# Need Help in Hall?

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>WHAT TO DO</th>
</tr>
</thead>
</table>
| **Accommodation issues**  
e.g., the hot water or toaster isn’t working, lockouts (day-time)  
| Contact your Hall Reception  
(CustomerServices@royalholloway.ac.uk) |
| **Questions about the practicalities of living in Hall**  
e.g., how do I use the laundrette?  
What are the fire safety rules? | Refer to the Living in Hall guide, or, if you can’t find an answer there, contact your Hall Reception |
| **Communal living issue**  
e.g., cleanliness, tips to resolve issues with flatmates | Refer to the Living in Hall guide, or, if you can’t find an answer there, contact the Hall Life team |
| **Administrative questions**  
e.g., paying your rent, or questions about your contract | Contact the Student Services Centre  
(StudentServices@royalholloway.ac.uk) |
| **Need help out-of-hours?**  
Non-emergencies,  
e.g., lockouts (out-of-hours), noise disturbances | Call Security  
(01784 443063) |
| **Need urgent assistance?**  
Emergencies,  
e.g., health and safety concerns | Call security  
(01784 443888) |

@RHHallLife