

# Need Help in Hall?

## ISSUE

## WHAT TO DO

### Accommodation issues

e.g., the hot water or toaster isn't working, lockouts (day-time)



Contact your Hall Reception  
([CustomerServices@royalholloway.ac.uk](mailto:CustomerServices@royalholloway.ac.uk))

### Questions about the practicalities of living in Hall

e.g., how do I use the laundrette? What are the fire safety rules?



Refer to the Living in Hall guide, or, if you can't find an answer there, contact your Hall Reception.

### Communal living issue

e.g., cleanliness, tips to resolve issues with flatmates



Refer to the Living in Hall guide, or, if you can't find an answer there, contact the Hall Life team.

### Administrative questions

e.g., paying your rent, or questions about your contract



Contact the Student Services Centre  
([StudentServices@royalholloway.ac.uk](mailto:StudentServices@royalholloway.ac.uk))

### Need help out-of-hours?

Non-emergencies, e.g., lockouts (out-of-hours), noise disturbances



Call Security  
(01784 443063)

### Need urgent assistance?

Emergencies, e.g., health and safety concerns



Call security  
(01784 443888)



@RHHallLife



Hall.Life@royalholloway.ac.uk