A guide to living in Halls
2017/18
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Hello and welcome

Welcome to your Hall of Residence at Royal Holloway.
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.

At the moment we’re working to develop our historic campus. This term our new Library and Student Services Centre, the Emily Wilding Davison Building opens. This state-of-the-art building provides you with modern facilities and complements our inspiring and iconic Founder’s Building. We’ve also just refreshed some of our existing Halls and opened a brand new student residences, the George Eliot Halls. If you’re living in the Eliot Halls you’re the first students to ever live there!

As you go around campus you’ll see there is more work underway, including the construction of a new Science Building, offering teaching facilities for all departments. You can find out about our long-term plans on our website by visiting royalholloway.ac.uk/estateplan

We’re here to make your new home comfortable and safe so that you can enjoy and make the most of your time at university. In this guide you’ll be able to find everything you need to get started living in halls and if you can’t find it, just come and ask us about it.

Residential Services team

As you go through this guide you’ll see these icons. They highlight things that you either need to know about, need to act on or provide you with some helpful tips.

Have to know about  Take action now  Helpful tips

In this guide you can find information about:
• do’s and don’ts of living in halls,
• where you can get help and support,
• what service you can expect from us,
• how to keep safe and secure,
• what we expect from you when you live in Halls.

✔ If you need this guide in alternative accessible formats ask your Hall Reception and let them know what format you’d like it in.
✔ You can also find a PDF copy on the student intranet at royalholloway.ac.uk/students
✔ In this guide we refer to South Campus and North Campus.
The Halls on South Campus are: Founder’s, Gowar and Wedderburn, Reid, Runnymede I & II, Williamson, Butler and Tuke.
The Halls on North Campus are: Kingswood, Highfield, George Eliot and Penrose.

To see the plans for our campus have a look on royalholloway.ac.uk/estateplan
How to get started in Halls

1. **Check your room.** Fill in your room inventory and give it to your Hall Reception. More info on page /two.lin/one.lin.

2. **Get online.** Select CampusNet as your wifi and login with your College username and password. Then connect with other students on Royal Holloway Campus Life on Facebook and Twitter. More info on page /two.lin/two.lin and in your Quick Start Guide.

3. **Establish ‘flat rules’.** Sit down together and agree things like when it’s OK to play music, how you will divide the fridge, set up a kitchen cleaning rota etc. More info on page /eight.lin.

4. **Go exploring.** Ask someone from your Hall to get a coffee with you so you know where your nearest outlet is. Full details are in your Quick Start Guide.

5. **Pick up any post or parcels you’ve had delivered.** Post room locations are on page /two.lin/three.lin.

6. **Familiarise yourself with how to keep safe and secure.** More info on pages /one.lin/four.lin-/one.lin/five.lin.
Who we are and how we can support you

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 lock outs (locked your key in your room).

<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 Founder’s West room 40</td>
</tr>
<tr>
<td></td>
<td>Monday to Friday 8am – 8pm</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday 9am – 5pm</td>
</tr>
<tr>
<td></td>
<td>Weekend reception services provided</td>
</tr>
<tr>
<td></td>
<td>by the Hub (01784 443285)</td>
</tr>
<tr>
<td>The Hub</td>
<td>01784 443285 Hub Guest House</td>
</tr>
<tr>
<td>Gowar, Wedderburn, Reid, Runnymede 1 &amp; 2</td>
<td>main entrance foyer</td>
</tr>
<tr>
<td>Williamon, Butler &amp; Tuke</td>
<td>Monday to Sunday 7am – 10pm</td>
</tr>
<tr>
<td>George Eliot, Highfield &amp; Penrose</td>
<td>01784 443440 George Eliot Centre</td>
</tr>
<tr>
<td></td>
<td>Block D – ground floor reception</td>
</tr>
<tr>
<td></td>
<td>Monday to Sunday 7am – 10pm</td>
</tr>
<tr>
<td>Kingswood</td>
<td>01784 435331 Kingswood main entrance</td>
</tr>
<tr>
<td></td>
<td>foyer</td>
</tr>
<tr>
<td></td>
<td>Monday to Sunday 7am – 10pm</td>
</tr>
</tbody>
</table>

How do you find out what is happening in the Halls?

Your Hall Reception will email you about important things happening in your Hall – when scheduled maintenance is taking place, for example. 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 Royal Holloway website. royalholloway.ac.uk/studyhere/accommodation
Cleaning

Who do you talk to about cleaning?
Each Hall has a dedicated Housekeeping Team who are there to help and advise you on maintaining, keeping clean and safe, the communal living areas in your flat or house. The cleaners schedule for each Hall is displayed on the kitchen or pantry notice board. It is also your responsibility to keep your bedroom and bathroom clean and tidy.

You’ll need to buy your own cleaning materials, however a vacuum cleaner, and dustpan and brush are available for your use.

You’ll be expected to return your room, bathroom and communal areas in the same condition as when you moved in.

<table>
<thead>
<tr>
<th>Housekeeping team</th>
<th>Monday-Friday: 8am-8pm</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If outside of the above hours please leave a voice message and we will get back to you as soon as we can.</td>
<td></td>
</tr>
<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 414651 Housekeeper: Janet Parkes</td>
<td>Gowar H Block (Opposite the Laundrette)</td>
</tr>
<tr>
<td>Reid &amp; Hub</td>
<td>01784 414164 Housekeeper: Salah Saleh</td>
<td>Via Hub Reception</td>
</tr>
<tr>
<td>Runnymede I &amp; II</td>
<td>01784 276298 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 443795 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 414056 Housekeeper: Pat Ridley</td>
<td>Highfield Block One (down the steps)</td>
</tr>
<tr>
<td>George Eliot</td>
<td>01784 414056 Housekeeper: Syafiq Japar</td>
<td>George Eliot Centre reception Block D</td>
</tr>
</tbody>
</table>

Don’t forget you can always speak to your Housekeeper if you need help or have any questions.
Don’t let the mess build up – do a few things every day. See Cleaning Guide on your Kitchen/Pantry pin board.

Every day:
✔ Wash up after, 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 p23/24,
✔ 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,
✔ Pour hot fat into a suitable container, wait for it to harden and then put in the food waste caddy, don’t pour it down the sink,
✔ Strain off the liquid from rice before putting it in the food waste caddy and not down the sink.

At least once a week:
✔ Vacuum and wipe down all surfaces with an all-purpose spray and cloth,
✔ Open windows, vents and curtains everyday to ventilate your room,
✔ Spray your bathroom surfaces down with all-purpose spray and wipe down,
✔ 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.

How to be a good resident & 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 others expectations.

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. The Hall Life team
comprises a team of trained student staff who live in Halls with you and have had experience of student life and living in halls previously. Throughout your time in halls, the Hall Life team will be hosting events and campaigns to help you socialise, make new friends try something new and make you aware of the support services available to you.

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

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

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 be run 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** – support and advice on a variety of issues such as living with others, emergency problems and homesickness.

As a last resort, the Hall Life team will administer disciplinary procedures 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.

Here’s some of our ‘top tips’ for living in Halls.

- Your flatmates may be trying to work or sleep so keep voice/music to a reasonable level at all times.
- Keep your volume down when you are talking on your mobile or skype.
- Use headphones late at night/early in the morning and don’t play your music so loud that you won’t be able to hear the fire alarm should it sound.
- Try not to slam doors or run down the corridors.
- Be respectful of your noise level when in the corridors or other communal areas.
Establish some ‘Flat rules’

Being respectful, considerate of people’s differences and communicating frequently are all important for living together successfully. Sit down early on and talk about habits, preferences, moods and values. Be specific about when and how often people can have guests, when it’s okay to play music, be clear about each other’s belongings and kitchen cleanliness etc.

Don’t be the loud one!

One of the most important things to consider when living with others is noise levels, consideration for others will make Halls a more enjoyable place to live for all. If you are disturbed by noise levels, talk to the people you think are responsible. Do this early on, before you become so distressed that you are likely to become unreasonable. If it continues to be a problem, talk to the Hall Life team who might be able to help. If noise continues to be a problem, contact your Hall Reception or Security directly, who will help you.

Be understanding and talk

At some point something about living in Halls, or someone, is going to annoy you. Or you them! If this happens try to be understanding, everyone has days when things go wrong and it puts you in a bad mood! Give each other some space – consider others people’s need for time alone and establish your own quiet time also. One of the things you should learn while living independently is how to resolve issues yourself. If something really bothers you the sooner you talk about it, the sooner it can be resolved.

Help is at hand

Sometimes no matter how hard you try with someone you can’t make it work. If, after talking it through with others, you still can’t resolve a conflict speak with the Hall Life team. They’re here to provide support and advice on hall related issues such as noise disturbances, sharing facilities, getting along with others, living away from home and fire safety awareness.

✔ Follow the rules and regulations to prevent issues arising, and to make sure you don’t end up in trouble.
✔ Remember that you can’t smoke in any buildings on campus.
✔ By 11pm all guests need to leave and noise kept down so nothing can be heard outside of your room.
✔ Compromise and understanding are key when so many different people live together.
✔ If you can’t resolve a problem between yourselves - ask the Hall Life Team for help.

✔ If you have any immediate problems, such as noise disturbances that you have not been able to resolve or any immediate welfare concerns, call Security at the time on 01784 443063.
✔ Make new friends, get involved and have lots of fun.
✔ If you are interested in being apart of the Hall Life Team we recruit each year in February in preparation for the following academic year.
Avoid getting in trouble:

- **Don’t use or possess illegal drugs**
  Royal Holloway will not tolerate drug misuse 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 in excess**
  Taken to excess, alcohol can endanger your health and safety, and the safety of 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 5 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 or lab equipment and weapons (including replica guns or knives) are absolutely not allowed in your Hall.

- 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.

- Don’t bully, discriminate or online harass other students.

- Follow our clear policy governing discrimination and equal opportunities which can be found at royalholloway.ac.uk/aboutus/governancematters

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**What’s the worst that can happen?**

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 disciplinary proceedings. Anti-social behaviour can be construed as any behaviour that negatively impacts the general wellbeing of other residents, or behaviour which compromises the health and safety of others or the property of the College.

Anti-social behaviour can lead to:

- Disciplinary action leading to a request to leave/eviction from Halls,
- Academic departments being informed,
- Academic registry being involved,
- Police action,
- Future references for private accommodation being affected,
- A fine.

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✔ 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.

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10 royalholloway.ac.uk/welcome
Where to find health and welfare support

The Student Services Centre
The Student Services Centre, located in the Emily Wilding Davison Building, is a central point of contact to help support you throughout your time at Royal Holloway. They can help if you need information and advice on nonacademic matters such as accommodation, replacement College Cards, proof of student status, fees, enrolment and travel concessions.

Go to page 7 or visit royalholloway.ac.uk/SSC for more information.

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, Counselling, Faith Support, Financial Support, International Support and Counselling at royalholloway.ac.uk/students/help-and-support or by emailing wellbeing@royalholloway.ac.uk.

Doctors and medical services
The Health Centre in Founder’s is a branch surgery of the Clarence Medical Centre in Windsor. They are here to support your health and wellbeing. They offer a full range of National Health Service (NHS) services plus enhanced services such as a weekly sexual health clinic, access to Talking Therapies, on site 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 for a registration form.

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.

First aid, accidents and emergencies
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.

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.

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 emergency
Call 999 for an ambulance
Then call the Security Team on 01784 443063
The nearest A&E is at St Peters Hospital Chertsey, or Ashford Hospital

Medical illness
Make an appointment at the Health Centre on 01784 443131 or call the out-of-hours service on 01753 865773
For 24 hour advice call NHS 111 or visit the NHS walk-in-centre at Ashford Hospital

Minor injury
For first aid go to your Hall Reception or call the Security Team on 01784 443063
Find out more about getting medical help or advice at royalholloway.ac.uk/students/help-support/health-centre.
Less severe injuries can be treated in a NHS walk-in centre, which can treat patients without an appointment. See the What To Do When poster on your pin board for guidance.

The closest Walk-in Centre is: Ashford Health Centre, Ashford Hospital, London Road, Ashford, Middlesex, TW15 3FE.

If you need an ambulance call 999. If you call an ambulance, let Security know so that they can guide the vehicle to you as quickly as possible.

Major Accident and Emergency (A&E) departments offer access 24 hours a day, 365 days a year. At A&E a doctor or nurse will assess your condition and decide on further action.

The closest A&E is: St Peter’s Hospital, Guildford Road, Chertsey, Surrey, KT16 0PZ.

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 in the Health Centre. 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 your 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.
<table>
<thead>
<tr>
<th>Support teams</th>
<th>Out-of-hours contact your Hall Reception or Security in person or using the telephone numbers on page 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Life team</td>
<td>01784 443237 <a href="mailto:hall.life@royalholloway.ac.uk">hall.life@royalholloway.ac.uk</a> International Building Room 008 Mon - Fri 9am - 4pm</td>
</tr>
<tr>
<td>Students’ Union Advice &amp; Support Centre</td>
<td>01784 276700 <a href="mailto:advice@su.rhul.ac.uk">advice@su.rhul.ac.uk</a> Students’ Union First floor Mon - Fri 10 am - 4pm</td>
</tr>
<tr>
<td>Student Services Centre</td>
<td>01784 276641 <a href="mailto:student-enquiries@royalholloway.ac.uk">student-enquiries@royalholloway.ac.uk</a> Emily Wilding Davison Building 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 Founder’s East Reception 24 hours a day 365 days a year</td>
</tr>
<tr>
<td>Student Wellbeing</td>
<td>01784 443394 Founder’s West 1st floor Monday to Friday 9am - 5pm</td>
</tr>
</tbody>
</table>
How to keep safe and secure

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, a victim of theft or have called 999 for the Police or an Ambulance.

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.

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.

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 with your medicine grab bag 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.
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.).

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. The Electrical Safety Council recommends only using electrical equipment purchased in the UK. Any equipment purchased overseas must have a correctly fused and BS Standard marked adaptor and/or electrical converter (the standard domestic supply in the UK is 240 volts). Any electrical appliances that do not meet these standards may be removed as they pose a safety risk.

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.
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.

Free personal safety alarms are available from Support & Advisory Services in Founder’s West Level 1. Contact your Housekeeper for advice and help should you need any electrical appliances tested.

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,
- 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.
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/uni 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
A - Z of living in Halls

If you have a query that isn’t covered here ask your Hall Reception or check the student intranet.

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, South 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 on a non-profit basis – the SSHH Bus (‘Silent Students, Happy Homes’). This runs during SU function nights (Wednesday, Friday and Saturday) from campus, within a three mile radius, starting at 9pm and finishing its rounds when everyone has been taken home from the last closing venue.

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.

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

Visit the Students’ Union Reception to buy your SSHH bus ticket.

✔ Join the ‘Royal Holloway Campus Life’ Facebook group to find out about offers and promotions at our different food and drink outlets.

✔ Top up your College Card online at upaychilli.com or at one of our automatic top-up machines on Campus.
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.

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.

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 in your Quick Start Guide or 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.

Electrical Appliance Safety Testing – PAT Test
All electric appliances must be either new or certified safe with an up to date PAT test (electric appliance safety check). Contact your Housekeeper should you have any questions or concerns about the compliance of your personal electric appliances.

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**Founder’s and KW’s dining hall opening times**

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<th></th>
<th>Monday – Friday</th>
<th>Saturday &amp; Sunday</th>
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<tr>
<td><strong>Founder’s</strong></td>
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<td>Breakfast</td>
<td>8am – 10am</td>
<td>Brunch/Lunch</td>
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<td>Served in the Hub</td>
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<td>Lunch</td>
<td>11.30am – 2pm</td>
<td>Served in the Hub</td>
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<tr>
<td>Dinner</td>
<td>5pm – 7.30pm</td>
<td>Served in the Hub</td>
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<tr>
<td><strong>KW’s</strong></td>
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<tr>
<td>Breakfast</td>
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<td>Noon – 3pm</td>
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<td>Lunch</td>
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<td>Dinner</td>
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You can be fined up to £500 for breaking fire safety regulations such as covering a smoke detector, and you may also be asked to leave halls permanently.
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 13.

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.

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 6 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.

Grounds
When you are out enjoying our beautiful grounds be considerate of other residents by keeping noise to a minimum, picking up after yourself and putting rubbish in the litter or recycling bins. Many areas on campus are designated as being alcohol-free, so look out for the signs. Alcohol can only be consumed within specific areas, such as in your flat, within halls and in social venues.

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 doesn’t live in your room or flat. If you are caught with a guest in your room this may lead to disciplinary action by the Hall Life team.

Guests can stay in the Hub Guesthouse which provides bed and breakfast services for more information go to venue.royalholloway.ac.uk

Heating
During the colder months (normally October to April) all bedrooms are heated to maintain a minimum temperature of 18 degrees centigrade. During warmer months (normally May – September) the heating system is turned off.
If your room is too cold or too hot, firstly check if your 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.
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.

Complete your inventory today. If you don’t we will assume that everything in your room is in full working condition and as such, when you move out you will be charged for anything that is not working or is damaged.

Ironing
There is an iron and ironing board provided, for your use, in the kitchen or if you live in Kingswood in the laundrette.

Keys
Room and flat doors should be locked at all times, just as you keep your front door at home locked. Carry your College Card and/or key with you at all times, and take care not to leave them lying around or lose them.

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

Laundry
There’s a laundrette within walking distance of each Hall. Laundrettes are cashless and cost £2.70 for a wash cycle and £1.20 for drying.

Instructions on how register and top up your laundry card and how to use the washers and dryers are in the laundrettes.

We recommend using the mobile app if you have an iPhone or Android device. Alternatively, your Hall reception can provide you with a laundry card which can be topped up online.

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.

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.

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.

But don’t rush there straight away, Hall Receptions will be exceptionally busy at the start of term, so please wait a couple of days!
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 48 hours of 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. The Housekeeping team will respond as soon as they can.

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

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 10pm needing immediate attention, contact the Security team at Founder’s Security Office, The Hub or Kingswood Receptions.

Getting online
CampusNet is our campus network, which allows you to access the internet.

✔ Let your Halls Reception know as soon as something is broken so it can be fixed
✔ Leave both your car and pets at home
✔ For more information on parking and updates go to royalholloway.ac.uk/parking

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.

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. If you don’t register your vehicle you will be liable for a parking charge.

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.

✔ If you have a games console then you’ll need to register it online first to use the network: royalholloway.ac.uk/console
✔ If you have problems have a look online royalholloway.ac.uk/it or call IT Services on 01784 414321.
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.

Parties
Coming to university is partly about having fun. We know you will want to socialise with others but having parties in Halls often leads to uncontrollable situations and risk to others. If a gathering you have arranged leads to an incident, which causes disturbance or harm to others, you could be held responsible. You should always be considerate to others including your flat mates and those around you.

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

Posters
Use the pin board in your room to display posters, photographs and anything else. Use the damage-free poster strips provided for sticking items on your walls. If your walls are marked, you may be charged.

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 taken by the postrooms. Take your College Card with you to your nearest post room and sign for your item.

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
If you are not sure where your post point is, ask at your Hall Reception.

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

**North Campus:** Go to your Hall Reception during opening hours.
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’re not able to 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.
Recycling, Food and General Waste

There is a mixed recycling bin in all kitchens with a clear plastic liner. This is for:

- Paper
- Card
- 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 – should be put into the caddies provided in each kitchen. There are also battery recycling boxes and print cartridge recycling boxes in most buildings.

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 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.

Please make sure your waste goes into the external bins so that you don’t attract unwanted pests eg rats and mice.

Room inspections

Your Housekeeper will carry out at least one room check each term to make sure that everything is in a good condition and working. If your room is in poor condition, you might be faced with a charge. Your Housekeeper will let you know when this will take place and if they have any concerns with your bedroom or communal areas.

Room moves and swaps

We hope you'll enjoy your time in Halls, but support is available if something goes wrong. Your Hall Reception team are on hand to help with reporting maintenance issues, the Hall Life team can assist with issues such as noise, problems with flat mates or homesickness, or you can apply to move to a vacant room.

If you decide after living in your room that you would like to move rooms, you can submit a Room Move Request from October, but please be aware there is no guarantee we’ll have an alternative room for you to move to.

Please remember moving can be unsettling and not necessarily the best solution for you.

Add the dates for your room checks to your diary so you can make sure your room is ready. That means clean and tidy! The date will be in the letter from your Housekeeper or on your notice board.

Smoke free Halls means you can’t hang your head out an open window to smoke!
We’d prefer to discuss ways to support you in improving your living environment and managing any concerns you have.

Smoking
All buildings are no smoking; including e-cigarettes. If you smoke, you must leave the building and stand at least 5 metres away from it – and not near any windows or doors.

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

Telephones
There is a phone located in the corridor/lobby of your halls it is red and should only be used in an emergency – the phone connects directly to the College security control room.

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 waste bins are serviced once a term (en-suite rooms) more frequently by the contracted waste removal team – do not empty the content or deposit any other waste materials inside these bins.

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 BBC iPlayer on catchup) 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

✔ When booking a taxi ask what sort of car will be collecting you.
✔ If you are in a taxi, ensure it is the one that you have been sent from the control office, have your money ready before you reach your destination, get out of the cab and then pay the driver.

Utility bills
You don’t need to pay electricity or gas bills, 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.

Vacation accommodation and storage facilities
If you want to know about vacation accommodation and storage facilities speak with your Hall Reception.

Voting
If you’re over one eight and a British, Irish or Commonwealth Citizen, you’re eligible to vote in General Elections, local elections and European elections. If you’re a European citizen, you can vote in local elections and European elections.
Register to be able to vote at gov.uk/register-to-vote

Water
It is safe to drink the tap water from all kitchen cold taps. Do not drink the water from cold taps marked with the do not drink sign.
What do you think of the services we provide?

Terms and conditions 2017/18
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. The Customer Services team are also available 365 days of the year.
If you have already come to us with a question or a problem but you are not happy with our response, then you have a right to complain. In fact, we want to hear from you so that we can put things right as quickly as possible.
If you have previously contacted us 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 Manager at customerservices@royalholloway.ac.uk.
Within 10 days of receipt of your appeal you will receive our final response.

To make a formal 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.
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 applying for or accepting our offer of accommodation. 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.

Data protection

The Data Protection Act prevents us from responding to complaints 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/policy-and-analysis/Pages/accommodation-code-of-practice.aspx

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 enquiries@royalholloway.ac.uk, student-enquiries@royalholloway.ac.uk or call 01784 276641.
Please note: The ongoing development of our estate may result in changes to routes and access points on campus. Where this is necessary, updates will be issued in advance to campus users.