A guide to living in Halls

2016-17
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, and in Autumn 2017 our inspiring and iconic Founder’s Building will be complemented by the opening of our new Library and Student Services Centre with outstanding modern facilities. As you go around campus you’ll see that work is well underway. You can find exactly what our plans are, what’s happening next and how any works might affect you at 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.

Campus Services

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 booklet 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, the Hub, Runnymede I & II, Williamson, Butler and Tuke.

The Halls on North Campus are: Kingswood, Highfield and Penrose.

royalholloway.ac.uk/welcome
How to get started in Halls

1. Meet new people. Say Hi to anyone you pass in your Hall. Fill in your ‘like and dislike’ postcard and put it on your door (you’ll find it in the Welcome Box in your kitchen).

2. Check your room. Fill in your room inventory and give it to your Hall Reception. More info on page 21.

3. 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 22 and in your Quick start guide.

4. 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 8.

5. 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.

6. Pick up any post or parcels you’ve had delivered. Post room locations are on page 23.

7. Ask for help. There are lots of people here to help you so don’t be shy, ask for help when you need it. More info on page 6.
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 is 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 Reception. 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.

<table>
<thead>
<tr>
<th>Halls Receptions</th>
<th><a href="mailto:customerservices@royalholloway.ac.uk">customerservices@royalholloway.ac.uk</a></th>
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</thead>
<tbody>
<tr>
<td>Founder’s</td>
<td>01784 443052</td>
</tr>
<tr>
<td>Founder’s West</td>
<td>Room 40 Monday to Friday 8am – 8pm</td>
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<tr>
<td></td>
<td>Weekend reception services provided</td>
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<tr>
<td></td>
<td>by the Hub (01784 443285)</td>
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<tr>
<td>The Hub</td>
<td>01784 443285</td>
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<tr>
<td>Gowar, Wedderburn, Reid, the Hub, Runnymede I &amp; II, Williamson, Butler &amp; Tuke</td>
<td>Hub Guest House main entrance foyer Monday to Sunday 7am – 10pm</td>
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<td></td>
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<tr>
<td>Highfield &amp; Penrose</td>
<td>01784 443440</td>
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<tr>
<td>Please use the Founder’s Halls Reception outside of these hours. Please see Founder’s Halls Reception opening hours above.</td>
<td>Highfield block 1 on the lower ground Monday to Friday 9am – 5pm (closed for lunch between 12.30pm and 1.30pm)</td>
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<tr>
<td>Kingswood</td>
<td>01784 435331</td>
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<tr>
<td></td>
<td>Kingswood main entrance foyer</td>
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<td></td>
<td>Monday to Sunday 7am – 10pm</td>
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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
Who do you talk to about cleaning?
Each Hall has its own housekeeping team who are there to help you maintain the cleanliness of your communal areas, but it is your responsibility to keep your own room and bathroom clean and tidy. Don’t forget you can always speak to your Housekeeper (opposite) if you need help or have any questions.

Who keeps you safe?
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.

Who can support you while you are living in Halls?
The Residential Support team are here to help you with life in Halls, including settling in, living independently, living in communal accommodation and with resolving disputes and disturbances. Residential Support Assistants (RSAs) are trained student volunteers who live in Halls with you and have experience of student life and living in Halls previously. The Students’ Union Advice and Support Centre are also here to help you. They can give you independent advice and support at Halls disciplinary hearings.
The Student Services Centre is the main point of contact for any support you need that isn’t to do with your academic studies. They can help if you need information and advice on things like accommodation, replacement College Cards, fees and funding, proof of student status, enrolment and travel concessions.
Our Support & Advisory Services teams can also provide advice on anything to do with general 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 on our student intranet at royalholloway.ac.uk/students/help-and-support or by emailing welfare@royalholloway.ac.uk.

Residential Support Assistants can help you with:
- **Hall welfare** – support & advice on a variety of issues such as living with others, emergency problems and homesickness
- **Hall discipline** – encouraging you to follow the few rules and regulations that are in place for your safety and happy hall life
- **Hall social events** – they organise events to help residents get to know each other.

Add some of the numbers on the right into your phone so you have them to hand when you need them.

Find us on
Twitter@RHCampusLife
Come and join us on Facebook
Royal Holloway Campus Life
<table>
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<tr>
<th>Housekeeping team</th>
<th>Monday–Friday: 8am–4pm</th>
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<tbody>
<tr>
<td>Founder’s</td>
<td>01784 443952</td>
<td>Founder’s East 305</td>
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<tr>
<td>Housekeeper: Rosa Dias</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistants: Emmie Oleksiak and Syafiq Japar</td>
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<tr>
<td>Gowar &amp; Wedderburn</td>
<td>01784 414651</td>
<td>Gowar H Block</td>
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<tr>
<td>Housekeeper: Janet Parkes</td>
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<tr>
<td>Assistant: Kadam Arumainayagam</td>
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<tr>
<td>Reid &amp; Hub</td>
<td>01784 414164</td>
<td>Hub Management Offices</td>
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<tr>
<td>Housekeeper: Salah Saleh</td>
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<tr>
<td>Runnymede I &amp; II</td>
<td>01784 276298</td>
<td>Runnymede V Block</td>
</tr>
<tr>
<td>Housekeeper: Jeanette Tattam</td>
<td></td>
<td>room v-8-04</td>
</tr>
<tr>
<td>Assistant: Maureen McDermott</td>
<td></td>
<td>(in the basement)</td>
</tr>
<tr>
<td>Williamson, Butler &amp; Tuke</td>
<td>01784 443795</td>
<td>Tuke F Block</td>
</tr>
<tr>
<td>Housekeeper: Lydia Gibbs</td>
<td></td>
<td>(in the basement)</td>
</tr>
<tr>
<td>Kingswood</td>
<td>01784 435331</td>
<td>Via Kingswood Reception</td>
</tr>
<tr>
<td>Housekeeper: Valerie Wells</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highfield &amp; Penrose</td>
<td>01784 414056</td>
<td>Highfield Block One</td>
</tr>
<tr>
<td>Housekeeper: Pat Ridley</td>
<td></td>
<td>(down the steps)</td>
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<tr>
<td>Assistant: Claire Mather</td>
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<tr>
<th>Support teams</th>
<th>Out-of-hours contact your Hall Reception or Security</th>
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<tbody>
<tr>
<td>Residential Support</td>
<td>01784 443237</td>
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<tr>
<td>Student Accommodation</td>
<td>01784 443338</td>
</tr>
<tr>
<td>Students’ Union Advice &amp; Support Centre</td>
<td>01784 276700</td>
</tr>
<tr>
<td>Student Services Centre</td>
<td>01784 276641</td>
</tr>
<tr>
<td>Security &amp; Campus Watch</td>
<td>01784 443063</td>
</tr>
</tbody>
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How to be a good resident & neighbour

This might be the first time you have lived away from home and with others (apart from family) 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. We want your experience to be a positive one and for everyone to feel included.

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, kitchen cleanliness etc.

Don’t be the the loud one!

One of the most important things to consider when living with others is noise levels. In large communities, there will be unavoidable levels of background noise but consideration for others will make Halls a more enjoyable place to live for all.

- Complete the ‘name and likes/dislikes’ postcard on your door. This way your flatmates can start learning about you straight away – you could even complete them together.
- 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.

If you are disturbed by noise levels, talk to the people who 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 your RSA (opposite) who might be able to help. If noise continues to be a problem, contact your Hall Reception or Security directly, who will help you.

- Your flatmates may be trying to work or sleep so keep voice/music to a reasonable level at all times.
- Keep the bass down - it might sound great to you but not your neighbours!
- 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.
- Try not to slam doors or run down the corridors.
- Keep it down when in the corridors or other communal areas.
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. We’re all individuals with different interests, opinions and habits. 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 Residential Support team. They are 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. Living together is easier if everyone understands and follows the rules and regulations – a big part of the Residential Support Team’s role is to make this happen. It isn’t all about the rules; they also organise social events so you can meet up with fellow residents. Past events have included walks, international food nights, open mic nights, formal dinners and much more. If you have an idea for an event, they would love to hear from you. Residential Support Assistants (RSAs) are another part of your support network. There are seven teams of RSAs, all of whom are trained student volunteers who live in Halls, with other students. You can easily identify them by their purple t-shirts and ID cards. The RSAs can help you by, for example, 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 Residential Support Assistant 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.

✔ 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 Residential Support team for help.
✔ If you need to talk to someone out-of-hours, contact a Residential Support Assistant by calling Security or visiting your Hall Reception.
✔ If you have any immediate problems, such as noise complaints or welfare issues, call Security at the time on 01784 443063.
✔ Make new friends, get involved and have lots of fun.
✔ If you are interested in being a Residential Support Assistant we recruit each year in February in preparation for the following academic year.
As a last resort, the Residential Support 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.

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 affects 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.

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 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 things
  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.
• Follow our clear policy governing discrimination and equal opportunities which can be found at royalholloway.ac.uk/aboutus/governancematters
Where to find health and welfare support

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.

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.

First aid, accidents and emergencies
For illnesses that are not life-threatening you should first contact the Health Centre, they are open from 8am to 6.30pm 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 also 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 including plasters and your preferred pain medication and over the counter cold / flu remedy.

Less severe injuries can be treated in a NHS walk-in centre, which can treat patients without an appointment.

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.

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 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.
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.

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.

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.
How to keep safe and secure

✔ 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.

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.

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.
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) is 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.
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.

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 certificate
• Use suitably fused and BS Standard marked extension sockets
• Keep trailing wires off the floor.

Free personal safety alarms are available from Support & Advisory Services in Founder’s West Level 1.
Safety of possessions

Be aware of security and your own personal safety at all times 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 do 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 Student Union or go to endsleigh.co.uk
✔ Register your property, for free, at immobilise.com

endsleigh.co.uk
immobilise.com
What you need to know when you live in Halls

This is where you will find out about things like where to eat and drink, how to register to vote, whether you can have overnight guests or parties and where to go when you’ve lost something. 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. 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 Student’s 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 KW’s when you use your Campus Account card.

✔ 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.

Visit the Student Union Reception to buy your SSHH bus ticket.
Cleaning
Each hall has a Housekeeper, who will make sure that all of the communal areas are maintained and meet our health and safety standards. They will assist you with cleaning the communal areas including shared kitchens every day, Monday to Friday. Founder’s and Kingwood communal bathrooms will be serviced once a day, every day including Saturday and Sunday.

You are responsible for keeping your shared kitchen clean and tidy and that means doing your washing up each day. This is as well as keeping your own bedroom and bathroom (if you have an en-suite) clean. You will need to buy your own cleaning materials, however a vacuum cleaner, dustpan and brush are available for your use. You’ll be expected to return you room, bathroom and communal areas in the same condition as when you moved in.

Don’t let the mess build up – do a few things every day

Every day:

✔ Wash up 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
✔ Place your dirty clothes in the laundry basket
✔ 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 to ventilate your room
✔ Spray your bathroom surfaces down with all-purpose spray and wipe down
✔ Wearing rubber gloves 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.
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 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
If anything in your room, bathroom or common areas gets damaged let your Hall Reception know straight away. They will arrange for it to be fixed or replaced – do not to 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.

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.

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.

Have a look in your Quick start guide to find out about all of our food and drink outlets.

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

Our 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 – so don’t leave them unattended or give them your key 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.

Guests can stay in the Hub Guesthouse which provides bed and breakfast services for more information go to www.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 to 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 temperate 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 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.
Your inventory

When you first move into your room you need to complete an inventory to let us know you are 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. If you don’t we will assume you are happy with everything.

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 launderette.

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 is a launderette within walking distance of each Hall. It costs £2.50 for a wash cycle and £1 for drying. You pay for it with a laundry card, which you buy from the card dispenser in your launderette. Instructions on how register and top up your laundry card and how to use the washers and dryers are in the launderettes.

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 Founder’s. 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 will let you know by email when these checks are happening, giving you at least 48 hours’ 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. To find out more, ask at your Hall Reception for our service agreement with our maintenance service providers.

We will 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.

**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: [royalholloway.ac.uk/console](http://royalholloway.ac.uk/console)

✔️ If you have problems have a look online [royalholloway.ac.uk/it](http://royalholloway.ac.uk/it) or call IT Services on 01784 414321.

✔️ Let your Halls Reception know as soon as something is broken so it can be fixed.

✔️ Leave both your car and pets at home – that means all pets including your goldfish and your cat.

✔️ For more information on parking and updates go to [royalholloway.ac.uk/parking](http://royalholloway.ac.uk/parking)

**Parking**

If you live in Halls you are not permitted to bring a car to College. You have everything you need on hand and access to all the local public transport, so having a car is not necessary. We only have a limited number of parking spaces available for students, 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 and Dyslexia Services Office.

If you don’t have a permit you can’t park on campus. 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).
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.

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. Don’t put anything straight onto the walls in your bedroom or common areas – if it marks the wall you could 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 to Friday only and letters are placed in pigeon holes under your surname.

If you are sent a parcel or an item that needs to be signed for you will get an email letting you know it is ready for collection. Take your College Card with you to your nearest post room and sign for your item.

South Campus: If you live in Founder’s go to the Founder’s post room between 11am to 3pm Monday to Friday, otherwise go to the Hub post room between 10am to 1pm or 2pm to 5pm, Monday to Friday
North Campus: Go to your Hall Reception during opening hours.

The 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).

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 (Founder’s, Gowar and Wedderburn, Reid, the Hub, Runnymede I & II, 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 Highfield and Penrose: Royal Holloway University of London, Highfield Road, Englefield Green, Egham, Surrey, TW20 0SS

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

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.

Recycling
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.
Waste food 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.

**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.

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

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**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 if they have any concerns with your bedroom or communal areas.

**Room moves and swaps**

If you are not happy with your accommodation or feel that it is unsuitable, please speak to the Residential Support team in the first instance as they may be able to assist in resolving any problems you are experiencing. The Student Accommodation team will not be able to help you until you have done so.

Only in very exceptional circumstances is it possible to change your room during the year. Moving can be unsettling and not necessarily the best solution for you. We would prefer to discuss ways we could support you in improving your living environment and managing any concerns you have. Usually we can resolve any issues without you needing to move, especially if you highlight any difficulties as soon as possible.

**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.

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Even though you’re not paying the bill, turn off appliances when you are not using them to help reduce our carbon footprint.

Have a cleaning rota, so everyone takes it in turns to take the recycling out.

✔ Even though you’re not paying the bill, turn off appliances when you are not using them to help reduce our carbon footprint.

✔ Have a cleaning rota, so everyone takes it in turns to take the recycling out.

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!
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 are no landline telephones in bedrooms, and you cannot install individual telephone lines in rooms.

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.

Only sanitary items should be placed in the sanitary waste bin, and should not be discarded in the standard room 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

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.

✔ When booking a cab ask what sort of car will be collecting you.

✔ If you are in a taxi, especially on your own, have your money ready before you reach your destination, get out of the cab and then pay the driver.

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 18 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 kitchens.
What do you think of the services we provide?

Terms and conditions 2016/17
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.
Each year we carry out a customer survey which gives you an opportunity to tell us what you think about living in Halls. We share the results of the survey with you during the summer term.
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.

Every month one member of staff can receive an Inspire award for outstanding service. If you feel someone deserves this award please email customerservices@royalholloway.ac.uk and let us know why.

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.
Your contract

By moving into university accommodation, you, as the tenant, are entering into a legal agreement with Royal Holloway, as the landlord. 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 Code of Practice for the Management of Student Housing; it is also known as the Student Accommodation Code.

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 Accommodation team at studentaccommodation@royalholloway.ac.uk or call 01784 443338.
Please note: The ongoing development of our estate may result in further temporary work sites and alteration of routes and access points on campus. Where this is necessary, updates will be issued in advance to campus users.