Guide to Living in Halls
2018/19
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Follow us on social media!

@RHCampusLife
Royal Holloway Campus Life
@RHCampusLife
Hello and welcome from your Residential Services team.
We’re lucky to have one of the most beautiful university campuses in the world, with excellent teaching and study spaces, bars and cafés, high-quality accommodation and sports facilities. We hope you’ll enjoy living with us.

We are your primary contact and here to make your new home comfortable and safe so that you can enjoy and make the most of your time at university. This guide is a useful and quick reference to answer any questions or concerns you may have. If you can’t find the answer, please come and visit us at your Residential Halls Reception.

Residential Services team
The Hall Life team

The Hall Life team are here to support you with life in Halls, including settling in, living independently and resolving disputes. Working closely with Security, the Hall Life team report and follow up on noise complaints and disturbances.

Throughout your time in Halls, the Hall Life team will host events and campaigns to help you make new friends, try new things and make you aware of support services available to you on campus.

The Hall Life team are on duty each evening from 7 - 9pm.

The Hall Life team can help you, for example, by hosting flat meetings to help solve issues. As well as being there for you to call on, they may come and visit you. You might get a visit from a member of the Hall Life team if:

- they are concerned about you,
- there is a noise disturbance,
- there is a fire alarm activation,
- there are reports of inappropriate behaviour,
- they believe there has been a breach of regulations.

The Hall Life team can help you with:

- **Hall social events** – they organise events to help residents get to know one another. From Yoga to Welcome Events, if there’s an event you’d like to see, get in touch!
- **Hall discipline** – encouraging you to follow the few rules and regulations that are in place for your safety and happy hall life
- **Hall welfare** – advice on a variety of issues such as living with others, emergency problems and homesickness.

Please respect their role by following their advice and providing your College identification if requested.

As a last resort, the Hall Life team will follow misconduct processes against individuals who cause problems for themselves and others. Any behaviour bringing the College’s name into disrepute will be dealt with separately, under the College’s disciplinary procedures.

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Top tips for living with others

1. **Establish some flat rules**

2. **Be considerate and don’t be too loud**

3. **Be understanding and talk to each other**

4. **Remember help is at hand if you need it**
How to be a good resident and neighbour

This might be the first time you have lived away from home and with others and it can take some getting used to! Our rules and regulations are here to make living together easier and to keep you safe.

Living in Halls should be fun – it’s a great way to make friends with people from a variety of backgrounds, and really helps you get the most out of your university life.

In the first few weeks of term, our Hall Life team will hold kitchen flat meetings to give you an opportunity to meet with one another and to establish some flat rules to ensure everyone is clear of each other’s expectations.

Divide cupboard and fridge space equally, so everyone has enough room – talk with your flatmates so that everyone knows which things (that belong to others) they can and cannot use.
Your Halls

Supporting you in Halls
We will work closely to support you with the transition from home to university, but anti-social behaviour will not be tolerated and will lead to misconduct proceedings. Anti-social behaviour refers to any behaviour which has a negative impact on the general wellbeing or health and safety of others and/or the College and its property.

Anti-social behaviour can lead to:
• Misconduct hearings leading to a request to leave/eviction from Halls.
• Academic departments being informed.
• Police investigation and involvement.
• Future restrictions on living in Halls and may affect any future references for private rental accommodation.
• A financial sanction.

Avoid getting in trouble:
• Don’t use or possess illegal drugs
  Royal Holloway will not tolerate illegal drug use or possession within Halls or anywhere on campus and has a duty under the Misuse of Drugs Act 1971 to enforce this
• Don’t drink alcohol in excess
  Taken to excess, alcohol can endanger the health, safety and wellbeing of yourself and those around you
• Don’t smoke
  All Royal Holloway buildings are smoke free and smoking in Halls is strictly prohibited, including e-cigarettes. Prohibited items also include the use or storage of shisha pipes. You can only smoke outdoors, at least five metres away from any buildings
• Don’t tamper with fire safety equipment
  Don’t interfere with or misuse anything provided for your health & safety, especially fire safety equipment
• Don’t have dangerous items
  Dangerous substances like petrol, solvents, lab equipment and weapons (including replica guns or knives) are absolutely not allowed in your Hall or on campus
• Behave in a responsible manner and follow the regulations set out in this guide, the Licence to occupy residential premises and general regulations governing student conduct, which can be found on the student intranet
• Bullying, discrimination and harassment in all its forms is not tolerated on campus
• Follow our clear policy governing discrimination and equal opportunities which can be found at royalholloway.ac.uk/aboutus/ goverancematters
Guests
You are responsible for your guest’s behaviour at all times – don’t leave them unattended or give them your College Card. Children especially should never be left alone in Halls. A guest can’t stay overnight in your room, they must leave by 11pm. By guest, we mean anyone who isn’t registered or contracted to live in your room or flat. If you are caught with a guest in your room this may lead to misconduct proceedings by the Hall Life team.

Pets
Pets are not allowed in bedrooms or any other part of the Halls. Guide dogs and hearing dogs are permitted by prior agreement.

Parties and noise
We want you to enjoy all aspects of your university experience. However, sometimes sociable events, like parties, can get out of hand. If any event leads to an incident causing a disturbance or harm to yourself or others, you could be held responsible. Please show courtesy and consideration to other residents at all times.

Guests can stay in the Hub Guesthouse which provides overnight accommodation. For more information go to venue.royalholloway.ac.uk
Your Halls – practicalities

Your contract
By moving into university accommodation, you, as the licensee, are entering into a legal agreement with Royal Holloway. You will have had to read the Licence to Occupy terms and conditions before accepting our offer of accommodation. According to the terms of your accommodation contract you have a financial obligation to pay any financial sanctions incurred during your stay in Halls. These terms and conditions, with the offer details, form the basis of your student accommodation contract. These terms and conditions are designed to make residential life pleasant and safe for everyone. Acceptance of the offer of accommodation creates a licence to occupy residential premises let by the College. Violation of any of the regulations may result in a fine, removal from residence and/or disciplinary action under the College General Regulations for Students, which can be found on the student intranet at royalholloway.ac.uk/student

Council Tax
As a full-time student living in Halls you are exempt from Council Tax. Runnymede Borough Council may occasionally ask you to prove you are a student; if they do, you can download proof of your student status from the enrolment tab in Campus Connect and send it to them.

Data protection
The Data Protection Act 2018 prevents us from responding to enquiries from parents / guardians without written consent from the registered student.

The Student Accommodation Code
The College has committed to the Universities UK (UUK) Code of Practice for the Management of Student Housing; it is also known as the Student Accommodation Code. Find out more at universitiesuk.ac.uk/accommodationcodeofpractice

The Code outlines notable practice and provides benchmarks for the management and quality of student housing in the sector. Details can be found at the UUK website thesac.org.uk

Read your Licence to Occupy terms and conditions if you haven’t done so already. You can find it on royalholloway.ac.uk/studyhere/accommodation

If you have a query about your contract get in touch with the Student Services Centre team at studentservices@royalholloway.ac.uk or call 01784 276641.
Inventory
When you first move into your room you need to complete an inventory to let us know you’re happy with your room. Your inventory sheet is in your Welcome Pack with the letter from your Housekeeper. Once you’ve filled it in take it down to your Hall Reception.

Food and kitchen safety
Food preparation areas, storage and cooking facilities are provided in the kitchen. No cooking is permitted elsewhere in the Halls and cooking, especially on the hob, must not be left unattended. Maintaining a good standard of hygiene is very important to avoid potential pest infestation (bugs, mice etc.). You are also not permitted to have personal fridges in bedrooms.

Recycling, food and general waste
There is a mixed recycling bin in all kitchens with a clear plastic liner. This is for:
- Paper
- Card (except contaminated/used pizza boxes)
- Plastic cups, bottles, cartons, yoghurt pots etc.
- Drinks cans, food cans, aluminium trays and foil
- Glass
- Domestic aerosol cans (not hazardous sprays such as insecticides)
- Clean food packaging.

Food waste can be put in the caddies provided in each kitchen. Please do not put oil or food down the sinks as this will cause blockages. Frequent calls to unblock sinks caused by the failure to dispose waste properly may be charged to your flat.

You and your fellow residents are responsible for taking out the recycling as well as general and food waste to the waste collection area nearest to your Hall. Details of your nearest waste area is displayed on your kitchen or pantry notice board.

General waste – everything else should go in the general waste bin with a black plastic liner including sweet and chocolate wrappers, crisp packets and polystyrene. In Founder’s, Reid and Kingswood 1 cleaners will remove both general waste and recycling bags. In all other Halls students are responsible for removing both general waste and recycling to the outside bin areas.

Takeaway cups used at the College currently are not recyclable and need to go in the general waste bins.

Purchase a keep cup from one of our food outlets to avoid the disposable cup charge on hot drinks!
Your Halls – practicalities

Environmentally friendly
We take our environmental responsibilities seriously, and we hope you do too. If we work together we can reduce the impact we make on our environment.

Utility bills
You don’t need to pay electricity, water or gas bills, as it’s covered in your residential fee. That said, please be responsible and conserve energy by switching off appliances and lights when you’re not using them.

Heating
During the colder months (normally October to April) all buildings are heated to maintain a minimum air temperature of 18/19 degrees celsius. During warmer months (normally May – September) the heating system is turned off. If your building is too cold or too hot, firstly check if the radiator is on/off. If the radiator has a temperature control, you can adjust it yourself. After you’ve adjusted it, wait a few hours, and if you still find it too cold or hot then report it to your Hall Reception. Housekeeping or one of the maintenance team will then come and check that the heating is working correctly within the set temperature levels. If you don’t have a control on your radiator, then contact your Hall Reception.

Maintenance and repairs
To keep Halls and rooms to the highest standards we carry out regular maintenance. This includes: checking water quality, boiler checks, electrical testing and servicing feminine hygiene bins. We’ll email you when these checks are happening, giving reasonable notice if we have to enter your room.

If anything is broken or damaged in your room, report it to your Hall Reception as soon as possible.

For urgent issues such as power outage or major leaks, the Maintenance team will attend within 24 hours. For all other issues they will attend within five working days outlined in your service agreement.

For more information on the attendance guidelines of the Estates Maintenance team, visit intranet.royalholloway.ac.uk/students/where-i-live/get-help-with-a-problem-in-halls/get-help-with-a-problem-in-halls.aspx

Small actions make a big difference:
✓ Recycle and re-use items
✓ Switch off lights when you leave a room
✓ Turn off all electrical items when not in use
✓ Only boil the kettle with the required amount of water
✓ Cover saucepans with lids so the heat is kept in when cooking
✓ Turn off the tap when you brush your teeth. A running tap uses six litres of water a minute
✓ Report leaking taps to your Hall Reception as soon as possible. A dripping tap can waste up to 140 litres a week.
Our post room handles over 500 parcels a day, so while we try to get you your post as quickly as possible, we’re not always able to process deliveries straight away (particularly same-day deliveries).

While we’re able to process parcels that we receive, we cannot send parcels for you. If you’re looking to send a parcel, the Post Office in Egham offers a full range of Royal Mail services.

Remember when you finish your period of occupancy you will need to re-direct your mail using the Royal Mail redirection service. Information is available on the Royal Mail website.

We’ll take your request for a repair or maintenance as permission to enter your room to investigate or resolve the issue. Contractors and maintenance staff will be identifiable by their uniform and identity cards, and we keep a record of when any member of staff enters a student’s room. There may be other reasons why we need to enter your room at short notice. For example, if there’s an emergency or issue we believe may be causing damage to the building. For emergency repairs discovered after 6pm needing immediate attention, contact the Security team at Founder’s Security Office, The Hub or Kingswood Receptions.

**Laundry**

There’s a laundrette within walking distance of each Hall. Laundrettes are provided by Circuit Laundry and are cashless. We recommend using the mobile app if you have an Apple or Android device. Alternatively, your Hall Reception can provide you with a laundry card.

When you first register, you will need to select London as your city (not Egham) and then select Royal Holloway. You should be connected to CampusNet for the app to be working.

Further instructions can be found in the laundrette. A wash cycle costs £2.90 and a drying cycle costs £1.40.

**Post and parcels**

As you live in Halls you can have post delivered to you direct at the College. Mail is delivered Monday – Friday only and letters are placed in pigeon holes under your surname.

Items delivered by courier as well as parcels/items requiring a signature are held by the post rooms. Take your College Card with you to your designated post room and sign for your item.

If you live in Founder’s go to the George Eliot Centre for your parcels and items requiring signature.

To receive mail it needs to be addressed with your full name as shown on your College Card, your room number and hall of residence, followed by:

**South Campus**
(Gowar and Wedderburn, Reid, the Hub, Runnymede 1 & 2, Williamson, Butler and Tuke)
Royal Holloway University of London, Egham, Surrey, TW20 0EX

**North Campus**
For Kingswood: Royal Holloway University of London, Kingswood, Coopers Hill Lane, Englefield Green, Egham, Surrey, TW20 0LG
For Founder’s, George Eliot, Highfield and Penrose: Royal Holloway University of London, Harvest Road, Englefield Green, Egham, Surrey, TW20 0BN

For opening times and to check your designated post room, visit intranet.royalholloway.ac.uk/students/where-i-live/send-or-receive-post.aspx
Your Halls – practicalities

Keys
Room and flat doors should be locked continuously, just as you keep your front door at home locked. Always ensure that you have your College Card and key (if separate) with you at all times. Take care not to leave your keys lying around or lose them, as this will result in you being temporarily locked out of your accommodation.

If you lose your key or College Card please report it to your Hall Reception immediately. There is a charge for replacement of keys, locks and your College Card.

✔️ When you arrive you will have been given a temporary key card which will last for **seven days**. If you go to your Hall Reception with your College Card and temporary room key they will activate your College Card so it becomes your Hall and room key as well.

✔️ Don’t rush there straight away, Hall Receptions will be exceptionally busy at the start of term, so please wait a couple of days!

Lost property
If you lose something during term time, you can register it as lost or collect it from either your Hall Reception or from the Security team who are based in the security control centre in Founder’s East. Where an item has identifying marks we will attempt to find the owner. Unclaimed items are donated to charity at the end of each term, though some items (such as perishable items) are destroyed when necessary.

Parking
If you live in Halls you’re not permitted to bring a car to College. You have everything you need on hand and access to all local public transport, so having a car is not necessary. Parking spaces are limited, so we focus on accommodating those who are in most need of using parking facilities around the campus.

Residents at Kingswood may register to park at Kingswood only, via your Hall Reception. The registration doesn’t cover parking elsewhere on campus.

Blue Badge holders may park in designated disabled bays anywhere on campus, but still need to be registered and display a Blue Badge. Students with a disability or medical condition, can apply for permits, which will be subject to approval from the Disability & Dyslexia Services Office.

All car parks, including Kingswood, are monitored by Automatic Number Plate Recognition Cameras. If you park without a permit or park illegally you will receive a penalty charge of up to £60. Students must not park in local streets around the College.

Find out more about parking on campus at [royalholloway.ac.uk/parking](http://royalholloway.ac.uk/parking)
Getting online
CampusNet is our campus network, which allows you to access the internet.
1. Connect to the CampusNet wireless network and open a web browser
2. Your browser will automatically redirect to a registration page
3. Enter your College username and password.
   You will only need to do this once for each device or if you are offline for several weeks.
   If you’d prefer to use the wired connection in your room, Ethernet cables are provided at your Halls reception on request.

✔ If you have a games console then you’ll need to register it online first to use the network nac.rhul.ac.uk/registration/GameRegister.jsp

✔ If you have problems have a look online royalholloway.ac.uk/it or call IT Services on 01784 414321.

TV Licence
The cost of a TV Licence is not included in your accommodation fee. If you use a television, or watch live TV (or catchup TV online e.g. BBC iPlayer) on any device in your room, you will need to purchase a TV licence.
For more information or to purchase a licence, visit tvlicensing.co.uk

Bicycles
You can only park your bicycle in designated areas. Please ask your Hall Reception team for the location of your designated bicycle shelter. They must not be kept inside any of the buildings, and that includes your bedroom! Any bikes left in hazardous positions will be removed without notice and repeat offenders will be subject to disciplinary action and/or charges.
Royal Holloway does not accept responsibility for any damage, loss or theft and recommends that students ensure they have adequate insurance for their bikes.

College bus service
There is a bus service provided by the College, which runs between Egham Station, main campus and Kingswood Halls. The service is free between South Campus and Kingswood Halls on the North Campus and costs £1 each way to Egham Station and the College.
Up-to-date bus timetables can be found on the student intranet at royalholloway.ac.uk/students/campus-life/travel

There’s also a student shuttle bus service provided by the Students’ Union on SU function nights. The Union Bus can take you home safely.

Damages
We understand that things get damaged, please let your Hall Reception know straight away. They will arrange for it to be fixed or replaced – don’t attempt to fix it yourself.
If you damage College property you will be charged. By damage we mean any deterioration to the property over and above that which is accepted as ‘fair wear and tear’. Some damages are not immediately obvious, such as marks left on walls from blu-tac, stains on a mattress or mould build up on walls, but these could still result in charges.

Drinking Water
Some cold water taps are not drinkable, these are clearly marked with an appropriate warning label – if you are unsure please ask your Housekeeper for advice.
Supporting you

Hall Receptions – how they can help
We hope you’ll enjoy your time in Halls. We’re here to support you – so if there’s anything we can do to help please let us know.

Who should you speak to first?
If you’ve got a question or problem, speak with your Hall Receptions. There are four Hall Receptions, each serving different Halls of Residence. They are all here to help and advise you about anything to do with your room including maintenance issues, lost keys and locking yourself out. After 10pm contact Security on 01784 443063.

<table>
<thead>
<tr>
<th>Halls Receptions</th>
<th><a href="mailto:customerservices@royalholloway.ac.uk">customerservices@royalholloway.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Founder’s</td>
<td>01784 443052</td>
</tr>
<tr>
<td>The Hub</td>
<td>01784 443285</td>
</tr>
<tr>
<td>George Eliot,</td>
<td>01784 443440</td>
</tr>
<tr>
<td>Kingswood</td>
<td>01784 435331</td>
</tr>
</tbody>
</table>

Opening times may vary each term and over vacation. Please check for changes on the student intranet.

How do you find out what is happening in the Halls?
Your Hall Reception will email you about important things happening in your Hall. For example, when scheduled maintenance is taking place. Check your emails for the latest updates, which will come from customerservices@royalholloway.ac.uk

- ✔ If you want to know where is good to eat ask your Hall Reception, they know a lot about the local area
- ✔ There is lots of information about your accommodation on the student intranet. intranet.royalholloway.ac.uk/students/where-i-live
The Student Services Centre
The Student Services Centre, located in the Davison Building provides a central point of contact for all non-academic enquiries and services, from enrolment through to graduation. The team are dedicated to supporting you throughout your studies. Visit royalholloway.ac.uk/SSC for more information.

Student Advisory and Wellbeing Services
Our Student Wellbeing teams can also provide advice on student living. You can find out more about our Welfare and Wellbeing team, Disability & Dyslexia Services team, Faith Support, Financial Support, International Support and Counselling at intranet.royalholloway.ac.uk/students/help-support/help-and-support.aspx or by emailing wellbeing@royalholloway.ac.uk.

Doctors and medical services
The on campus Health Centre is a branch of the Clarence Medical Centre managed by the NHS. You can find the Health Centre in the first floor of the Founder’s Building (east). They offer a full range of NHS services plus enhanced services such as Talking Therapies, NHS Mental Health support and physiotherapy.

✔ Register with the Health Centre as soon as possible so you can make the most of their services throughout the year

✔ Don’t wait until you need medical help. Go to the student intranet to register online.

Once you’ve registered, NHS services (except dental care) are free. International students who are on a full-time course lasting for a minimum of six months, are also eligible for free treatment with the NHS from the beginning of their stay. You should register early to avoid delay with appointments when you need them.

Prescriptions
You can get an HC1 form from the Students’ Union, which allows some people on a low income to claim back recently paid healthcare costs and get future treatments for free or at reduced prices.

Dental service
It’s best to have a routine check-up before you leave home, or when you go back home, as there is no dental provision on campus. The Health Centre can advise you of local dentists who you would have to register with for treatment.

Healthy living
One of the best things about living in Halls is the easy access to facilities such as dining halls, cafés and sports facilities. Wherever you are at Royal Holloway, these facilities are only a short walk or free bus ride away.

Health & wellbeing
Royal Holloway is a friendly and caring community, where you can get a lot of support to help you get the most out of your time here. We have a range of specialists available who can provide you or any student who needs it, with extra support so you can manage your own education and personal growth.

If, at any time, you think you could benefit from support, don’t wait, seek advice and support at the earliest opportunity.
Supporting you

Minor Injury
For first aid go to your Hall Reception or call the Security team on 01784 443063. A first aid kit is kept at each Hall Reception, along with a list of staff members who are qualified to offer first aid. We also recommend that you keep a small personal first aid kit. Over the counter medicine is available to purchase on campus from the Union Shop.

Medical illness
For illnesses that are not life-threatening you should first contact the Health Centre, they are open from 9am - 5.30pm during term time. Outside of normal surgery hours, you can call the out-of-hours service. To make an appointment call the Health Centre on 01784 443131 or by calling the out-of-hours service on 01753 865773.

You can also call NHS 111 for medical advice and advice on which local service will provide the care you need. The NHS 111 service is available 24 hours a day, seven days a week or visit the NHS walk-in-centre at Ashford Hospital.

Medical emergency
If you need the Police or Ambulance service call 999 and answer their questions clearly and exactly. Then call Security on 01784 443063 so they can guide the Emergency services to you as quickly as possible. After any incident you will be required to complete a report form that are available from your Halls Reception.

The nearest A&E is at St Peters Hospital Chertsey, or Ashford Hospital.

Only call 999 or go to A&E in a genuine life-threatening emergency, such as:
• Loss of consciousness
• Acute confused state and fits that are not stopping
• Persistent, severe chest pain
• Breathing difficulties
• Severe bleeding that cannot be stopped

If you do go to hospital, try and take someone with you.

Find out more about getting medical help or advice at royalholloway.ac.uk/students/help-support/health-centre
## Support teams

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email</th>
<th>Location</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Life drop-in</td>
<td>01784 443237</td>
<td><a href="mailto:hall.life@royalholloway.ac.uk">hall.life@royalholloway.ac.uk</a></td>
<td>Student Services Centre</td>
<td>Mon - Sun 7 - 9pm</td>
</tr>
<tr>
<td>Students’ Union Advice &amp; Support Centre</td>
<td>01784 276700</td>
<td><a href="mailto:advice@su.rhul.ac.uk">advice@su.rhul.ac.uk</a></td>
<td>Students’ Union First floor</td>
<td>Mon - Fri 10am - 4pm</td>
</tr>
<tr>
<td>Student Services Centre</td>
<td>01784 276641</td>
<td><a href="mailto:studentservices@royalholloway.ac.uk">studentservices@royalholloway.ac.uk</a></td>
<td>Davison Building</td>
<td>Mon - Fri 8.30am - 6.30pm (term-time) 9.30am - 5.30pm (vacation)</td>
</tr>
<tr>
<td>Security &amp; Campus Watch</td>
<td>01784 443063</td>
<td></td>
<td>Founder’s East Reception</td>
<td>24 hours a day 365 days a year</td>
</tr>
<tr>
<td>Student Advisory and Wellbeing</td>
<td>01784 443394</td>
<td></td>
<td>Founder’s West 1st floor</td>
<td>Mon - Fri 9am - 5pm</td>
</tr>
</tbody>
</table>
Supporting you

Keeping things clean
Each Hall has a dedicated Housekeeping team who are there to help and advise you on how to keep your rooms and communal living areas clean and safe. The weekly cleaning inspection schedule for each Hall is displayed on the kitchen or pantry notice board. This service supports your responsibility to keep your communal areas clean.
You’ll need to buy your own cleaning materials, however a vacuum cleaner, mop, bucket and dustpan and brush are available for your use.
You’ll be expected to return your room, bathroom and all communal areas to the same condition as when you moved in.

Toilets
All used toilet tissue must be flushed down the toilet and not placed in other bins. Do not dispose of any other items down the toilet. This includes, but is not limited to, sanitary items, face or cleaning wipes, cotton wool and kitchen paper towels. This is to avoid major problems with the drainage.

Sanitary bins
Sanitary waste bins are in some en-suites and toilets. These are aimed to be serviced once a term by the contracted specialist waste removal team. If your bin becomes full please notify your reception desk.

<table>
<thead>
<tr>
<th>Housekeeping team</th>
<th><a href="mailto:customerservice@royalholloway.ac.uk">customerservice@royalholloway.ac.uk</a></th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Founder’s</td>
<td>01784 443952 Housekeeper: Rosa Dias</td>
<td>Founder’s East 305</td>
</tr>
<tr>
<td>Gowar &amp; Wedderburn</td>
<td>01784 443285 Housekeeper: Janet Parkes</td>
<td>Gowar H Block (Opposite the Laundrette)</td>
</tr>
<tr>
<td>Reid &amp; Hub</td>
<td>01784 443285 Housekeeper: Salah Saleh</td>
<td>Via Hub Reception</td>
</tr>
<tr>
<td>Runnymede I &amp; II</td>
<td>01784 443285 Housekeeper: Jeanette Tattam</td>
<td>Runnymede V Block room v-8-04 (in the basement opposite the laundrette)</td>
</tr>
<tr>
<td>Williamson, Butler &amp; Tuke</td>
<td>01784 443285 Housekeeper: Lydia Gibbs</td>
<td>Tuke F Block (in the basement)</td>
</tr>
<tr>
<td>Kingswood</td>
<td>01784 435331 Housekeeper: Valerie Wells</td>
<td>Via Kingswood Reception</td>
</tr>
<tr>
<td>Highfield &amp; Penrose</td>
<td>01784 443440 Housekeeper: Pat Ridley</td>
<td>Highfield Block One (down the steps)</td>
</tr>
<tr>
<td>George Eliot</td>
<td>01784 443440 Housekeeper: Syafiq Japar</td>
<td>George Eliot Centre reception</td>
</tr>
</tbody>
</table>
Cleaning and Food Safety

**EVERY DAY**

- Wash up straight away, it’s a lot easier than if you let it build up
- Leave the sink and draining board clear so it can be cleaned
- Remove all your rubbish (see page nine)
- Leave the toilet as you’d like to find it – use the toilet brush if needed
- Rinse the shower tray and basin after use
- When you have finished in the kitchen wipe away any spillages or debris
- Store raw meat and poultry in clean sealed containers
- Don’t put oil and food down the sinks as this will cause blockages. Pour hot fat into a suitable container, wait for it to harden and then put it in the food waste caddy
- Strain off the liquid from rice before putting it in the food waste caddy and not down the sink
- Open windows, vents and curtains every day to ventilate your room.

**AT LEAST ONCE A WEEK**

- Vacuum and wipe down all surfaces
- Wipe down your bathroom
- Apply toilet cleaner to toilet bowl, then scrub using a toilet brush
- Throw away out of date food.

**REGULARLY**

- Change and wash your bed linen
- Wash your clothes
- Clean the inside of your fridge
- Clean your space in the kitchen cupboards.

Room inspections

To ensure you are taking care of yourselves and looking after our accommodation, regular checks will be made by the Housekeeper during your stay.

**Before an inspection:**

- Ensure all areas are clean and tidy: your bedroom and bathroom will be inspected for damage, cleanliness and excessive build-up of rubbish.
- Report any damage to your Hall Reception.
- Ensure your kitchen/communal areas are clean and tidy.

**After the inspection:**

- Follow steps given to you by the Housekeeper to improve the cleanliness.

**Remember:**

- If the cleanliness and tidiness is not improved following an inspection you may incur charges for cleaning.
- Housekeeping provide help and advice on cleaning methods.
Safety and security in Halls

Our Security team operates 24 hours a day, every day, patrolling campus on foot and in vehicles, responding to calls and monitoring suspicious or disruptive behaviour on CCTV cameras. They are supported during the evenings and through the night by the Campus Watch team.

Call Security on 01784 443063 if you are involved in an accident, concerned about suspicious behaviour, have been a victim of theft or have called 999 for the Police or an Ambulance. You may be requested to show your College Card to Security or a member of staff.

Fire safety
We expect you to be aware of basic fire safety and for you to familiarise yourself with the fire escape routes and assembly points for your Hall of Residence. A practice evacuation drill will be carried out at all Halls soon after the start of the academic year.

All Halls have a weekly fire alarm test at the same time every week. Have a look on the schedule at the entrance to your building to find out when yours is. If the fire alarm sounds at any other time or if the alarm sounds for more than one minute leave the building immediately and go to the assembly point.

All fire alarms are investigated by our Security teams, who are the only people authorised to call the Fire Service. If you discover a fire, operate the nearest red break glass call point and leave the building, ensuring others are doing so also. Call Security on 01784 443888 to give them details of the fire if you are able to, after you have left the building.

Fire doors, including your bedroom, kitchen and flat doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. To work effectively they must be kept closed at all times.

It’s not only against College regulations but also a criminal offence to:
- Start a fire
- Smoke in a non-smoking area (including e-cigarettes or shisha pipes)
- Activate a fire alarm for no reason
- Tamper with or move fire safety equipment
- Cover or remove a smoke detector
- Prop open fire doors labelled with a keep closed sign.

Help avoid causing unnecessary fire alarms:
- Keep your bathroom or shower room door shut when showering
- Don’t use aerosols near the smoke detectors
- Keep your kitchen fire door closed
- Watch the online fire safety video.

✔ Save the Security team’s emergency fire number 01784 443888, in your phone so you have it when you need it
✔ Find your nearest red break glass point and have a look at the Fire Action Notice to find out where your fire assembly point is
✔ If you are reliant on medication prepare a medicine grab bag and keep it in a convenient location to grab on leaving your room should the evacuation continue beyond your medication periods.
Help prevent fires and injury:
• Don’t use candles, tea lights, hookah/shisha pipes or incense sticks
• Don’t use chip pans, deep fat fryers or any utensils holding large quantities of oil
• Don’t use gas or electrical cooking equipment in your bedroom
• Don’t smoke (including e-cigarettes) in any buildings at Royal Holloway
• Keep all fire and kitchen doors shut
• Report any fire door faults to your Hall Reception
• Stay in the kitchen when you are cooking
• Keep the oven, grill and hob clean and switched off after use
• Never assume the alarm is just a drill.

If there is a fire, and the alarm isn’t already going off:
• Shout ‘FIRE’
• Break the glass on the red call point – found at the fire exit from the flat, block or hall.

When the fire alarm goes off:
• Leave the building immediately by the nearest available fire exit
• Close, but do not lock, all doors behind you to prevent the spread of fire
• Don’t use the lift
• Report to the assembly point wearing shoes and a coat and have a grab bag for medication and remain there until the ‘all clear’ is given
• The closest evacuation point to your Halls will be identified during your fire evacuation training.
Safety and security in Halls

Electrical appliances
You’re responsible for ensuring that any electrical appliance you bring with you into Halls (including extension leads) are maintained in a safe condition with a resilient and suitably sized fused plug or adaptor marked with the British Safety Standard. Any electrical appliances that do not meet these standards may be removed as they pose a safety risk. They will be safety checked by qualified College Staff and if found to be unsafe will be retained until you leave halls.

Use electrical appliances safely:
• Switch off electrical equipment when leaving a room, including items on charge or standby/sleep mode
• Use electrical appliances requiring less than 500 watts in the sockets in your room
• Use new electrical items or those that have an up to date PAT (Electrical Safety Check) certificate. Please contact your housekeeping team if you have any safety concerns and would like any electrical appliance tested and certified
• Use suitably fused and BS Standard marked extension sockets
• Keep trailing wires off the floor
• Particular care should be taken to ensure that hair straighteners are not left on and unattended
• Remember kettles, coffee machines and other kitchen appliances cannot be kept in rooms.

Personal safety
Surrey is one of the safest counties in the UK, however you should still take the usual precautions to look after yourself:
• Be vigilant, especially if out on your own and particularly when it is dark.
• Let your friends know when you are going out, where you are going and roughly what time you expect to be back.
• If you are out late at night, organise your return home safely either with a friend or in a registered taxi.
Safety of possessions

Be aware of security and your own personal safety and take sensible precautions. Further advice is available on the Campus Watch section of our website.
You can help police identify stolen property and make insurance claims for lost property easier by registering your property at immobilise.com
If your door card or key is lost or stolen report it immediately to your Halls Reception.

- Lock doors and windows when you go out.
- Don’t leave valuables on show – draw your curtains when you are out, especially if you are in a ground floor room
- Don’t allow people in that you don’t know
- Don’t remove window restrictors
- Ask contractors and staff for ID if they need to enter your room or flat
- Keep your keys/access card safe at all times
- Ensure you have the necessary level of insurance to cover your possessions
- Mark your property using a UV pen. If you mark all your text books, study notes, USB sticks etc., then it will be easier for you to get them back if they are handed into University lost property
- Help protect your bike against thieves by getting it marked at one of our free cycle marking days. Look out on the student intranet for when the next day is.

Insurance

Your personal belongings are not covered by university insurance, so please make sure that you have adequate cover.

This means that the College will not accept any responsibility for loss or damage to personal items within your accommodation including those damaged or lost due to fire or flood. We insure the building and its own contents against loss or damage due to fire and flood. We do not insure against negligence, accident or vandalism and in the event of being responsible for such an occurrence you may be charged.

✔ Endsleigh Insurance provide a specific student package. Pick up some information from the Students’ Union or go to endsleigh.co.uk
✔ Register your property, for free, at immobilise.com

Emergency Services

If you need the Police or Ambulance service call 999 and answer their questions clearly and exactly. Then call Security on 01784 443063 so they can guide the Emergency Services to you as quickly as possible. After any incident you will be asked to complete a report form that is available at your Hall Reception.
If you discover a fire, break the glass on the nearest red call point and leave the building, ensuring others are also leaving. Call Security on 01784 443888 and they will call the fire brigade if necessary. There is more information on what to do in case of a fire on page 20.
Living on Campus

Eating and drinking
There is a great selection of food and drink outlets on campus. To find out about them, including when they are open in and out of term time, have a look on the student intranet. If you are in self-catering rooms you can buy goods in the Union Shop or at the weekly fruit and vegetable market in the Students’ Union.

If you live in Founder’s, Reid or Kingswood you automatically get a 50% discount on food and drink bought at Founder’s and KW’s when you use your Campus Account card.

If you’re in catered Halls, here are the opening times of your dining halls:

<table>
<thead>
<tr>
<th>Founder’s and KW’s dining hall opening times</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday – Friday</strong></td>
</tr>
<tr>
<td><strong>Founder’s</strong></td>
</tr>
<tr>
<td>Breakfast</td>
</tr>
<tr>
<td>Lunch</td>
</tr>
<tr>
<td>Dinner</td>
</tr>
<tr>
<td><strong>KW’s</strong></td>
</tr>
<tr>
<td>Breakfast</td>
</tr>
<tr>
<td>Lunch</td>
</tr>
<tr>
<td>Dinner</td>
</tr>
<tr>
<td>Served in 8Bar9</td>
</tr>
<tr>
<td><strong>Saturday – Sunday</strong></td>
</tr>
<tr>
<td><strong>Founder’s</strong></td>
</tr>
<tr>
<td>Brunch</td>
</tr>
<tr>
<td>Dinner</td>
</tr>
<tr>
<td>Served in the Hub</td>
</tr>
<tr>
<td><strong>KW’s</strong></td>
</tr>
<tr>
<td>Lunch</td>
</tr>
<tr>
<td>Dinner</td>
</tr>
</tbody>
</table>

College bus service
There is a bus service provided by the College, which runs between Egham Station, South Campus and Kingswood Halls. Find out more about the College bus service on page 13.

Taxi
You can find a selection of local taxi numbers on our student intranet at intranet.royalholloway.ac.uk/students/campus-life/travel/cars.aspx. There is also a taxi rank near the main car park at Egham railway station.

Campus Account
Using your College Card to access your Campus Account is the easiest way to buy things and save money while you are a student – simply top up your account and start saving. You automatically save paying the 20% VAT on most food in College-run catering outlets when using Campus Account.
Moving Out

Reaching the end of your contract

There are a few steps that need to be taken to ensure a smooth moving out process. Take a look at our top tips below, and be sure to remove all of your belongings with you on departure. Left items are not kept following the end of your contract.

Parking: ANPR (Automatic Number Plate Recognition) will remain live over the departure weekend but with a relaxed approach to vehicles coming and going over that period (Penalty Charge Notices will not be issued if a car has not been registered).

Top tips for moving out of your room in Halls

1. Keep an eye on your emails
   When it’s coming to the end of your contract, remember to keep an eye on your College inbox for your end of term arrangements email sent from Customer Services. We email one month prior to departure. Final departure time is 10am.

2. Donate things you don’t want to keep
   Moving out can be a good time to have a clear out of clothes and other things you no longer need. The British Heart Foundation will have large boxes available to donate any items.

3. Get cleaning and pack up your belongings
   Housekeeping will send you an email concerning departure and how to leave your room. Your room and communal areas should be as you found them when you moved in: clean, remove all rubbish and empty of all personal belongings. Wipe down all surfaces and sweep/hoover the floors. Remember to check your sockets for phone chargers and adapters, clear and clean your fridge of food!

4. Speak to us about storage
   If you are not from the area, you might need to arrange storage. We have some storage in Founder’s for a weekly rate. Speak to your Hall Reception about this.

5. Change your postal address and redirect your mail
   Check to see if you have any general mail or parcels and remember to redirect your mail following your departure from Halls. You can do this through Royal Mail for a small fee. It’s important to give your new address to your bank and other important services straight away.

6. Remember to take your bike
   If you have a bicycle in your Hall’s bike store, remember to take it with you. If you can’t take it, make sure you donate, sell or give it away before your check out day.

7. Next year accommodation
   There are some rooms set aside for returning students. Check the accommodation web page for more details on how to apply – but hurry, as there are limited spaces available.
What do you think of the services we provide?

Have your say
We want to know how your experience of living in Halls and our service can be improved. You can let us know by either talking to your Hall Reception, using the suggestion box which can be found at each Halls Reception, or by emailing us with your ideas at customerservices@royalholloway.ac.uk. Periodically we carry out surveys for you to give us the opportunity to tell us about living in Halls.

If you feel that you have received service above and beyond the call of duty we would, of course, love to hear from you.

Complaints and appeals
If you have any issue relating to living in Halls talk with your Hall Reception in the first instance.

If you have already come to us with a question or a problem and remain dissatisfied with how we have answered your question, or helped you with your problem, then we need you to tell us about it in writing. You will receive written acknowledgment within two working days of the receipt of your complaint. We will tell you who is dealing with it and respond to you within 10 working days.

If your complaint is upheld, then we will offer an explanation and an apology. If it is appropriate, we will then take any actions needed to solve the problem properly.

Hopefully, we will have resolved the situation by this point but if you’re still unhappy, contact the Customer Services team at customerservices@royalholloway.ac.uk. Within ten days of receipt of your appeal you will receive our final response.

To make a complaint write to us at customerservices@royalholloway.ac.uk, including:

• Your full name
• Your full Halls’ address
• Your mobile telephone number
• Full details of your complaint
• Copies of any letters/emails relating to your complaint
• What you would ideally like the resolution to your complaint to be.