



Living in Halls of Residence
An easy guide from your
Residential Support Team

Royal Holloway
University of London





Welcome to Halls of Residence

We hope that you have unpacked and settled into your room. This is your new home for the next year. It's the place where you will study, rest and have fun with your friends. As you're adults we encourage you to deal with problems yourself, but we will provide the support and guidance you need to resolve them.

This guide is designed to give you some hints and tips on how to make the most of your time in hall. Please ensure you read your Hall Guide for detailed information on your specific hall's facilities and services.

The **Residential Support Team** is here to promote a happy hall environment. Together our role is to:

- **Look after your welfare.** If you need someone to talk to urgently or are having general problems we can organise emergency support and thereafter point you in the right direction.
- **Organise a range of social events** throughout the year (except for the NA30 halls).

- **Oversee disciplinary procedures.** Living in Halls of Residence can be great fun, but rules do need to be followed for your own safety and for the consideration of others. We will be in contact if you break the terms of your Student Housing contract, don't follow College regulations or behave in an unacceptable manner. We have the authority to impose fines, ask you to leave hall and prevent you from living in hall in the future.

We don't deal with room repairs or maintenance – you need to report these to your Hall Reception.

You should contact the Student Housing Bureau, which is located next to the College Shop, regarding any changes to your contract or room swap requests.

Please note that the halls are managed under the terms of the Universities UK Code of Practice. A copy is available at: **www.uukcode.info**

residentialsupport@rhul.ac.uk

Founder's West 170
01784 443955



Getting started

Starting university can be a difficult time – moving away from home or even from another country means adapting to a whole new way of life. It's important to remember that you will be living with people with a variety of values and beliefs. Each and every one of you has worked hard and earned the right to be here. Please respect that you are all individuals with different lifestyles.

Moving somewhere new can be daunting. You can meet new people by joining clubs and societies, attending events, or by getting a part-time job. Organise a group dinner to get to know others in your flat or corridor. Set some ground rules from the start and try to understand everyone's needs. Make sure that you treat each other fairly when using shared facilities. Communication is key to you getting along for the rest of the year.

Noise pollution

This is our biggest complaint about living in hall. The rules are that no noise should be audible outside of your bedroom at any time, ie. you shouldn't be able to hear your music in the corridor. There should be **no noise anywhere in hall after 11pm**

- Noise travels extremely easily in halls – especially if you live in a corridor hall. Please keep music and conversations at a low level
- Please don't gather in corridors or outside other people's doors and windows
- Please keep noise to a minimum in the surrounding areas outside of halls, e.g. in Founder's Quads
- **No bass/sub-woofer equipment is to be used in hall at any time**
- Parties are not allowed at any time
- If someone in your flat/block/corridor is disturbing you, politely explain this to them or leave a note. If they refuse to be more considerate or are persistently causing a problem, call security or contact us with the details
- If you are still being disturbed by noise after 11pm despite attempting to resolve the issue, please call security on 01784 443063



Guests

- Guests should be kept to a minimum at all times to avoid disturbance to fellow residents
- It is a breach of your contract to give access to others and allow anyone to stay in your room when you're not there
- There should be no overnight guests. Guest accommodation can be booked at the HUB

Smoking

Smoking is only allowed in allocated smoking bedrooms, and is not permitted in any other areas. Even if you live in a smoking room you cannot smoke in the corridor or kitchen

- Only one person should be smoking in a smoking room – keep the window open, don't blow smoke near the detector, and put cigarettes out properly
- Shisha pipes are not allowed in halls – this includes smoking rooms

- Illegal substances are not to be smoked in halls – the College has a strict drugs policy
- When smoking outside please stand at least five metres away from the building so as not to allow smoke to enter buildings via doors, windows and vents

Safe living

Read the fire safety information in your bedroom and in the Hall Guide. The misuse of fire safety equipment may result in you being asked to leave hall for putting yourself and others in danger

- Don't ever cover the smoke detector or prop doors open
- Always leave the building when the fire alarm sounds and don't re-enter until told it is safe to do so
- Keep all doors and windows locked – don't wedge them open
- Keep all valuables out of sight
- Close your window when you leave your room
- Don't walk around on your own in the dark. Follow the well-lit routes around campus



Healthy living

Register with the Health Centre in Founder's East – don't wait until you are ill

- Eat a balanced diet – don't eat pizza every night
- Drink water, especially if you have been drinking alcohol. Your body and brain will work more efficiently if it is hydrated
- Get some sleep
- Practise safe sex. You can get advice and free condoms from the Students' Union or Health Centre
- If you are having problems, talk to someone, eg. a friend, Personal Advisor, Residential Support, Student Counselling, Students' Union Advice Centre

For more detailed information collect a Healthy Living Guide from Founder's West 170

Keeping it clean

Germs are everywhere – try to avoid getting ill by regularly washing your hands, using tissues and hand wipes, and keeping your bedroom and bathroom clean and tidy.

One of the biggest causes of problems between residents is the cleanliness of the kitchens and pantries. Everyone needs to contribute to keeping these areas clean and tidy.

- Wash your pots in hot water
- Throw away mouldy food
- Buy your own utensils – don't use other peoples pots, pans and plates
- Dispose of your bedroom and bathroom rubbish in the external bin stores provided
- Don't use the small external litter bins for bags of rubbish – they fill too quickly and overflow
- Don't leave your litter in corridors
- Recycle frequently



Food and drink

- **Taking food and drink from your flatmates is theft – please buy your own**
- Don't take over the fridge, freezer and cupboards – liaise with your flatmates and make sure resources are allocated fairly
- Don't put food or oil down the sink as it will become blocked
- Don't put metal in the microwave – it will cause a fire
- Respect that everyone is different. Not everyone drinks alcohol or eats meat and people may have serious food allergies. Show consideration by keeping food in sealed containers, using different utensils, cleaning up after yourself and disposing of items when necessary

Living in hall is all about having a good time in a safe, clean and fun environment. You've all invested a lot in getting a place in hall so don't spoil it for each other. We ask that you behave appropriately at all times, showing consideration for your fellow students, College staff and property.

If you have any urgent problems contact your Hall Reception as the first point of contact; in an emergency Security Services are on campus at all times and can be contacted by calling 01784 443063. They are based in Founder's Reception but can also be found in the evening at the HUB and Kingswood Reception.

If you wish to contact a member of the Residential Support Team you can email us at residentialsupport@rhul.ac.uk or visit us in Founder's West 170 during the day from Monday-Friday. If you wish to speak to us at any other time you can contact us via your Hall Reception or Security.

Join our facebook groups:

- Royal Holloway Students Living in Halls of Residence
- Support & Advisory Services at Royal Holloway

See our notice boards in hall receptions for information and events.

Wishing you a great year in hall!



TOP TIPS

- Save Security's number in your mobile
- Buy a TV licence
- Make sure your valuable items are insured

If you are unwell:

- Call or visit the Health Centre. Between 9am-5pm they can be contacted on 01784 443131. For out of hours, call 01753 865773. A doctor will advise you if you need to attend hospital or a walk-in clinic
- Call an ambulance for serious medical emergencies. Always inform Security if you have called the emergency services.

WHAT TO DO IN AN EMERGENCY

Don't panic, gather information, remain calm.

Call Security on **01784 443063**



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