

Chamber of Commerce: Mark Adams

Cllr Marisa Heath

Cllr Alan Alderson

#### **1. Welcome & introductions**

The group welcomed Sergeant Ian Nash and Cllr Sian Williams to the meeting.

#### **2. Minutes and actions from the previous meeting**

Chris Fisher registered his disappointment that the minutes of the last meeting were not a verbatim record. It was confirmed that key points and the related actions only are recorded.

With regards to the actions from the last meeting in June, as Cllr Heath was not in attendance, the action for her to send further details of the Surrey climate change strategy to the group will be carried over to the next meeting.

The list of roads that students are most concerned about re street lighting accompany these minutes in appendix A. Information detailing garden upkeep and bin collections is [here](#).

All other actions were completed, with Helen Groenendaal and Christine Welsh to discuss the resident's complaint outside of the meeting.

### 3. Update on Covid-19

Mike Berry updated the group on the latest reported case numbers of Covid-19 at Royal Holloway, of which there are currently 13 [reported cases](#). Reported cases of transmission are manageable and there is a high rate of vaccine uptake across the university community. Students have returned to in-person teaching, with the exception of large lectures which are taking place online or in hybrid mode.

Cllr Mullens recognised the university's positive management of the pandemic for the community.

### 4. Updates on areas of mutual interest

- **RBC:**

Cllr Sohi updated that the council will be running parking surveys in the local area in the next few weeks. The council are continuing to look into street lighting and parking on local roads.

Cllr Williams stated there have been issues with transient noise as well as noise outside of houses, in particular on Milton Road. She confirmed that she has also spoken with students who are concerned about rubbish bin collection in the area.

- **EGVRA:**

Christine Welsh asked about the Royal Holloway complaints procedure and the number of times an individual must complain about a property before it is dealt with at a senior level. Helen Groenendaal confirmed that all complaints are dealt with on a case by case basis and there is no set number. Christine Welsh referenced a recent case which Helen Groenendaal agreed to discuss further outside of the meeting.

There has been an issue with The Packhorse and noise affecting residents in Chestnut Drive. Max Ross confirmed that sound via speakers is permitted until 9.30pm.

**ACTION:** Max to follow up with The Packhorse manager and he will also ask the new manager to introduce himself to Chestnut Drive residents.

The lighting of the Englefield Green Christmas tree will take place on 4 December.

**ACTION:** Sarah Ixer-Pitfield to pass contact details for the Choir to see if they want to sing around the tree as has been historically the case.

- **Egham Residents' Association:**

Chris Fisher referenced the meeting held by Ben Spencer MP on 30 September and notes that the university has updated its complaints procedures. However, he believes anti-social behaviour in the area is getting worse, referencing that a local resident who has been woken

by a noisy party has been told by passing students to expect this as a resident in a university town. Mike Berry confirmed this is not the view of the university. Helen Groenendaal stated this is not the university's expectation of its students and its expectation of being a good neighbour is regularly communicated to students. She confirmed that the group identified by Chris Fisher were spoken to and advised that their behaviour is not acceptable. The team will also aim to include reference to this in the 2022 Be A Good Neighbour guide to make it clear this is not an appropriate view.

Stephen Hodgkinson welcomed Royal Holloway's update to the complaints procedure but would like to see communications around the procedures improved.

Helen Groenendaal confirmed that the university's update report provided to forum members at this meeting is more detailed and the university is also including more detail in emails to complainants and are happy to take feedback from residents on this. The university is unable to provide full explicit outcomes but all reports are recorded and reported back to this forum.

- **RBC Environmental Health:**

Aileen Baker confirmed that it has been a very positive start to the term from the perspective of her team. There have been 19 noise complaints, 16 visits and only one household where action has been taken. Cllr Mullens shared her appreciation that the Environmental Health team has been out and about in the local community with the Police.

- **Egham Chamber of Commerce:**

A report is provided in appendix B.

- **Surrey Police:**

Inspector Wyatt ran through a presentation (see appendix C) with the group outlining crime statistics in the local area, noting that the ASB figures also represented people breaking Covid-19 regulations – outlining the many different types of ASB including vehicle nuisance.

Following a full review of process, a memorandum of understanding has been signed between Surrey Police, Environmental Health and Royal Holloway around data sharing and an agreed escalation process. Mike Berry noted that ASB is a borough wide issues and a joined up approach is beneficial to all.

Inspector Wyatt is waiting on results of a survey on violence against women and girls. The Police are promoting the use of Street Safe to encourage people to report areas where they don't feel safe.

Cllr Mullens asked about ASB hotspot locations which Inspector Wyatt confirmed are spread across both Englefield Green and Egham, including The Crescent, Spring Rise and Nightingale Shott.

Inspector Wyatt confirmed he will update on data sharing progress at these meetings and would like feedback from the forum.

Christine Welsh and Chris Fisher raised that there is some confusion over which organisation residents should report issues of noise nuisance to. It is confirmed the Environmental Health should receive reports regarding noise from a property and the Police

if it is a disturbance in the road such as a suspected public order offence. Cllr Williams is preparing a useful document about how to report incidents of ASB which will be shared with forum members.

**ACTION:** Cllr Williams to share 'how to report incidents' sheet with forum member

- **Royal Holloway – Estate development:**

Mike Berry advised that significant improvement had been made to the university's access roads and paths. Covers have also been erected outside the Boilerhouse café area.

- **Royal Holloway – Student Wellbeing and Volunteering:**

A report is provided in appendix D

Helen Groenendaal updated that the Be a Good Neighbour guide (see appendix E) will be going online from next year based on feedback from the forum group, directly from residents and via visits to student households. She confirmed that a new member of the Student Wellbeing team is reviewing the university's complaints procedure. Helen Groenendaal also noted that there is no limit to the number of complaints the university can receive regarding one household. The evidence base of complaints supports her team to take action. Helen Groenendaal highlighted the transparency in the data provided in the attached report, which includes information about complaints received by the university broken down into much further detail than previously.

**ACTION:** Helen Groenendaal to review whether the categories of issue can be broken down between Egham and Englefield Green for future reports

It was also noted that the subscription rates to the university's 'Community Matters' online newsletter had increased. Forum attendees are asked to continue to encourage members/stakeholders to sign up to receive the newsletter.

**Action:** Cllr Mullens to send contact details to Sarah Ixer-Pitfield for the secretary of ERA to ensure Community Matters is circulated to them.

- **Royal Holloway Students' Union:**

Max Ross updated that SU venues are capped at 80% capacity and are ensuring students supply negative lateral flow tests as a condition of entry. They have also modified security measures over a two to three week period to help ensure female safety.

He advised that the SU will be putting on Summer Balls in June 2022. There will be one for current students on Thursday 2 June and one for alumni who missed out in the previous two years on Saturday 4 June. On Friday 3 June there will be a community event which will be free for the local community. More details will be available in 2022.

## **5. Local community drop-in sessions**

It was discussed that following low attendance at the most recent on campus session, despite local advertising, these sessions would revert back to telephone appointments. **The next local community drop-in session is scheduled for 5-6pm on 15 February 2022 and**

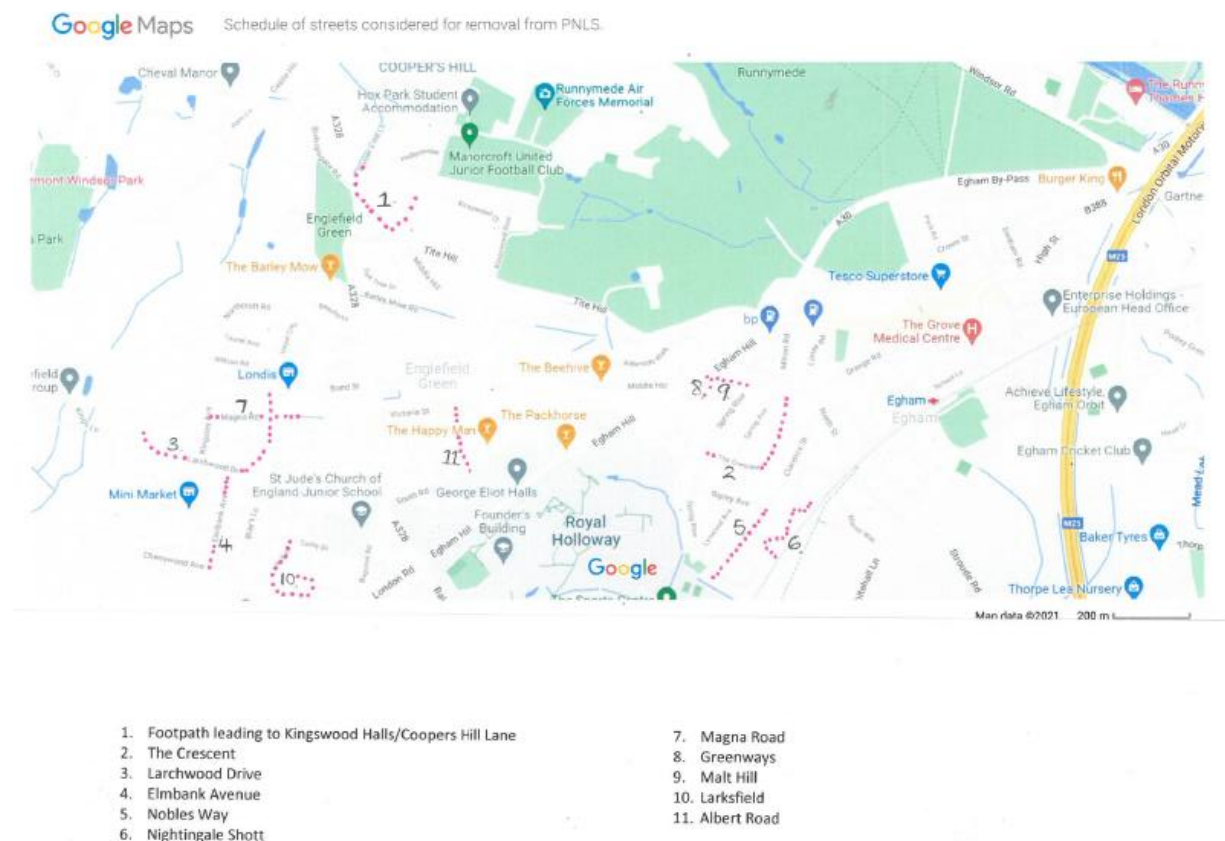
will be advertised on the Royal Holloway [website](#) and social channels as well as in Community Matters. Individuals can arrange a telephone appointment where they can speak to a representative about any concerns in relation to the university's activities by emailing [community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)

6. **Proposed date of next Royal Holloway and Runnymede Consultative forum meeting:** early March via MS Teams. Date to be confirmed. It was noted that there a number of councillor and resident association meetings around this time.

## ACTIONS LIST

	Action	Owner
1	Cllr Heath to send further details of the Surrey climate change strategy to the group.	Marisa Heath (action carried over)
2	Max Ross to follow up regarding noise issues with The Packhorse manager and he will also ask the manager to introduce himself to Chestnut Drive residents.	Max Ross
3	The lighting of the Englefield Green Christmas tree will take place on 4 December. Sarah Ixer-Pitfield to pass contact details for the Choir to Christine Welsh so she can see if they want to sing around the tree.	Sarah Ixer-Pitfield
4	Cllr Williams to share 'how to report incidents' sheet with forum members	Cllr Williams
5	Cllr Mullens to send contact details to Sarah Ixer-Pitfield for the secretary of ERA to ensure Community Matters is circulated to them.	Cllr Mullens
6	Helen Groenendaal to review whether the categories of issue can be broken down between Egham and Englefield Green for future reports	Helen Groenendaal

## Appendix A – RHRCG – Street lighting roads of concern



## Appendix B - Egham Chamber of Commerce

We are working on a number of activities that we hope will encourage footfall in the town and create a vibrant and viable town centre. We have recently been granted licences by Runnymede Borough Council to host up to 28 events per annum in Egham High Street. This is excellent timing as the operators of the Vegan market who we have hosted previously would like to return on a regular basis. We are also in discussions with other potential market operators.

Events planned for November and December include the following:

- Saturday 13 November - Vegan market
- Saturday 11 December - Egham Christmas Fair
- Sunday 12 December - Vegan market

We are also....

- Empty shops - encourage businesses to set up in town and look at initiatives to make use of empty shop windows in the meantime.

- Egham Lit - working with Egham Lit to host events including a comedy evening on Saturday 27 November and a Craft & Gift Fair on Sunday 28 November.
- Supporting local businesses via social media platforms.
- Egham Town Team - working with stakeholders to enhance the Xmas lights in Egham, we also have a member of the group who is putting together a report into how we as a community can make Egham a more welcoming destination for students.
- Egham Town football Club - we have supported the club refurbish the ground following the fire earlier this year. We are working with them to improve community engagement including encouraging more people to go along and support the team, including students at RHUL who may wish to adopt Egham as their team while they are here.
- Holding regular business forums for local businesses, we were very pleased to host our local MP at our most recent event held in the function room of the Red Lion.
- We have recently signed up as an official refill scheme via refill.org, a group set up to encourage communities and businesses to live with less plastic. Activities include free water refills, zero waste shopping and plastic-free alternatives.

## Appendix C – Surrey Police Presentation

### Royal Holloway Consultative Meeting 2<sup>nd</sup> November 2021



## General Crime Summary in Runnymede

TNO +2.6 (+84) – 3262 Recorded Crimes FYTD

### Key Crime Types

- Burglary (Residential) -8.9% (-12)
- Violence (non-DA) +11.2% (+131)
- Sexual Offences + 62.9% (+39)



## Local Crime Update

### Sexual Offences:

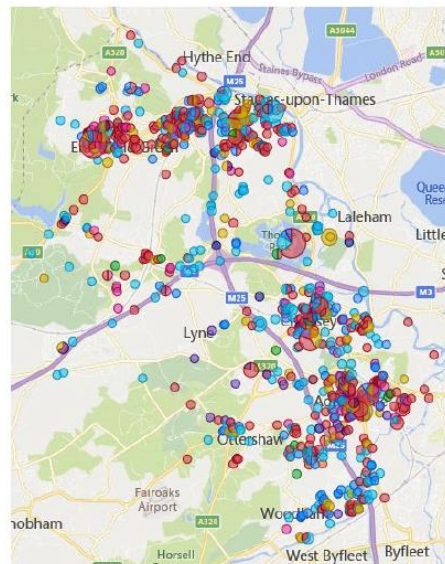
Year (June – October)	Serious Sexual Offences
2021	22
2020	26
2019	25

### Burglary:

Year (June – October)	Burglary Offences
2021	28
2020	31
2019	35

## Anti-Social Behaviour (ASB)

Area/Location (FYTD)	ASB 21/22
Egham Town	203
Englefield Green	219
Area/Location (FYTD)	ASB 20/21
Egham Town	200
Englefield Green	191
Area/Location (FYTD)	ASB 19/20
Egham Town	156
Englefield Green	129



## ASB Partnership Working

- A new partnership agreement between Surrey Police, RBC Environmental Health and Royal Holloway University
- One data set to better understand ASB across the area
- Agreed escalation process
- Regular multi-agency meetings
  - 11 Police visits, 1 ASB letter served
  - 16 Environmental Health Visits
  - 4 conduct hearings, 5 visits & 11 online meetings, 35 written or phone contact



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## Violence Against Women & Girls

- Making Runnymede feel safe
- StreetSafe – A tool to anonymously report a public space where people have felt unsafe
- Violence Against Women & Girls Survey



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## How To Contact Us



101 or 999 in an emergency



[www.surrey.police.uk](http://www.surrey.police.uk)



Social Media



## Appendix D – RHRCG – Community Wellbeing

### Royal Holloway & Runnymede Consultative Group, 2 November 2021

#### Wellbeing Department: Community update

The annual and ongoing delivery of the Be a Good Neighbour and Halls to Homes campaigns have continued since the last meeting with over one thousand BAGN packs posted out to student occupied properties in Egham and Englefield Green and eighty welcome visits made by the four Community Wellbeing Advisers since the start of term. A good number of these have been in-person as the lifting of Covid restrictions has allowed the team more flexibility to attend households in person.

We also continue to make use of social media and all-student communications to reinforce our community messages to students and to engage with them directly immediately we receive a concern or complaint about their property. This has been well supported by the two main university accounts – Campus Life and the Students' Union ensuring a larger reach.

Since early summer the team have also been sending a closure email to residents once a report has been investigated, followed up and our procedures completed. Cases will be re-opened if the issue persists. The two outstanding conduct issues reported in the last meeting were concluded with financial sanctions put in place for students responsible for a breach of our Regulations.

We have welcomed a new Senior Wellbeing Manager to the team. Part of her role is to manage the Community Support Co-ordinator and Community Wellbeing Advisers and as she is still in her first few weeks she is continuing to be inducted into the area of community support and liaison and to get a full understanding of the local priorities.

Over the summer period Inspector Wyatt led a refresh of the partnership working between Royal Holloway, Runnymede Borough Council and Surrey Police resulting in a revised Memorandum of Understanding around information sharing between all three teams and regular meetings to review the data and ensure a consistent and appropriate follow up to concerns raised with each community partner. This continues to be a helpful collaborative approach to responding effectively and promptly to reports made. We are grateful for the high-visibility presence by both the Police and Council teams at night early in the term and for the visits made by them to student households.

We would like to correct the misunderstanding that has been shared with us that the university does not address only the first two complaints about a property – we record and respond to each and every complaint made and do not stop investigating and following up whatever the volume may be. It remains the case at this time that in the majority of cases a household does not attract more than one complaint and so multiple reports are less frequent for households but more frequent when an unspecified area is being reported – for example in the case of transient noise. Our frequently answered questions and process guidance documents are being further updated to ensure this is clear and will be replaced online over the next week or two.

The autumn Community Matters newsletter is [available online here](#) and local residents can sign up to receive this directly by [contacting the team](#) to ask to be added to the mailing list. Over the summer the Marketing & Communications team ran adverts on social media encouraging people to sign up to this newsletter and we now have 447 subscribers from the local area.

Through Community Matters, the website and social media we promoted the termly drop in on campus for local residents which took place on Tuesday 19 October and also had PCSO Lawford and PCSO Brooker in attendance. No local residents attended this drop in to speak with members of the College and Students' Union and so we may return this opportunity to a telephone format as this attracted better attendance with residents able to book appointments to speak to staff.

Finally the Wellbeing Department, alongside other university & SU teams, has recently been presented a Surrey Lord Lieutenant's award recognising the support provided to students over the course of the pandemic and in particular to supporting students in halls and local private sector accommodation when they were required to self-isolate for ten days.

### **COMMUNITY INCIDENTS REPORTED & STUDENT CONDUCT**

During the reporting period 1 August 2021 to 27 October 2021 (inclusive) Royal Holloway has received 70 complaints about 67 alleged incidents. Of these 67 incidents 33 were reported in Egham and 32 were reported in Englefield Green. The categories of the reported incidents are:

- 42 reports of noise nuisance from a property.
- 8 reports about refuse & recycling.
- 8 reports of transient noise.
- 4 reports about parking or vehicle use.
- 1 report about vandalism.
- 1 report about a prank call.
- 1 report about ASB.
- 1 report about trolleys being taken from the town.
- 1 report about the notification of a planned house event.

The number of properties involved in these 67 incidents is 30 individual houses and 12 locations (for example a road where there has been a parking issue or transient noise). Of these 30 properties:

- 19 have been reported once.
- 8 have been reported twice.
- 2 have been reported four times.

- 1 has been reported six times.

Of the 12 locations:

- 6 roads have been reported once.
- 5 roads have been reported twice.
- 1 road has been reported three times.

The number of complainants is for the incidents reported is 46. Of these:

- 32 complainants have contacted us once.
- 10 complainants have contacted us twice.
- 1 complainant has contacted us three times.
- 2 complainants have contacted us four times.
- 1 complainant has contacted us nine times.

In following up these reports the university has resolved issues in a variety of ways including:

- Content in two all-student emails.
- Dealt with four households through conduct process.
- Made five visits to households in response (not including the welcome visits)
- Made direct contact with household members by email, letter or phone on 35 occasions.
- Held eleven meetings with households in person or on Teams.
- Recorded four incidents where no person or house could be identified.
- Referred five incidents to Police or the Council for follow up.

From our regular partnership meetings and information sharing discussions we are aware that since the start of term Environmental Health have recorded the following:

Category	RBC EH
Noise – People (Rowdy Behaviour)	8
Noise – Party	5
Noise - Music	2
Noise - Music & Drums	1
<b>TOTAL REPORTS</b>	<b>16</b>

## **VOLUNTEERING**

The Volunteering team continue to play an incredibly important role in campus life and in supporting projects across the local community and have a new home on campus in the Volunteering Hub with opportunities in the areas of community action, social action, volunteering abroad, community research and sports volunteering amongst others.

Following the success of last year's Paint a Poppy Campaign in Englefield Green, the team are bring it back for second year and will be working with Schools in the local area to collect stones, paint them with pictures of poppies and remembrance and distribute them locally. They are also leading on the Love in a Box project collecting shoeboxes which are filled with gifts and supplies before they are sent to South East Europe to vulnerable people before Christmas. The International Kitchen Project is where they teach students of all ages about cultures through the medium of food and continues to be a successful and popular opportunity.

## **ACTIONS FROM THE LAST MEETING (JUNE 2021)**

- (4) Helen Groenendaal to share with Christine Welsh details of a review of the contact made and actions taken with the local resident referenced by and to Christine Welsh  
COMPLETED

*Helen Groenendaal, Head of Wellbeing, Student & Academic Services (Oct 2021)*

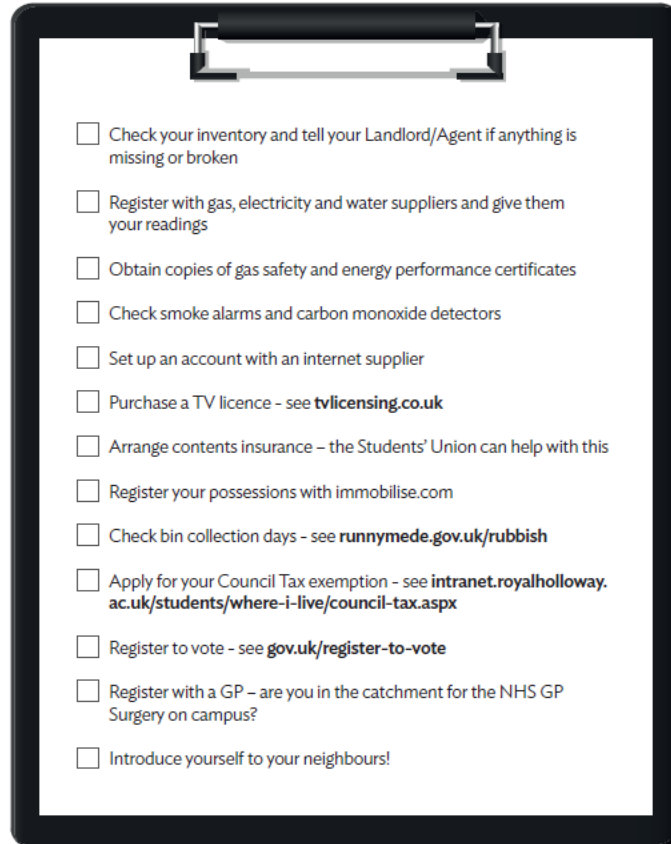


## Appendix E – RHRCG – Be a Good Neighbour Guide (2021)



## Settling in checklist

Here is a list of the essential things to do when you move into your new home



A clipboard with a black border and a silver clip at the top. The clipboard contains a checklist of 14 items, each preceded by an empty square checkbox. The items are:

- ☐ Check your inventory and tell your Landlord/Agent if anything is missing or broken
- ☐ Register with gas, electricity and water suppliers and give them your readings
- ☐ Obtain copies of gas safety and energy performance certificates
- ☐ Check smoke alarms and carbon monoxide detectors
- ☐ Set up an account with an internet supplier
- ☐ Purchase a TV licence - see [tvlicensing.co.uk](http://tvlicensing.co.uk)
- ☐ Arrange contents insurance – the Students' Union can help with this
- ☐ Register your possessions with [immobilise.com](http://immobilise.com)
- ☐ Check bin collection days - see [runnymede.gov.uk/rubbish](http://runnymede.gov.uk/rubbish)
- ☐ Apply for your Council Tax exemption - see [intranet.royalholloway.ac.uk/students/where-i-live/council-tax.aspx](http://intranet.royalholloway.ac.uk/students/where-i-live/council-tax.aspx)
- ☐ Register to vote - see [gov.uk/register-to-vote](http://gov.uk/register-to-vote)
- ☐ Register with a GP – are you in the catchment for the NHS GP Surgery on campus?
- ☐ Introduce yourself to your neighbours!

## Your guide to living in Englefield Green and Egham



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### Who are we?

Community Wellbeing are responsible for:

- Overseeing and implementing our 'Be a Good Neighbour' strategy
- Encouraging positive behaviour in the local community
- Supporting students living locally in the private sector, including making welcome visits to provide help and advice on settling in and wellbeing checks
- Working with our community partners, e.g. Council, community groups, other residents, and the Police.

We are here to support and advise you with issues related to living in the local community so that you can have the best possible experience at Royal Holloway. If you have any concerns you want to discuss, contact us ([community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)).

Our team offer support to students who are struggling with personal wellbeing issues and can give non-judgmental and practical advice. If you have any general wellbeing concerns, contact our Wellbeing Advisors ([wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk)).



## Being a good neighbour

We have high expectations of you, both within your studies and when living in the local community. When you live in the local community, you are the face of Royal Holloway (very much like our favourite bear, Colossus!). We want to be proud of how you represent yourselves and us. Being a good neighbour sums up our community expectations.

While this is new for you, remember that your predecessors may have caused upset and sometimes tensions exist. Therefore, as new neighbours it's better for you to make a fresh start as you will be spending the next year living side by side. Introduce yourself to your neighbours when you move in to break the ice and take a proactive step towards developing your own friendly relationship with them.

If you start the year positively and treat your neighbours with respect and consideration during the year, it will benefit everyone and will go a long way to ensuring you receive the same from them. They know who to contact if they have a problem and you may need to ask for their help some time. Plus, getting to know the people who live nearby helps create a sense of belonging and shared identity in our local area.


With this in mind, we have enclosed two postcards with this guide that you can complete and give to your neighbours when you first move in. It's up to you whether you include a contact number, but if you feel comfortable this can be useful – your neighbour may be more likely to contact you first, rather than us!





## Noise

The fact is we all make noise, but excessive noise can affect people's lives, their sleep and their wellbeing. Noise is the most frequent concern that is reported to us. We strongly encourage students to follow our **'Be a Good Neighbour'** strategy and avoid making noise that disturbs others.

**MYM** There is no truth in the suggestion you can make as much noise as you want until 11pm. 

### Things to remember

- You live in a quiet, residential area
- There is no right to party
- There should be no excessive noise at any time at your property (noise which disturbs others)
- There should be no disruptive noise audible outside your property at night, including in your garden
- Return home from a night out as quietly as possible. Noise in the street can wake your neighbours and be disruptive
- Be reasonable and respectful at all times. Everyone has the right to the quiet enjoyment of their property

### Top tips on keeping the noise down ...

#### Walking home

- Keep noise to a minimum, particularly at night
- Be aware of how much noise your group is making
- Avoid singing, shouting, anti-social behaviour or vandalism
- Take your rubbish with you

#### Parties and pre-drinks

- Remember there is no right to party
- Check your tenancy agreement allows you to have parties
- If you are going to organise one, have it on a Friday or Saturday and keep music to a reasonable level
- Speak to your neighbours in advance and negotiate the finishing time. Remember noise can travel beyond your immediate neighbours
- Give neighbours a mobile number to call if things get too loud – and respond to their messages
- Keep doors and windows closed
- Avoid partying in the garden
- If people go outside to smoke, make sure they aren't noisy
- Ask your friends to leave quietly and not all at once
- You are responsible for their noise in your house and the street
- Even if neighbours agree to the party, they may still choose to complain if they are disturbed or the party continues too late.

Preferably, use the Students' Union or other campus venues when you socialise with friends

### 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 misconduct hearings 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 status as a student.

### 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 from domestic properties. Call 01932 838383 or email [environmentalhealth@runnymede.gov.uk](mailto:environmentalhealth@runnymede.gov.uk)
- Community Wellbeing at Royal Holloway if you believe the noise involves students from the College. Email [community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)
- To report a crime, call the Police. Call 999 in an emergency – e.g. if a crime is in progress or someone's life is in danger – or call 101 or visit [www.surrey.police.uk/ro/report/](http://www.surrey.police.uk/ro/report/) for all other Police matters.



## Dealing with disagreements

When sharing a home, some disagreements are inevitable, so it's a good idea to get prepared for difficult situations. Differences of opinion can be flashpoints or become bigger problems if allowed to fester. If conflicts arise, talking through the issues is usually the best way to resolve them. Good communication is key:

### Do's

- Pick your battles
- Address potential problems early
- Call a house meeting or speak to your housemate(s) directly at a time and a place that suits everyone
- If the conflict is just with one other person, speak to them directly
- Give advance notice about what you want to discuss so no one feels ambushed and everyone can prepare what to say.

### Don'ts

- Avoid the topic until you are too angry to discuss it calmly
- Confront a housemate if they've been drinking or are on their way out
- Drag friends into the disagreement so they have to pick sides or try to isolate your housemate
- Leave angry or passive-aggressive notes around your house
- Take to social media to complain about your housemate – you wouldn't want to read things about you, so it's best not to do it to others!



## Holding a house meeting

It is important to treat your housemates with dignity and respect, however angry you may feel. Call them in, don't just call them out:

- Set ground rules
- Give everyone a chance to speak and listen without talking over each other
- Discuss issues calmly without raising your voices
- Be honest and acknowledge when one of you makes a valid point – there are usually two sides to every argument
- Stick to the problem in dispute and don't drag in other issues to escalate the situation
- Avoid making deliberately personal or hurtful comments
- Focus on solving the problem and be willing to compromise. Try to put the past to rest

If you are at fault, be honest and take responsibility. This is often the best way to prevent more conflict and avoid making home life more difficult for everyone. Apologising for a mistake won't remove the consequences of what you have done, but it will help resolve the conflict.

If you follow this advice, but are still unable to resolve the conflict, you can contact us for further guidance.



## Recipes for a house meal

Pick an evening when you are all home, choose a recipe you all like and then all pitch in to create a masterpiece you can all enjoy! Cooking together can be surprisingly fun. Here are a couple of recipes to get you started...

### CLASSIC BOLOGNESE

For 4 people

#### Ingredients

1 tbsp olive oil  
1 onion, finely chopped  
500g beef mince or quorn mince  
2 garlic cloves, chopped  
(or use garlic granules)  
1 tsp oregano, basil or mixed Italian herbs  
90g mushrooms/1 large carrot/  
1 courgette grated (optional)  
400g tin chopped tomatoes  
1tbsp tomato puree  
300ml hot stock (beef/vegetable)

#### Method

1. Heat the oil in a large pan, add the onion and fry at a medium heat for 3-4 minutes until softened. Add the garlic, herbs and mince/quorn and fry until they are brown. Add any vegetables and cook for a couple more minutes.
2. Stir in the tomatoes, stock, puree, Worcestershire sauce and season. Bring to the boil, then reduce the heat, cover and simmer, stirring occasionally for up to 30 minutes.
3. Cook your pasta in a large pan of boiling, salted water according to the packet instructions. Drain well and run boiling water through it.
4. Serve pasta, top with the Bolognese sauce and sprinkle on parmesan cheese.





## NASI GORENG

For 4 people

### Ingredients

2 tbsp vegetable oil  
2 small onion, finely sliced  
2 garlic cloves, crushed  
2 carrot, grated  
1 small Chinese or Savoy cabbage, shredded  
400g cooked brown rice  
2 tbsp fish sauce (optional)  
2 tbsp soy sauce  
2 eggs (optional)  
Hot sriracha chilli sauce (optional), to serve

**Optional add-ins:** chicken, prawns, additional vegetables

### Method

1. Put the rice in a large saucepan, add water and bring to the boil. Stir then cover with a tight-fitting lid. Reduce heat, simmer for 10 minutes. Uncover, fluff with a fork, spread it out to cool.
2. Heat the oil in a wok or large pan over a high heat. Add the onion and cook for 3-4 until softened and slightly caramelised. Add the garlic and stir for 1 minute
3. Add the carrot and cabbage and cook for 1-2 minutes. Add any of the optional add-ins you have chosen and make sure they are cooked through properly.
4. Add the rice and stir until it is heated through. Pour in the fish sauce, soy sauce and seasoning. Make a well in the centre of the wok and crack in the eggs. Fry until the white is nearly set.
5. Serve the rice in a large bowl topped with the egg and drizzle on the chilli sauce if you wish.





## Organising your household

Moving off-campus can be an exciting opportunity to live with friends, share amazing experiences and make lifelong memories. But have you thought what day-to-day life will be like?

Some of you will be moving in with friends you know from Halls or previous house shares, others may be sharing with people they have

only just met. Each situation can come with its own challenges as the novelty of moving in together wears off. Your expectations of what a house share may involve can be different. It is in everyone's best interests if you can work together to create a positive environment and keep this going through your tenancy.

### Cleaning rota

A clean house helps maintain a happy household!		
	Kitchen	Bathroom
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

community@royalholloway.ac.uk

- How will you keep the property clean and tidy? A cleaning rota can help (see below)
- How will you pay utility bills? Apps like Splitwise or Splid can help

- Will you give each other notice? Can you veto this if you have a deadline approaching?
- How will you make time for shared household fun activities? Think about sharing regular house meals (see page 10) or planning nights out
- How will you deal with any problems that arise?



[intranet.royalholloway.ac.uk/students/help-support/](http://intranet.royalholloway.ac.uk/students/help-support/)

## Refuse and recycling

Runnymede Borough Council run a comprehensive refuse and recycling collection service. It is a case of knowing which bin to use, when to put them outside for collection and when to bring them back onto your property.



### 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 clean, dry and loose inside your blue-lidded recycling bin without any plastic bags. This is emptied fortnightly.



### Food waste

All food items (including teabags) should be collected in compostable liners, vegetable bags or plastic bags and collected in your grey caddy. When full, transfer these bags to your larger green bin that is emptied every week.



### Textiles or small electricals

Unwanted clothes, paired shoes, belts and small electrical items (no light bulbs) should be put in a tied standard sized carrier bag and left with the bins. Collected weekly.

- If your refuse or recycling bins are lost, contact RBC 01932 838383 / [refuse@runnymede.gov.uk](mailto:refuse@runnymede.gov.uk)
- If your food caddy or food bin are lost, collect a new one from our offices in Founder's East
- If you live in a flat, there may be variations to how your rubbish and recycling are collected. Check when you move in.

### Moving in essentials

- Generally bins in Englefield Green are emptied on Mondays and in Egham on Tuesdays – see [Runnymede.gov.uk/rubbish](http://Runnymede.gov.uk/rubbish)
- Refuse and recycling are collected on alternate weeks
- Food waste is collected weekly
- Move the correct bins to your property boundary by 6am on the morning of collection.
- After they are emptied, move bins back on to your property and if possible well away from the boundary by the pavement.
- The Council will not empty a bin if the lid can't close or take away extra rubbish bags left beside or near your bin
- Don't let excess bags/boxes of rubbish build up outside your property
- Alternatively, you can take these to the local tip for free (Lyne Lane Community Recycling Centre, KT16 0AR)
- Download the Surrey Recycles app for more information.

### What can you recycle?



## Parking and your car

As Royal Holloway has signed up to a sustainable transport plan to reduce car use, there are strict rules on students' car use on the main campus and local area, and we actively encourage cycling. If you live locally, only bring a car if there is adequate space to park at your house and your landlord agrees.

If you live in Egham or Englefield Green, you should leave your car at your property and not drive closer to campus to park in the adjoining roads.

- Drive carefully as many of the roads are narrow
- Never rev your engine or sound your horn to summon friends

**Reminder:** Keep the volume down on your car stereo (and possibly shut your car windows) when driving through, or parked, in a residential area.

- Park carefully in a space you are permitted to use
- Never block access for other vehicles, driveways or garage entrances
- Always leave enough space for emergency vehicles to drive easily past your vehicle
- Never be tempted to drink and drive. If you are driving, stick to soft drinks – and remember, if you have been drinking alcohol you may be over the limit the following day!

If you live within 1.5 miles of campus, you are not entitled to a standard student parking permit. However, you can apply for an out of hours student parking permit, see [royalholloway.ac.uk/parking](http://royalholloway.ac.uk/parking)



## Staying secure locally

Surrey Police are responsible for law enforcement in the local area.

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

You can keep up-to-date on Police news from around campus and beyond by following them on social media: **@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.



### Useful telephone numbers

College Security	(non-emergency)
	01784 443063
	SecurityRHUL@royalholloway.ac.uk
College Security	(emergency)
	444 (internal line)
Surrey Police (non-emergency)	101
Emergency Services	999



## Crime prevention and your personal safety

Egham and Englefield Green are safe areas with a low crime rate. We have an excellent working relationship with the Surrey Police Neighbourhood Team to help maintain this. It is also important that you do all you can to keep yourself and your possessions safe and do not take unnecessary risks.

### Top tips on home security

- If your house has an alarm, use it
- Lock your doors and windows, even if someone is in
- Keep valuables out of sight
- Register your property on [immobilise.com](https://www.immobilise.com) to increase your chances of getting it back if it is lost or stolen.

### Top tips on personal security

- Use safe, well-lit routes even if this adds time to your journey
- Avoid short cuts through the cemetery, alleys and parks
- Stay with friends and try to avoid walking alone in the dark
- Stay alert. Avoid using your phone or headphones when walking
- Be visible. Dark clothing can make it difficult to see you at night
- Use the footbridges or crossings to cross the A30 at all times
- Use the College bus to get home from campus at night.





#### Top tips on car safety

- Remove valuables when you leave the car or lock them in the boot
- Park your car on your driveway or garage, if you have one
- If not, park in a well-lit spot, preferably under street lighting.

#### Top tips on bicycle safety

- Make sure your bike is roadworthy
- Be visible at night. Use front and rear lights and wear reflective/high vis clothing
- Always lock your bike.

See also: [intranet.royalholloway.ac.uk/keepingsafe](http://intranet.royalholloway.ac.uk/keepingsafe)

[www.surrey.police.uk/cp/crime-prevention/keeping-vehicles-safe/how-safe-is-your-bike/](http://www.surrey.police.uk/cp/crime-prevention/keeping-vehicles-safe/how-safe-is-your-bike/)





## Get involved with the local community

### Volunteering

Volunteering is a great way to meet people, explore the wider community, and grow as a person. Our award-winning team has over 2,000 registered volunteers and over 250 community partners.

Find out more and get involved at [royalholloway.ac.uk/volunteering](http://royalholloway.ac.uk/volunteering)

### 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 no longer live on campus. Find out more about each one at: [su.rhul.ac.uk](http://su.rhul.ac.uk)

### Active Lifestyle and Sport

Our sports facilities are excellent and with an on-site fitness suite and group exercise classes it couldn't be easier to keep active! The Active Programme includes drop-in sport and a social league, all of which are included with some memberships. To find out more at [royalholloway.ac.uk/sports](http://royalholloway.ac.uk/sports)

## Your local area

You chose to come to university in a beautiful area, so use the weekends to explore. This is a selection of some of the places you can visit locally:

Go walking in **Runnymede Meadows** where King John signed the Magna Carta in 1215 and visit the Kennedy Memorial or in **Windsor Great Park**, a Royal Park with 5,000 acres to explore.

Thrill seekers can visit **Thorpe Park** and experience some of the most terrifying roller coasters in the UK.

Try shopping in **Windsor, Staines-upon-Thames, Richmond-upon-Thames** or **London** which is only 40 minutes away by train. There is guaranteed to be something for everyone with so much to do and see.



## 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 have a thriving Students' Union that offers a huge range of clubs and societies, student media, encourages student participation in democratic processes, provides advice, representation and runs 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 more.

### Advice Centre

The Advice Centre is based on the first floor of the Students' Union. It is a free and confidential service that is available exclusively for students at Royal Holloway. It offers you the opportunity to discuss housing or academic concerns and receive advice from their team of experienced and professional advisors. They operate an open door policy, but sometimes it is necessary to book an appointment in advance. You can contact them by visiting the SU help desk or by emailing [advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk)

In addition, you can find further advice and information about the Advice Centre at [www.su.rhul.ac.uk/advice](http://www.su.rhul.ac.uk/advice)



## Moving out

While most steps are simply the opposite of those you took when you moved in, there are some additional issues to bear in mind when you move out:

### Manage your waste

Start clearing up early as the end of your tenancy approaches to maximise the routine Council refuse and recycling collections.

### Check your inventory

Try to leave your property with the same items in the same condition described in your inventory.

### Removal of bulky items

You can ask Runnymede Borough Council to remove large items, like furniture, for a small charge or take them to Lyne Lane Community Recycling Centre for free.

### Take meter readings

On the day you leave the property.

### Contact your gas, electricity, broadband and water suppliers

Let them know that you and your housemates are moving out.

### Donate don't waste

If you have unwanted items or unopened food in your cupboards, consider donating to

charity rather than simply putting it in the bin. The College's Volunteering team work with the British Heart Foundation and the Food Bank to encourage students to donate unwanted items such as clothing, duvets and unopened, sealed food that is still in date. You can bring any unwanted items to the collection point **outside The Hub, or food items, outside the Union Shop.**

### Need Advice?

If you have any concerns about your property when you come to the end of your tenancy, you can contact the Advice Centre at the Students' Union for advice.

### Council Tax exemption

Once you finish your final year exams, Runnymede Borough Council treats you as having completed your studies and the Council Tax exemption no longer applies. This means you are liable to pay Council Tax for the remainder of your tenancy (even if you don't live there) and they can take court action against you if it is unpaid. Therefore, we recommend you look out for the Council Tax bill and pay it.



## Supporting you at Royal Holloway

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 ([wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk)), or by coming to see us. Alternatively, you can contact teams directly:

Supporting you with your disability	<a href="mailto:disability-dyslexia@royalholloway.ac.uk">disability-dyslexia@royalholloway.ac.uk</a>
Supporting you with your finances	<a href="mailto:moneymatters@royalholloway.ac.uk">moneymatters@royalholloway.ac.uk</a>
Supporting you with your faith & spirituality	<a href="mailto:chaplaincy@royalholloway.ac.uk">chaplaincy@royalholloway.ac.uk</a>
Supporting you as an international student	<a href="mailto:internationaladvice@royalholloway.ac.uk">internationaladvice@royalholloway.ac.uk</a>
Supporting you through counselling	<a href="mailto:counselling@royalholloway.ac.uk">counselling@royalholloway.ac.uk</a>
Supporting you with wellbeing guidance	<a href="mailto:wellbeing@royalholloway.ac.uk">wellbeing@royalholloway.ac.uk</a>
<a href="https://intranet.royalholloway.ac.uk/emergencycontacts">intranet.royalholloway.ac.uk/emergencycontacts</a>	

### GP Surgery

There is a full NHS GP Surgery offering many student specialist services, located on the first floor of Founder's East. You are encouraged to register with the Clarence Medical Centre from the start of the academic year. It is easier to register before you become unwell and ensures a smooth transition of services from your home GP. Details of how to register, are available at: <https://intranet.royalholloway.ac.uk/students/help-support/gp-surgery/register.aspx>

### Useful contacts

College Security	01784 443063	Crimestoppers	0800 500 111
Students' Union	01784 276700	Electricity – find my supplier	0800 029 4285
Student Services Centre	01784 276641	Gas – find my supplier	0800 029 4285
University of London Housing	0207 862 8880	Gas – emergency helpline	0800 111 999
Surrey Police (non-emergency)	101	NHS	111
Surrey Police (emergency)	999	Nightline	0207 631 0101
Runnymede Borough Council		Samaritans	116 123
Environmental Health	01932 838383	TV Licensing	<a href="https://www.tvlicensing.co.uk">tvlicensing.co.uk</a>
Citizens Advice Bureau	01932 842666		

