

Welcome to the neighbourhood!

Hello,

Whether this is your first time living out of halls or not, we are here to help you as you settle in and join our local community.

We offer students support and advice about living in the local community. We also work closely with community partners, including Surrey Police and Runnymede Borough Council, to help keep you safe and the community a great place to be for all residents.

To help you get started this leaflet includes some advice on being a good neighbour and great housemate. Scan the QR code below to discover the full Be A Good Neighbour Guide with more helpful information, recipes and tips on how to run a house meeting.

You may receive a welcome visit from one of our team. These visits are a chance for us to offer advice on settling in and check how you are getting along. If you want any support or information about living in the local area please get in touch via the email addresses below. We can talk you through your query or direct you to people who can help.

Keep reading for our top tips on being a good neighbour and housemate!

Wishing you all the best,

The Community Wellbeing Team

community@rhul.ac.uk wellbeing@rhul.ac.uk

Founder's East 1st Floor, Wellbeing Corridor



**Scan to access the
Be a good neighbour guide**



Be a good neighbour

Love your neighbour: When you move in, it's a good idea to knock on your neighbour's door and say hello! Being on good terms with your neighbours can help you feel more comfortable in your new environment. Why not write them a note or postcard to introduce yourselves if that feels easier!

Volume control: You may have heard that you can make as much noise as you like until 11 pm – this is a myth! Try to be aware of the noise levels in your home, there should never be excessive or disruptive noise especially at night.

Party the right way: If you plan to have a party, keep it small, have it on a weekend and speak to your neighbours in advance to agree an end time. Keep noise to a reasonable level throughout and keep in mind your impact on the wider community. Head to our Students' Union venues instead for safer (and better!) nights out.

Watch your waste: Find out what you can recycle and when your rubbish is collected at www.runnymede.gov.uk. Put your bin outside your property on collection day, making sure you can close the lid and move it back onto your property once it has been emptied. Rubbish bags left outside of a bin will not be collected. Speak to your landlord if your house or garden require maintenance.

Don't be a cause for complaint: Noise and waste issues may attract concern from others. If complaints are made you are likely to be visited by Runnymede Borough Council or Surrey Police and there could be serious consequences. Always be thoughtful and respectful towards your neighbours.

Heading out? Keep the noise down on your way out and when heading home. Don't forget your neighbours and housemates might not be in the party mood! Keep in mind that the people around you may have to get up early for work, school or lectures and won't want to be disturbed.

Trolleys: Supermarket trolleys should not be removed from the town under any circumstances. If you need to do a large shop consider getting it delivered or ask a friend to help.

Keeping a car: Drive sensibly, park legally and respectfully. Make sure you are aware of local parking restrictions and your car is not obstructing roads or footpaths. If you live locally please don't drive to campus instead – walk, cycle or take the bus.



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Be a good housemate



Compromise: Chances are you and your housemates will have different schedules and habits. You may need to find the middle ground to live together harmoniously.

Use a rota: Talk through how, when and who will clean the spaces you share. Agree who will take on which responsibilities and take on your fair share.

Bills, bills, bills: Make sure to register with the gas, electric, water and internet suppliers. Agree how to divide them - one person should not be responsible for all the bills.

Keep it locked: Remember to lock your doors and windows, even if someone else is in. Keep your valuables away from the windows and out of sight.

Test your alarms: Are your smoke and carbon monoxide alarms working? Press the test button on the alarms to check.

After a drink: If drinking, look after yourself and each other. Remember you never have to drink anything you don't want to. For tips see www.drinkaware.co.uk



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Get in touch

Your Students' Union: The SU Advice Centre can help advise on housing issues and private accommodation contracts. They can help make sure you know your rights when it comes to all things housing.

RH Be Heard: If you need to report any harassment or bullying you can do so through RH Be Heard. You can report anonymously or give your name so our Harassment & Wellbeing Advisers can follow up with you. Find out more at royalholloway.ac.uk/rhbeheard

Get Involved: Take part in campus and community life as much as possible. Speak to our Volunteering Team, look out for information on local events in your weekly student newsletter and follow @RHCampusLife on Twitter and Instagram. Interested in local politics and having your say? Register to vote in local elections.

Find out more: Find out more about Wellbeing support including our Community Wellbeing Team at royalholloway.ac.uk/wellbeing



Royal Holloway Wellbeing



@RH_Wellbeing



@RH_Wellbeing

Useful contacts:

Campus Security

securityRHUL@royalholloway.ac.uk
01784 443063

Environmental Health

environmentalhealth@runnymede.gov.uk
01932 838383

Students' Union

advice@su.rhul.ac.uk
01784 276700

Surrey Police

101 (non-urgent)
999 (emergency)

RBC Recycling

recycling@runnymede.gov.uk
01932 838383

Royal Holloway Volunteering

volunteering@royalholloway.ac.uk
01784 276718



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