Be a good neighbour guide
Your guide to living in Englefield Green & Egham 2018/19
Your guide to living in Englefield Green & Egham

For many students, moving off campus with friends and renting your own house for the first time is an important part of being a student. It is an exciting opportunity to make some great friends, share fantastic experiences and become part of the local community.

Whether you have just moved out of Halls or you are moving from one house to another, this guide is aimed at helping you making the most of this time. It is designed to offer you practical help and guidance and important information about living in Egham and Englefield Green.

Who are we?
Student Wellbeing are part of Student Advisory & Wellbeing at Royal Holloway. We are responsible for:

- Wellbeing advice for all students and supporting students in the continuation of their studies
- Overseeing and implementing our ‘Be a Good Neighbour’ strategy encouraging positive behaviour in the local community
- Community support for students including visits by our community wellbeing advisers to students living locally providing help and advice on settling in and living in the private sector
- Liaison and partnership working with Police, Council, other residents and other community partners
- Health & wellbeing promotions including alcohol & drug awareness and education
- Personal safety and crime prevention advice
- Response to student harassment complaints.

We are here to support and advise you, so that you can have the best possible experience at Royal Holloway so don’t hesitate to contact us.
Be a good neighbour

This phrase encapsulates our community expectations. It’s simple to achieve – introduce yourself to your neighbours when you move in so you can establish a good relationship with them. If you treat other residents with respect and consideration, this will go a long way to ensuring you receive the same from them. Most students are model neighbours so don’t be the exception. Remember that while this is new and exciting for you, your predecessors may have caused upset to others, and sometimes tensions can exist.

It’s better to make a fresh start as new neighbours as you will be spending the next year living side by side. Introducing yourself will be a proactive step towards developing your own positive and amicable relationship with them. It will benefit everyone – they know who to contact if they have a problem and you never know when you may need to ask for their help. You may even want to ask them to keep an eye on your property during the holidays.
This is an essential list of things you should do now that you have moved into your new home:

- **Check your inventory** Make sure everything detailed on the list and note it’s condition. Notify your landlord/managing agent in writing if anything is missing, broken or needs to be fixed.

- **Take dated photos and make notes** as evidence of what your property was like when you moved in.

- **Obtain copies of the gas safety and energy performance certificates** – legally you have to be given them.

- **Take meter readings** on the day you collect your keys (even if bills are included in your rent).

- **Contact your gas, electricity and water suppliers** give them your reading and ask them to put all your housemates’ names onto the bill if possible. You don’t want to be asked to pay the previous tenants’ bill.

- **Get connected** – Contact your internet supplier to set up an account in the names of you and your housemates.

- **Check your smoke alarms and carbon monoxide detectors** work correctly.

- **Arrange contents insurance** – the Students’ Union can give you advice on finding a policy aimed at students.

- **Check your bin collection days** – see Refuse and Recycling section of this guide

- **Register your property** [www.immobilise.com](http://www.immobilise.com) is a free national property register that helps you to recover items that are lost or stolen.

- **Council Tax exemption** – Contact the Council to let them know you and your housemates are all full-time students so they can ensure the relevant exemption – see [www.runnymede.gov.uk](http://www.runnymede.gov.uk)

- **Purchase a TV licence** – see [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

- **Register to vote** – see [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

- **Introduce yourself to your neighbours** (you had remembered hadn’t you?)
Noise

Noise is the most frequent concern local residents report about students – whether it is noise from parties, people walking home at night, or noise heard through a communal wall. We strongly encourage all students to follow our “Be a Good Neighbour” strategy which reminds you that:

• There should be no excessive noise at any time (noise which disturbs others)
• No disruptive audible noise at night time outside of your property under any circumstances
• Parties should only be held with sufficient notice to neighbours, and agreeing a mutually acceptable end time
• You should not expect to hold regular parties, nor is there a ‘right to party’
• Use the Students’ Union or other campus venues when you socialise with friends.
• Return home from a night out as quietly as possible.

Top tips on keeping the noise down ...

Parties
If you are going to have a party, have it on a Friday or Saturday and keep music to a reasonable level
• remember there is no ‘right to party’
• Speak to your neighbours in advance to let them know you are having friends over and negotiate the finishing time. Noise travels so this could be beyond just your immediate neighbours
• Give them a mobile number to call if things get too loud
• Keep doors and windows closed and avoid partying in the garden to limit noise levels. If people go outside to smoke make sure they keep quiet especially at night
• Ask your friends to leave quietly as you can be held accountable if they disturb your neighbours by slamming doors and shouting or people lingering in the streets
• Don’t forget even if people have suggested it’s ok they may still choose to make a complaint if they’ve then been disturbed.

MYTH

• There is no truth in the suggestion you can make as much noise as you want until 11pm.
Be reasonable and respectful at all times. Everyone has the right to quiet enjoyment of their property so think carefully about what this means.

**Walking home**

- Keep the noise to a low level when you walk home at any time; people tend to be unaware how much noise they can make when in a group and how far it can travel
- Always use the Union Bus to get home from a SU function night – it’s safer, quicker and quieter.

**If you are the noisy neighbour**

We work in close partnership with Runnymede Borough Council Environmental Health and the Police Neighbourhood team to try to ensure that no-one is disturbed or disrupted in their home. If there is proven, evidenced or repeated severe noise nuisance or anti-social behaviour, the consequences for students can be:

- College misconduct hearings and substantial fines from the College where there is clear evidence of nuisance
- Households can be served Abatement Notices and face seizure of noise-emitting equipment if these notices are breached
- In severe situations or for repeated serious offences, this can impact on your College status as a student.

**If you are having a problem with a noisy neighbour, who can you contact?**

- Runnymede Borough Council has the statutory authority to deal with noise emanating from domestic properties. Call 01932 838383 or email environmentalhealth@runnymede.gov.uk
- Contact Student Wellbeing at Royal Holloway if you believe the noise involves students from Royal Holloway. Call 01784 276612 or email community@royalholloway.ac.uk

- To report a crime, including a Public Order offence, call the Police. Call 999 in an emergency – for example if a crime is in progress or if someone’s life is in danger – or 101 for all other Police matters.
Refuse and recycling

Managing your waste isn’t complicated as Runnymede Borough Council runs a comprehensive recycling and waste collection service. It is a case of knowing which bin to use, when to put them outside the front of your house for collection and when to bring them back in again.

Refuse
Rubbish and non-recyclable items should be collected in black refuse sacks and placed in your black lidded wheelie bin. This is emptied fortnightly.

Recycling
Items that can be recycled (see table) should be placed inside your blue lidded recycling bin. This is emptied fortnightly.

Food waste
All food items should be collected in plastic liners or bags and placed in your food bin. This is emptied every week.

Textiles & Small Electricals
Clothes, shoes, bedding, towels, batteries and small electrical items should be put in a standard sized carrier bag that has been tied up or sealed. These are collected every week.

- If your refuse or recycling bins are missing when you move in, contact refuse@runnymede.gov.uk (0800 052 0067) to arrange for a replacement.
- If your food caddy or food bin are missing you can collect a new one from the Student Wellbeing office.
- If there are six or more in your household contact the Depot to request larger bins.
- If you are living in a flat, there may be variations to how your rubbish & recycling are collected. Find out the system for your property as soon as you move in.
Moving in essentials

• Find out which day your rubbish and recycling is collected – see runnymede.gov.uk/rubbish – and make sure all tenants are aware of this
• Rubbish and recycling are collected on alternate weeks and food waste is collected weekly on the same day. Ensure you know which bin goes out on which week and if you get confused ask us or the Council for help!
• The Council will not empty a bin when the lid cannot close or collect any extra rubbish bags (side waste) left beside or near your bin
• You are responsible for putting the correct bins on the boundary of your property by 6am on the morning of collection

• After the wheelie bins have been emptied, don’t forget to move your bins back onto your property as they can impede access to the pavements and be a hazard
• If you have excess bags of rubbish you can arrange a special collection from the Council for a small charge or take this to the local tip (Lyne Lane, KT16 0AR), for free. You can also contact the Council to arrange a bulky waste collection for items including furniture and domestic appliances (a charge will be made).

Key information from the Council is available at: www.runnymede.gov.uk/article/14430/Student-waste-and-recycling

What can you recycle?

<table>
<thead>
<tr>
<th>Recyclable</th>
<th>Non-recyclable</th>
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</thead>
<tbody>
<tr>
<td><strong>Plastic:</strong></td>
<td>Pizza boxes, garden pots, polystyrene packaging, bubble wrap, CDs, DVDs, plastic bags</td>
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<tr>
<td>Drink bottles, household cleaning plastic bottles, cartons, food trays, Tetra Pak</td>
<td></td>
</tr>
<tr>
<td><strong>Glass:</strong></td>
<td>Mirrors, ornaments, corks, car windows</td>
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<tr>
<td>Bottles and jars (all colours)</td>
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</tr>
<tr>
<td><strong>Papers:</strong></td>
<td>Paint tins, machine parts, tools, cables</td>
</tr>
<tr>
<td>Newspapers, magazines, catalogues, envelopes, shredded paper</td>
<td></td>
</tr>
<tr>
<td><strong>Metal:</strong></td>
<td>Foil backed cards, padded cards</td>
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<tr>
<td>Steel and aluminium food &amp; drinks cans, aerosols, aluminium foil</td>
<td></td>
</tr>
<tr>
<td><strong>Cardboard:</strong></td>
<td>Cushions &amp; mattresses, ropes, carpets, wood, ceramics, crockery, hazardous waste</td>
</tr>
<tr>
<td>Brown cardboard boxes, corrugated card, egg boxes, cereal boxes, greetings cards</td>
<td></td>
</tr>
<tr>
<td><strong>Textiles:</strong></td>
<td></td>
</tr>
<tr>
<td>Textiles, clothing, shoes, bedding, towels, small electricals (35cm x 40cm), batteries.</td>
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</tbody>
</table>
When you move into your new property, it is sensible to agree some basic guidelines for how you will run your household. This should help you to avoid some of the problems that can arise from shared living. Some of the things to discuss include:

• Who is going to keep the communal areas clean and tidy? A cleaning rota (see below) can help
• How are you going to allocate space in the kitchen and bathroom?
• How are you going to pay utility bills?

Cleaning rota

<table>
<thead>
<tr>
<th>Day</th>
<th>Kitchen</th>
<th>Bathroom</th>
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<tbody>
<tr>
<td>Monday</td>
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<td>Tuesday</td>
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<td>Saturday</td>
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<tr>
<td>Sunday</td>
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</tbody>
</table>

A clean house helps maintain a happy household!

community@royalholloway.ac.uk / 01784 276612
Good communication, and listening skills and as a willingness to compromise will be crucial in creating a happy household.

- If difficulties are emerging, speak to your housemates before things get out of control. House meetings can help with this
- If your housemates have been drinking and disturb you, wait and talk to them about it the next day when they may be more receptive

- Keep calm and friendly when you discuss any problems and don’t be afraid to explain what has upset you and why
- Avoid having a rant about your housemates on social media, especially in the heat of the moment. You still have to live with them and it’s best to remain civil and respectful.

intranet.royalholloway.ac.uk/students/help-support/
Crime prevention and your safety

Living off-campus can seem daunting, but Egham and Englefield Green, and indeed Surrey as a whole, are safe areas with a low crime rate. We have an excellent working relationship with the Surrey Police Neighbourhood Team to help maintain this. It is important however that you do all you can to keep yourself and your possessions safe and do not take unnecessary risks.

Insurance
You should insure your possessions against damage or theft as the cost of replacing your property will be far more than the premium you pay. Many companies offer a low cost policy specifically aimed at students.

Top tips on home security
• If your house has an alarm, use it
• Lock your doors and windows, even if someone is in
• Keep your laptop, car keys, smart phones and other valuables out of sight
• Register your property on immobilise.com to increase your chances of getting it back if it is lost or stolen
• If you are all going out, use a timer or leave a light or radio on and draw the curtains to give the impression that someone is in
• A reactor rear-light can be a good deterrent. Ask your landlord to install one if your property does not have one
• Always lock up your bike, even in your back garden.

Top tips on personal security
• Identify the safest route. Use well lit, main routes even if it adds time to your journey
• Avoid short cuts through the cemetery, alleys and parks
• Try to avoid walking alone in the hours of darkness
• Walk with confidence and purpose, and have your keys ready so you don't need to fumble for them
• Stay alert, avoid using headphones or talking on your phone as this could prevent you noticing something. Aim to be visible at night to make sure drivers can see you. Remember that wearing dark clothing it makes it difficult to see you at night
• Use the footbridges or crossings to cross the A30 at all times – never be tempted to run across this busy road at non-designated points
• Use the College or Union Bus to get home from campus at night where possible
• Always use a licensed taxi
• Carry a personal safety alarm
Top tips on car safety
• Take your valuables with you when you leave the car or lock them out of sight in the boot
• Park in a well-lit spot, preferably under street lighting

Top tips on bicycle safety
• Be visible if you are cycling at night. You are not legal – or safe – to ride on the road in the dark without front and rear lights, and wear reflective and/or high viz clothing to make sure drivers can see you
• Make sure your bike is roadworthy
• Always lock your bicycle. Hardened steel D-shaped locks are recommended as the minimum lock
• Stop thieves smashing locks open by making sure the gap between the bike and lock is as small as possible
• Secure removable parts and lock the wheels and frame together.

For more safety tips: intranet.royalholloway.ac.uk/students/personalsafety
Security on campus

The College’s Campus Watch scheme asks staff and students to look out for each other on campus and locally, and to report anything suspicious. College Security operates and is contactable 24 hours a day, 7 days a week for your protection. The Security Control Centre is located by the Founder’s East ground floor entrance.

There are ANPR and CCTV cameras operating across campus and Safer Runnymede also has a network of CCTV cameras locally that are monitored 24/7.

You can keep up-to-date on Police news from around campus and beyond by following them on social media: @Runnymede Beat

If you are a victim of crime, please report it to the Police on 101 and also to Security if you are on Campus or the local area, or if there are possible areas of risk.

Useful telephone numbers

College Security
(non-emergency) 01784 443063
SecurityRHUL@royalholloway.ac.uk

College Security (emergency)
444 (internal line)

Surrey Police (non-emergency) 101
Emergency Services 999

Student Wellbeing 01784 443395 / 276757 / 443132
Parking and your car

Royal Holloway has signed up to a sustainable transport plan to reduce car use. As a result, there are strict rules on students’ car use on the main campus and local area and the university actively encourages cycling. Students living in the local area should only bring a car if there is adequate space to park at their house and if the landlord is in agreement.

- Drive carefully in the area. Many of the roads surrounding the College are narrow. A 30mph speed limit doesn’t mean you have to drive at that speed!
- Never rev your car or sound your horn to summon your friends, especially late at night
- Park carefully in a space you are permitted to use
- Be careful not to block access for other vehicles, driveways or garage entrances
- Ensure you always leave enough space for emergency vehicles to drive easily past your vehicle
- Ensure you follow the laws governing road use at all times
- Never be tempted to drink and drive – if you’re driving it’s advisable to stick to soft drinks.

In addition you are asked to:

Student parking permits

You are required to have a Student Parking Permit to park on campus and to park in a designated student car park. If you park on Campus without a permit or park illegally or anti-socially, you face a fine.

Full information on how to apply for a Student Parking Permit and our Traffic and Cars Policy can be found at royalholloway.ac.uk/parking
We have a thriving Students’ Union which is involved in every aspect of student life. It offers a huge range of clubs and societies available, student media, encourages student participation in democratic processes, provides advice and representation and runs a full programme of events and campaigns. Make sure you get involved – there is something for everyone! Call into the SU building to find out about all the opportunities available to you.

Advice Centre
The Advice Centre is based on the first floor of the Student's Union. It is a free and confidential service that is available exclusively for students at Royal Holloway. It offers you the opportunity to discuss housing or academic concerns and receive advice from their team of experienced and professional advisers. They operate an open door policy, but sometimes it is necessary to book an appointment in advance. You can contact them by visiting or by emailing advice@su.rhul.ac.uk

The Union Bus
The Union Bus runs on SU function nights from campus to take students home within a three mile radius of campus. The services starts at 9pm and only finishes when everyone has left the latest closing venue. It is the best way to get home quickly, comfortably and above all safely on those nights. The buses are driven by dedicated student drivers who have undergone rigorous testing and training. The Students’ Union at Royal Holloway is one of the very few in the country to offer this kind of service. We suggest that you take full advantage of it.
Get involved

Volunteering
Volunteering is a great way to meet people, explore our community, and grow as a person. Our award-winning team has over 2,000 registered volunteers and over 250 community partners.
Find out more and get involved at royalholloway.ac.uk/volunteering

Reuse
Donate your unwanted clothes, books, CDs and anything else to a local charity. There are a number of charity shops in Egham that would be delighted to receive the things you no longer need. Alternatively, try websites like freecycle.org, ilovefreegle.org or gumtree.com

Local politics
As a student, you may be able to register at both your home and term-time addresses – although you can only vote in one place. Voting here means you have a say in what happens in the area you live in, with the services that affect you – policing, health services, recycling etc.

Stay involved in clubs and societies on campus
Don’t stop getting involved with clubs and societies because you are not living on campus. There’s loads of different ones to join! Find out more about each one at su.rhul.ac.uk

Active Lifestyle & Sport
Our sports facilities are excellent and with an on-site fitness suite and group exercise classes it couldn’t be easier to keep active! The Active Programme includes drop-in sport and a social league, all of which are included with some memberships. To find out more visit royalholloway.ac.uk/sports

Your local area

You have chosen to come to University in a beautiful area, so use your weekends to explore the area outside the campus. This is a selection of some of the places you can visit locally and a little further afield.

Runnymede Meadows by the River Thames is where King John signed the Magna Carta in 1215. You can visit the Magna Carta Monument and the Kennedy Memorial or simply walk or cycle by the Thames.

Windsor Great Park is a Royal Park with 5,000 acres to explore. Try walking to the Copper Horse to enjoy the view of Windsor Castle.

Windsor is a busy town that has not only the world’s oldest and largest occupied castle, but is also great for shopping, bars, restaurants and nightlife.

Staines-upon-Thames is a vibrant town with a selection of bars, restaurants, shops, regular markets and the nearest cinema.

Thorpe Park is a theme park with some of the most terrifying roller coasters in the UK. There is a shuttle bus that runs from Staines Train Station to Thorpe Park.

Richmond-upon-Thames is a beautiful, riverside town with great shopping, a superb theatre, restaurants and nightlife.

London is only 40 minutes away by train and there is guaranteed to be something for everyone with so much to do and see.
Moving out

Many of the steps you need to take at the end of your tenancy are simply the opposite to those you took at the start, but there are some important additional issues you need to be aware of:

Check your inventory
Do all you can to ensure that you leave your property with the same items and in the same condition set out in your inventory. Check the photos and notes you made at the start of your tenancy.

Removal of bulky waste
You can contact Runnymede Borough Council to arrange for them to collect large items including furniture, domestic appliances etc. that you no longer want (for a small charge).

Take meter readings
On the day you leave the property to ensure you will only be responsible for your own usage.

Contact your gas, electricity and water suppliers
Let them know that you and your housemates are moving out.

Broadband supplier
Similarly contact your supplier to let them know that you and your housemates are moving out.

Need Advice?
If you have any concerns about your property when you come to the end of your tenancy, you can contact the Advice Centre at the Students’ Union for advice.

Council Tax exemption
Once you finish your exams, you are treated as having completed your studies by Runnymede Borough Council. As a result, your Council Tax exemption no longer applies and you will be liable to pay it for the remainder of your tenancy, even if you do not actually live at the property during this time. We wanted to make you aware of this as the Council can pursue you for any unpaid Council Tax for this period through court action. Therefore, we recommend that you look out for a Council Tax bill for this period and arrange to pay it.
# Student Advisory & Wellbeing

Royal Holloway has a reputation for being a friendly and caring community and has many dedicated services to help you get the most out of your time here. If you would like our help, you can contact the team by email (wellbeing@royalholloway.ac.uk), by telephone (01784 443395) or by coming to see us. Alternatively, you can contact teams directly:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>Multifaith Chaplaincy</td>
<td>01784 443070</td>
<td><a href="mailto:chaplaincy@royalholloway.ac.uk">chaplaincy@royalholloway.ac.uk</a></td>
</tr>
<tr>
<td>Student Wellbeing</td>
<td>01784 443395</td>
<td><a href="mailto:wellbeing@royalholloway.ac.uk">wellbeing@royalholloway.ac.uk</a></td>
</tr>
<tr>
<td>Disability &amp; Dyslexia Services</td>
<td>01784 414621</td>
<td><a href="mailto:disability-dyslexia@royalholloway.ac.uk">disability-dyslexia@royalholloway.ac.uk</a></td>
</tr>
<tr>
<td>International Student Support &amp; Inclusivity</td>
<td>01784 276168</td>
<td><a href="mailto:internationaladvice@royalholloway.ac.uk">internationaladvice@royalholloway.ac.uk</a></td>
</tr>
<tr>
<td>Student Counselling</td>
<td>01784 443128</td>
<td><a href="mailto:counselling@royalholloway.ac.uk">counselling@royalholloway.ac.uk</a></td>
</tr>
<tr>
<td>London Nightline</td>
<td>020 7 631 0101</td>
<td><a href="mailto:listening@nightline.org.uk">listening@nightline.org.uk</a></td>
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<td>nightline.org.uk for online and Skype options</td>
</tr>
<tr>
<td>Finance Wellbeing</td>
<td>01784 414633</td>
<td><a href="mailto:moneymatters@royalholloway.ac.uk">moneymatters@royalholloway.ac.uk</a></td>
</tr>
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## Clarence Medical Centre (Health Centre)

Located on the first floor of Founder’s East is a full NHS GP practice offering many student specialist services. If you live in Englefield Green, parts of Egham, Old Windsor or Windsor you are encouraged to register with the Health Centre from the start of the academic year. It is easier to register before you become unwell and ensures a smooth transition of services between your home GP. Details of how to register, including registration forms are available at: [intranet.royalholloway.ac.uk/students/healthcentre/register](intranet.royalholloway.ac.uk/students/healthcentre/register)

## Useful contacts

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<thead>
<tr>
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<tbody>
<tr>
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<tr>
<td>College Security</td>
<td>01784 443063</td>
<td></td>
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<tr>
<td>Students’ Union</td>
<td>01784 276700</td>
<td></td>
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<tr>
<td>Student Services Centre</td>
<td>01784 276641</td>
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<tr>
<td>University of London Housing</td>
<td>0207 862 8880</td>
<td></td>
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<tr>
<td>Surrey Police (non-emergency)</td>
<td>101</td>
<td></td>
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<tr>
<td>Surrey Police (emergency)</td>
<td>999</td>
<td></td>
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<tr>
<td>Runnymede Borough Council</td>
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<tr>
<td>Environmental Health:</td>
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<tr>
<td>Recycling Team</td>
<td>0800 052 0067</td>
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<tr>
<td>Citizens Advice Bureau</td>
<td>01932 842666</td>
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<tr>
<td>Crimestoppers</td>
<td>0800 500 111</td>
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<tr>
<td>Electricity – find your supplier</td>
<td>0845 601 5467</td>
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<tr>
<td>Gas – find your supplier</td>
<td>0870 608 1524</td>
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<tr>
<td>Gas – emergency helpline</td>
<td>0800 111 999</td>
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<tr>
<td>NHS</td>
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<tr>
<td>Nightline</td>
<td>0207 631 0101</td>
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<tr>
<td>Samaritans</td>
<td>116 123</td>
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<tr>
<td>TV Licensing</td>
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<td>tvlicensing.co.uk</td>
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