



UNIVERSITY
OF LONDON
INTERCOLLEGIATE
HALLS

Intercollegiate Halls of Residence

Handbook
2022/23

for residents of
Handel Mansions

london.ac.uk/halls

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Senate House

WELCOME

On behalf of all the hall staff, I wish you a warm welcome to your new student accommodation and to London for all those new to the city. Leaving home to live at university is an exciting experience, and we aim to provide a secure, supportive, and friendly environment where you can study and socialise. While the COVID-19 in the UK continues to be challenging, please be assured we comply with the latest UK government guidance and do all we can to make sure that your time with us is as unaffected by the pandemic as possible.

We want your stay to be as enjoyable and problem-free as possible, so all the key information relating to living in our accommodation is set out in this handbook. Please read the handbook, which also forms part of your Licence Agreement, as you will need to refer to it during your stay.

During the first few weeks of term and your first few weeks here at the hall, it will seem like you are being bombarded with information about all sorts of things, for example, clubs, societies, events, etc. a lot of which you will feel has no relevance to you. I would encourage you, however, to take the time to read things through properly and give things a try.

Life at university is what you make of it. We have provided you with accommodation and facilities, but it is you that can create a sense of community and spirit, and I strongly urge everyone to participate in the events and activities within your hall. The Intercollegiate Halls of residence are a safe space for everyone. Please join us in respecting and celebrating all our residents, staff, and guests of every age, race, religion, sexuality, nationality, disability, and gender identity. I hope you have many positive experiences and can share these with friends you make during your time here.

Remember that you are not alone; the Hall Management Team, Wardens and Resident Advisors are here to talk to you if you have any concerns whatsoever. We look forward to welcoming you and hope you make the most of your time with us.

Andrew Howarth
Director of Residential Services



INTRODUCTION

This Handbook aims to help you understand the hall, its structure, and normal procedures. It forms part of your licence agreement with the University. It should be read in conjunction with, and interpreted so as to be consistent with, the Intercollegiate Halls of Residence Licence Agreement. You are expected to observe the letter and spirit of these conditions; any breaches will be dealt with under the Student Disciplinary Procedure and may lead to you being ordered to leave the hall.

Part 1

Part 1 of this handbook provides an introduction to the halls and essential information that is useful to all of our residents.

Part 2

Part 2 of this handbook provides specific details for your hall.

Part 3

Because of the ongoing uncertainty caused by the COVID-19 pandemic and the possibility that you will need to practice 'social distancing' during the Period of Occupancy the University is adding these additional terms to the Handbook.

Licence agreement

In addition to this Residents' Handbook, you need to be aware of the University of London Intercollegiate Halls of Residence Licence Agreements.

Other documents and regulations

Please consult the [Useful Documents](#) section on our website for supplementary documents, policies and procedures:

- Allocation Policy
- Common Charges List
- Complaints Procedure
- COVID-19 Privacy Notice
- Disciplinary Procedure
- Estranged Students Policy & Care Leavers Policy
- Heating & Cooling Policy
- Insurance Policy
- Privacy Notice
- Readmission Policy
- Reasonable Adjustment Policy
- Reporting & Investigating Harassment or Abuse
- Snow & Ice Policy
- Student Feedback Policy
- Support to Reside Policy
- Sustainability Policy
- Transport Policy
- Under 18s Policy

Universities UK Code of Practice

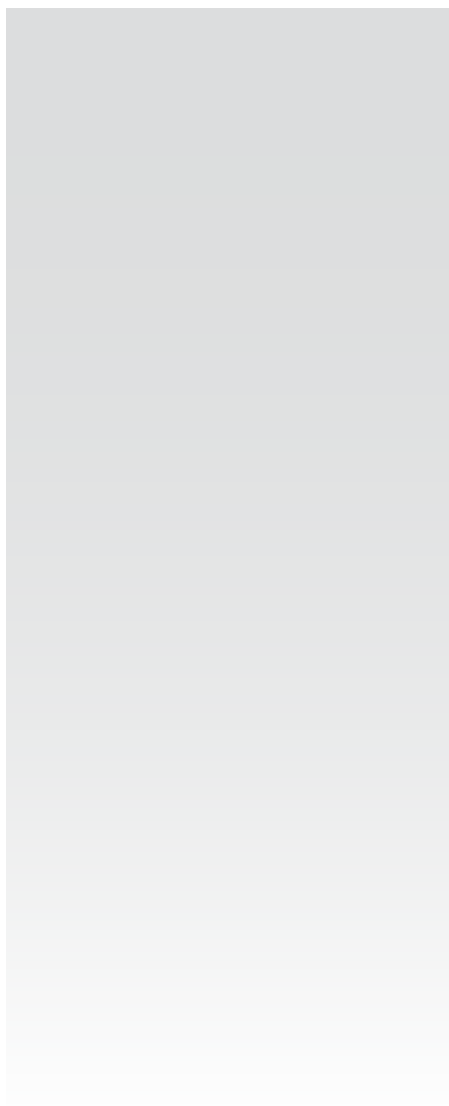
The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code. The full code is available [here](#).



Part 1



SECURITY & ADMINISTRATION



Hall Management Team

Our Hall Management Team looks after the hall's buildings, furnishings and is responsible for all services and facilities. The Hall Management Team is your first point of contact for accommodation, health and safety, maintenance, and cleaning services. They also work closely with the Financial Services Team to ensure fees are collected.

It is very important that you provide us with details of any medical conditions you may have (be it a physical or a mental health issue) and clarify any reasonable adjustments required in respect of your accommodation. Please note that we may not be in a position to assist you if you have not made us aware of your needs. We will treat any details you provide as confidential.

The Warden's Team

The Warden's Team (Warden and Resident Advisors) is here to support you throughout the time you live in the hall. They can help with a wide range of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

The Warden is a resident member of staff responsible for welfare and pastoral care, discipline and conflict resolution (including noise complaints), re-admissions, out-of-hours emergency cover, and community and social life. The Warden's Team is trained in First Aid, Conflict Resolution, Equality and Diversity, Drug Awareness and Fire Marshall Training and also actively participates in the Resident Advisor training programme at the beginning of each year.

The Warden normally holds a full time appointment in the University, including its Member Institutions, and is therefore available on a part-time basis, usually in the evenings and at weekends.

Resident Advisors

The Resident Advisors Team is here to support you throughout the time you live in hall. They can help with a wide range of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

Resident Advisors are usually experienced postgraduate students and they support the Hall Management Team in their duties.

The Resident Advisors all live in hall and are available in the evenings and at weekends. Resident Advisors are a useful first point of contact where a situation can usually be resolved with one of your peers without going straight to the Hall Management Team. They can be contacted during their daily duty hours (exact hours published in the building on the noticeboard by the entrance).

How the team can help

Students in the hall are often living away from home for the first time. The Warden and their team know that residents can encounter problems with loneliness, social isolation, bullying, conflicts related to religion or sexuality, depression, eating disorders, unplanned pregnancy, illness, drug and alcohol abuse, self-harm and suicidal thoughts, as well as antisocial behaviour, noisy neighbours, theft, and damage to property. The Warden has a wealth of experience in offering frontline advice and support, and is ready to discuss these and any other issues if the need arises.

The Warden's Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, sexual orientation, marital status, pregnancy, maternity or gender reassignment.

Please do talk to a member of the team if you want a bit of extra help and support with anything that is bothering you. No problem is too great or too small.



The Warden's Team endeavours to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, or sexual orientation.

Financial Services Property Team

Accommodation fees and deposits are dealt with by the Financial Services Property Team.

Deposit enquiries: deposit.finance@london.ac.uk

All other finance enquiries: AHD.Finance@london.ac.uk

Financial Services Property Team's telephone number: 020 7862 5772

Housing Services

Housing Services provides a one-stop housing service for students who are looking for accommodation. Housing Services constitutes three teams:

1. The Allocations Team is responsible for the allocation of all of the University's accommodation and also deals with room/flat swaps, licence agreement extensions and cancellations.
2. The Private Housing Team provides advice and support about private rented accommodation. The team maintains a database of rented accommodation offered by registered landlords, letting agencies and larger, private providers. There is also a comprehensive housing advice service and annual events such as the May Housing Fair and September Flatmate Finder days.

Induction

Prior to your arrival we will ask you to complete an online induction as part of your registration. It is extremely important that you complete it before your arrival.

It provides guidance on Health and Safety requirements, personal safety and provides details on the welfare provisions your hall provides.

Rules of entry and keys

You will be given a set of keys to the flat and your room upon arrival, provided you have:

- accepted the offer and paid the deposit;
- completed your online induction;

Do not let anyone in on behalf of someone else as the guest then becomes your personal responsibility.

Lost keys, property, etc.

If you lose your room/flat key/fob/access card/hall ID card, please log in to the [Accommodation Portal](#) to purchase a new one and contact the Hall Management Team on 020 7822 3000 to arrange a replacement pickup at International Hall.

You will be charged for a replacement ID card, key, fob or an access control card. However if you find the lost key within 14 days, this charge will be cancelled.

Unfortunately, we are unable to cancel replacement ID card charges as a new card would have been made for you.

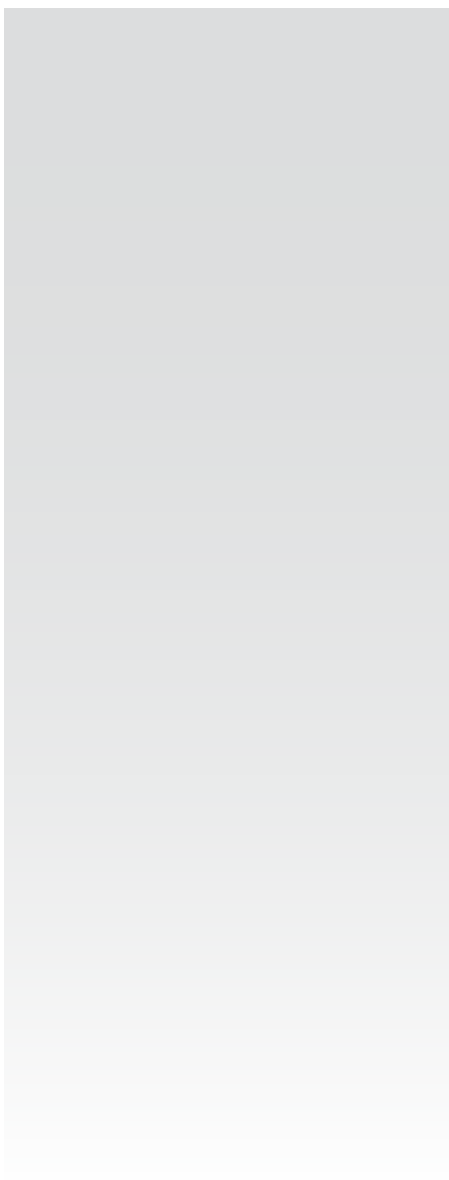
The current prices are available on the Accommodation Portal.



Do not let anyone in on behalf of someone else as the guest then becomes your personal responsibility.



DEPOSIT & FEES



Accommodation fees

Your accommodation fees are set out in the Particulars of Offer.

Deposit

The University holds a deposit as security for carrying out your obligations under the agreement. After this agreement ends, the University will use your deposit to offset any outstanding balance on your account. Your deposit may also be used to settle any of the following:

- Loss or damage to any part of the hall or its property or if extra cleaning is required in your room/flat.
- The cost of damage to common areas or theft of hall property (including cutlery and crockery from the dining room) that cannot be attributed to anyone in particular may be divided between everyone's deposits.

If at any time the deposit is insufficient to meet the costs reasonably incurred by the University in connection with any breach or non-compliance issue, you will pay the University promptly on demand such further sums as shall be reasonably required. Failure to make the prompt payment or any outstanding fees will result in the debt being referred to the University's international debt collection agency.

Deposit refunds are made within 28 working days of the end of your licence agreement in GBP. If administratively possible the deposit will be refunded back to the card from which the payment has been made. However, if our service provider does not allow this then the deposit will be refunded by bank transfer to the bank details provided to us by you. It is your responsibility to update your details if the original payment card is no longer in use.

How to pay

Payment of fees and setup of payment plans should be made online on the [Accommodation Portal](#), over the phone on 020 7862 5772, or by bank transfer.

When paying online, you are able to set up a payment plan that will automatically take payments on either a monthly or termly basis. If your bank for your payment card is based overseas, you will also be given the option to pay in your home currency.

When paying over the phone, we accept most major credit and debit cards. Please note that **we do not accept American Express**, cash or cheques.



When paying via bank transfer, you must use the bank details supplied on your accommodation invoice. When making the transfer, you must reference the payment with your surname and accommodation ID (for example: ICH Smith – 0012345). You must also email a remittance to AHD.Finance@london.ac.uk and reference the payment clearly with both your surname and accommodation ID. Failure to reference your payment as above or provide a remittance will result in a delay to your payment being allocated to your account. Please ensure the amount sent via Bank Transfer is enough to cover your fees and all bank charges.

Please do not attempt to pay your accommodation fees via your College payment site as we will not receive the funds.

When to pay

For termly payments the due dates are by 4pm on the following days:

- Term 1: 12th October 2022
- Term 2: 25th January 2023
- Term 3: 10th May 2023

A payment plan can be set up online to take your fees automatically on these dates.

If you are invoiced for your accommodation on a termly basis (three terms on one invoice) you can spread the costs by paying monthly and set up a payment plan. This option is only available by setting up a payment plan online.

If you are invoiced on a monthly basis (all contracted months on one invoice), your rent is due by 4pm on the 1st of each month. You can set up a payment plan to take these payments automatically. You can also choose to pay termly with due dates listed above. This option is only

available by setting up a payment plan online.

If you are unable to make full payment before each of these deadlines due to a delay in your SLC loan, please contact the Financial Services Property Team with supporting documentary evidence. In these circumstances it may be possible for the University to agree to extend time for you to pay.

Debt

The Financial Services Property Team understand that sometimes residents may suffer financial hardship. It is crucial that if you find yourself in this position you contact them as soon as possible.

We are also aware that residents may be dependent on funding from external sources in order to pay accommodation fees and that there can sometimes be delays in when these funds are received. If this affects your ability to make payments for your accommodation, please email the Financial Services Property Team.

Failure to pay your fees on time may result in interest charges being levied. When applicable interest is charged at 3% above the Royal Bank of Scotland Base Rate from the date payment became due. Failure to pay your fees will eventually result in the termination of your accommodation licence agreement, and you being asked to vacate the hall.

Council tax

You must pay council tax if your accommodation includes a kitchen. If you think you might be exempt, it is your responsibility to prove your student status to the local council and apply for exemption.

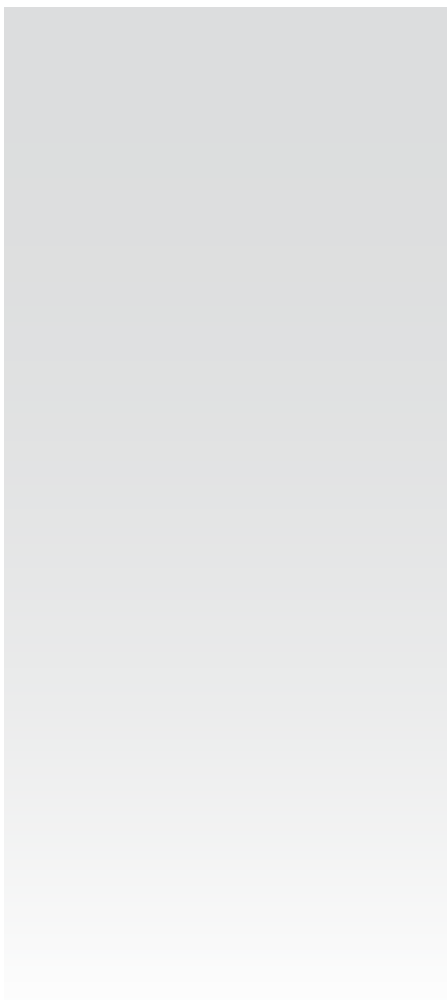
For more details, please visit [this website](#).

Payment dates 2022/23

- Term 1: 12th October 2022
- Term 2: 25th January 2023
- Term 3: 10th May 2023



GETTING HELP



Emergencies

Hall Management Team Office based at International Hall is open Monday to Friday, 9:00 - 17:00 and Resident Advisors are available during their duty hours. You may approach them for assistance with any urgent problems. See the contact details in the Part 2 of this handbook.

First aid, illness and accidents

We recommend that you keep your own first aid equipment (e.g. plasters and bandages) and medicines, as the hall's first aid kit may only be used by our trained first aiders. If you need access to first aid equipment and do not have your own, the Duty Resident Advisor will be able to assist. Although it is frustrating, for legal reasons even the hall's first aiders are unable to give out medication of any kind (including paracetamol), so no medication is kept in first aid kits.

Reporting of injuries and dangerous occurrences

Any incident occurring in the hall that results in potential or actual injury must be reported to the Resident Advisor. A member of the Halls Team will follow up.

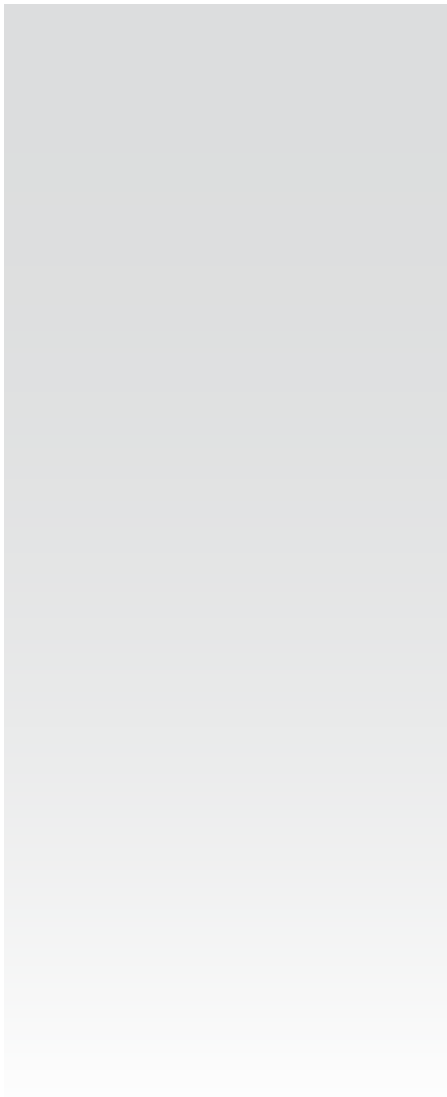
In the case of a non-emergency you should call your doctor (GP) directly.

In the case of a medical emergency, you should dial 999. If help is needed, contact the Hall Management at International Hall (during office hours) or the Resident Advisor on duty.

If you need medical advice but it is not life threatening, you can call the NHS 111 line. The website <http://www.nhs.uk/> has further information and advice.



HALL FACILITIES & AMENITIES



Heating and hot water

In line with the University Heating and Cooling Policy, we aim to ensure that each hall is comfortable for our residents.

Hot water is provided at all times, depending on usage.

Please also note that halls are large buildings and as such some may find them cooler than a domestic house. It is important that you wear appropriate warm clothing. Free standing heaters are not permitted to be used in any hall, unless one has been provided to you by the Hall Management Team, should there be a problem with the radiator. This is due to health and safety considerations, and for environmental reasons.

TV Licence

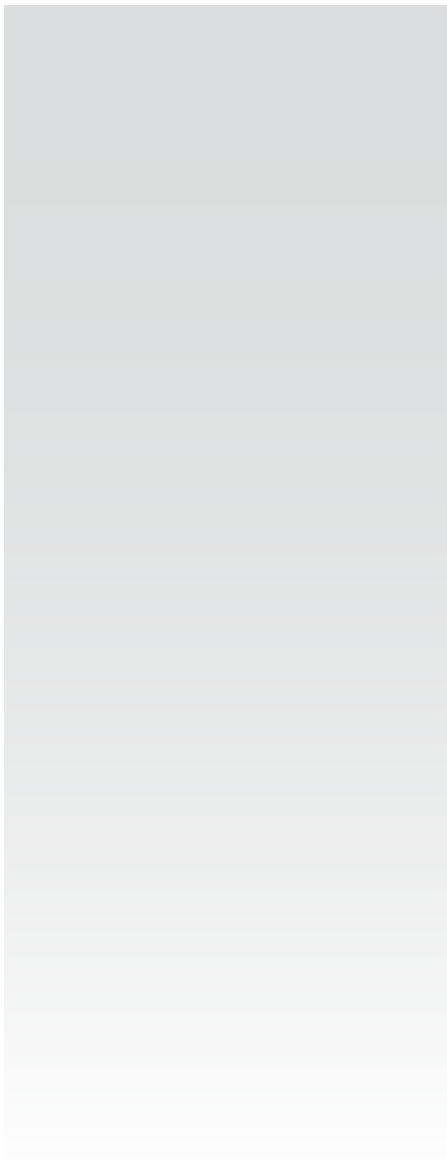
If you watch TV in your room/flat, it is your responsibility to get a TV Licence. For further information, please check the [TV Licence website](#). If you're unsure if you need a TV licence please visit [this website](#).



Shared spaces such as kitchens, corridors/ staircases and gardens are for the enjoyment of all residents, so please treat them with respect and ensure these areas are left tidy. Please also be mindful of other residents that may be studying or trying to sleep in nearby rooms.



MAIL & INTERNET



Mail

When giving your address for correspondence or deliveries, please use this format:

- Your name
- Your room number
- Your flat number
- The general contact address for our hall
- The requirement for the parcel to be delivered directly to your flat

When you are expecting a parcel, please make sure you are around to receive it in person. Due to health and safety requirements we are unable to allow for parcels to be left in any common areas. Couriers must be instructed to deliver any parcels directly to your flat. We cannot take any responsibility for parcels delivered within the hall.

Mail received for residents who have left the hall is returned to the sender. We regret that we are unable to store or forward mail received for you after you have left the hall at the end of your licence agreement.

Internet

Wi-Fi is available throughout the hall.

It is your responsibility to keep your computer virus free. Any computer which causes a problem for the network, e.g. through suspicious downloading of music or video files, through having a virus etc. will be disconnected from the network without notice. The University will not be responsible for any lost material should a computer be disconnected. Computers will be re-connected once the owner has contacted the help desk to discuss the problem. This disconnection will count as a warning – further problems may lead to computers being disconnected permanently. Illegal use may be reported to the police.

For details on how to log-in and report any issues, please refer to your hall page in Part 2 of this handbook.

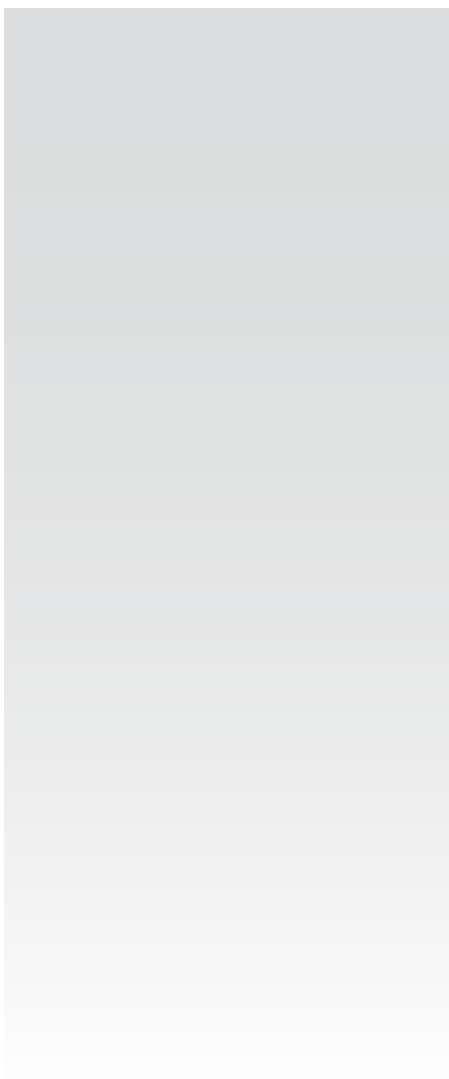
The internet connection is provided for academic use only. Whilst there is no problem with limited non-academic use the following are not permitted:

- Business use;
- Abusive/obscene material;
- Abuses of copyright or data protection;





KEEPING UP TO DATE



Your contact details

It is important that you tell us if you change your email address or mobile phone number. Most communication from the University of London to residents is by email. Updating your contact details is your responsibility and failure to do so will not be taken as an excuse in disciplinary or financial matters. You can update your contact details via the [Accommodation Portal](#) or by emailing info.halls@london.ac.uk.

Hall notice boards

Please check the notice board at least once a week for notices that might affect you. You must not circulate any poster or other communication which is offensive, intimidating, indecent, or illegal or which might make others fearful or apprehensive. The same rules apply to posts online, on social networking. No offensive material is to be displayed inside or outside of rooms. The Warden is the arbiter of such matters and their decision is final.

The Electoral Register

In order to register, you are required to complete a self-registration form on the Government [website](#).

Please ensure the Hall Office has your current email address and mobile phone number on file, otherwise you will not receive important announcements.



Please check the notice boards at least once a week for notices that might affect you.



ARRIVAL & DEPARTURE

Licence agreement

Please read your Licence Agreement carefully. Whilst this handbook aims to cover the essentials, your licence agreement and the particulars of your offer contain full details of your period of occupancy and how your licence agreement can be terminated. Only persons mentioned in your application form will be permitted to reside in the accommodation. Family members and all other additional residents must be registered and may not remain in the accommodation once you have left.

Period of occupancy

Your period of occupancy is set out in the 'Particulars of Offer' in the electronic document that has been sent to you. It may be possible to arrange an earlier arrival or later departure, but this cannot be guaranteed. There is no reduction in fees for late arrivals; early arrivals will be charged for extra nights at the term time rate. Please note that the end date of the licence agreement cannot be brought forward.

Arrival

You should arrive after 14:00 on your designated arrival date and report to reception at International Hall (Lansdowne Terrace, WC1N 1AS - about 5 minutes' walk from Handel Mansions) upon arrival and you will be given a flat key and front door fob/access card where applicable. You are deemed to be in-residence from when you take your key but you are liable for the fees from the start date of your contract.

Online Store

During your stay with us, you may require to buy a bedding pack for your arrival, replace a lost key/ID card you can purchase these services via the [Accommodation Portal](#). The items will have to be collected from International Hall's reception.

Allocations, swaps or termination of licence agreement

All room/flat swaps and licence agreement issues are dealt with by the Allocations Team. We regret that hall staff are unable to authorise any room/flat swaps. Email Allocations at info.halls@london.ac.uk or call 020 7862 8881.

If you are required to move for management reasons, you will be given as much notice as practical. The University will try to ensure that you are moved into accommodation of a similar type to the original. If this is impractical the University will ensure you are not required to pay more for your accommodation. If the accommodation you are moved to is cheaper than your previous accommodation, you will be credited with the difference between any advance payments you have already made and the fees owing.

Departure at the end of the year

You must leave by 10:00 on the last day of your licence agreement and return your key to reception at International Hall. If you do not return your key, you will continue to be charged for your room/flat and a charge will be levied if you do not return your key or card.

Unreported damage to your room or furniture will be deducted from your deposit and a cleaning charge will be subtracted if your room is in an unsatisfactory state so please remember to put rubbish in bin bags and leave your room tidy.

The University has a successful relationship with the British Heart Foundation who collect any unwanted but usable

items that would otherwise enter the waste stream. Any such items can be deposited in the relevant containers in International Hall.


Items left behind/storage

If you leave items in your room/flat, they are likely to be treated as rubbish and disposed of. If you have left what we think is a valuable item, we will store it for a maximum of one month but you may have to pay a storage cost. We will notify you at your last known email address and if the item is not collected within one month at International Hall, we will dispose of it and you will be liable for the reasonable costs of storage and disposal. The costs may be deducted from any sale proceeds or from your deposit and if there are any debts remaining we will require you to cover them.

Staying another year

There are a number of rooms available if you wish to stay for another academic year. Information on eligibility and how to apply for these rooms is sent by our Allocations Team via email at the beginning of the year (January/February).

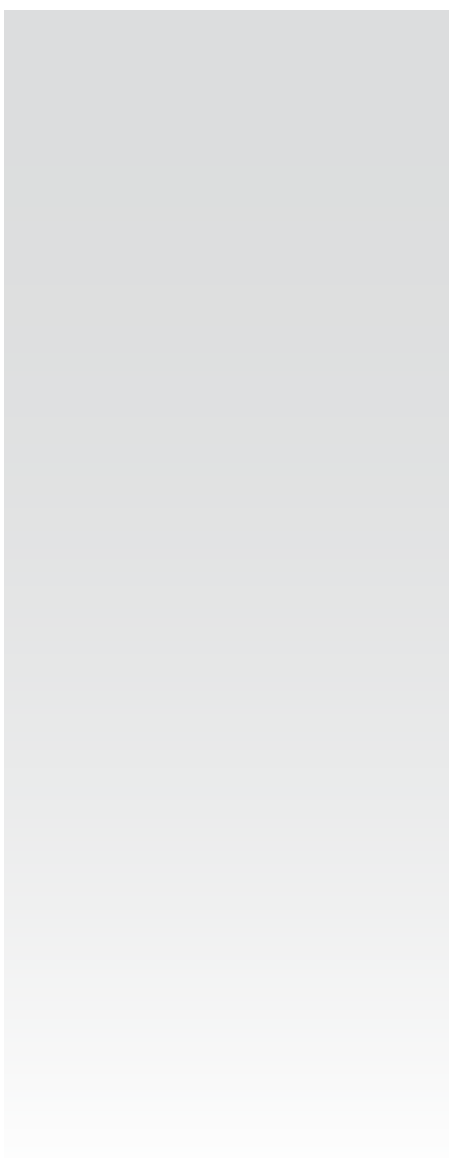
Readmission will be on the terms and conditions and fee levels in force at the time of readmission. Normal undertakings to pay fees promptly and observe hall rules etc. will again be required.



Please note that you are responsible for your belongings and that the University will not act as a Bailee if you leave behind items in your room after you have vacated, these will be treated as rubbish and disposed of accordingly.



HOUSEKEEPING



Cleaning

The Housekeeping Team will clean the communal staircases and corridors of the building once per week. You can contact the Housekeeper via the Hall Management Team if you have any concerns or queries about cleaning or related matters.

The University of London does not provide room/flat cleaning services and cleaning/toiletry supplies.

Please inform the Hall Management Office or a Resident Advisor on duty immediately if you suspect a pest infestation. There is a 24 hour response time during the weekday and 5 days to rectify the problem.

Disciplinary action may be taken if you persistently fail to maintain your room/flat in a hygienic condition. Please also note that additional charges may also be applied to your deposit if you leave the accommodation in an unsatisfactory state.

Please keep your room/flat in a clean and hygienic condition. We recommend that you keep food items in sealed containers (e.g. plastic food storage boxes) at all times, and clean up crumbs and other food waste from the floor. If you leave food out, it is very likely that you will attract mice to your room. There might not be another room for you to move to and pests can be very difficult to get rid of!

Please inform your Hall Management Team or a Resident Advisor immediately if you suspect a pest infestation. There is a 24 hour response time during the weekday and 5 days to rectify the problem.

Disciplinary action may be taken if you persistently fail to maintain your room/flat in a hygienic condition. Please also note that additional charges may also be applied to your deposit if you leave the accommodation in an unsatisfactory state.

Waste collection

You are required to comply with the University of London Waste and Recycling Policy by separating your waste into recyclable and non-recyclable waste. The hall has a large bin for general waste and mixed recycling. Do not leave your rubbish outside your door, as this may obstruct

escape routes and pose a fire hazard. The location of your waste and recycling bins is detailed in Part 2.

Room/flat inventory

Please report to the Hall Management Office any damage or anything else that isn't right upon arrival or throughout the year. That way, we can correct the problem for you and, if the damage is genuinely accidental or due to normal wear and tear, you may not have to pay for the repairs.

Care of rooms and hall property

Pin boards are provided in most study bedrooms for you to use. Please do not use nails, screws and adhesive tack (e.g. Blu Tac) to attach posters or pictures to the walls, as any marks will incur a charge on your deposit for cleaning or repainting. Fire regulations prohibit posters from being stuck to fire doors (including the door to your room/flat).

Furniture

Furniture and fittings must not be removed from your study bedroom. Furniture and other items must never be left in the corridor, where they may block fire escape routes.



Those responsible for vandalism will be dealt with severely under the student disciplinary code and may be required to leave the hall.



Residents are responsible for ensuring their bedroom doors are locked when they are not in the room and/or at night when they are asleep.

Windows

Many windows have limiters fitted so they cannot be fully opened; this is to prevent people from climbing through the window. Please do not remove or damage these safety features.

Damages and vandalism

You must do all you can to look after the hall and to maintain the furniture and fittings. Where genuinely accidental damage is reported to the Hall Management Team, charges for repair or replacement will be reviewed on the merits of each case. However, if damage is caused by negligence, unreasonable behaviour, or vandalism, those responsible will be charged the full cost of repair or replacement, labour, and administration charges; if immediate payment is not forthcoming, a deposit deduction will be made. If individual responsibility cannot be established, the costs may impact on funding available for other improvements throughout the hall; you are therefore urged to report anyone whom you suspect of causing damage. A list of some of the more common charges can be found [here](#).

Vandalism is a serious offence against all other residents, staff, and the University, and those causing deliberate damage will be pursued rigorously, with the help of the police if necessary.

Room/flat checks

Room/flat checks are undertaken termly. These checks are to ensure that rooms are being maintained and there are also no health and safety issues.

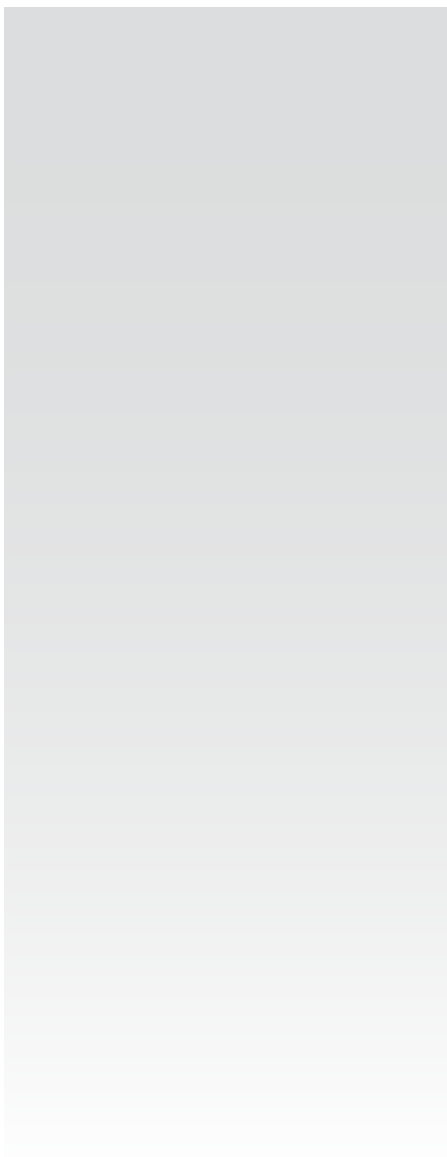
Right of staff to enter rooms

We will respect your privacy, but you should be aware that our staff do have a right to enter your room and you do not have the right to exclude them. In particular our staff may enter your room without prior warning where immediate access is required to uphold discipline, for urgent health or safety reasons, or in connection with criminal matters.

Your room/flat is a workplace for hall staff and contractors so please keep your room/flat in a clean, tidy, smoke-free and hygienic condition so that it is a safe place to work; and so that our staff and contractors including Hall Management Team, the Warden and/or Resident Advisors are able to undertake the work that is required (e.g. maintenance, welfare etc.).



MAINTENANCE



Maintenance repairs are managed according to their level of priority. The table on the next page explains the three priority levels and how we respond to them.

Reporting faults

If you see a problem report it! Never assume that someone else must have reported a fault or damage as we cannot correct problems that we do not know about.

You can report maintenance issues by emailing the Hall Management Team at info.ih@london.ac.uk. Please include a short description of the problem and its precise location, the Maintenance Team will be in touch to rectify the problem. If the problem requires emergency attention (e.g. a water leak or dangerous electrical fault), please call the Hall Management Team's Office (working hours) or Resident Advisor immediately.

Do not contact your own contractors. We use University approved contractors so always ensure that you contact us to report any repair issues.

Planned maintenance works

We endeavour to give you as much notice as possible regarding planned maintenance works. If the works require us to enter your room/flat, we try to always give at least seven days' notice. However, this may not always be possible as circumstances may require more immediate action.

Please note that the University will take all reasonable steps to minimise any inconvenience to you and wherever possible we limit any noisy maintenance work to between 09:00 and 17:00 only. However this may not always be possible depending on the nature of the works e.g. urgent health and safety works. The University cannot be liable for works and noise that are undertaken outside of the property.

The University of London halls do not have a closure period per year; therefore, we conduct maintenance and project works throughout the calendar year. During the academic year, we try to reduce project works to a minimum to avoid disruption to residents; however, with some exceptions, for example, if the matter affects hall operations or health and safety. We will always give an advanced warning for these works and provide updates through the scheduled programme. This can include closing communal areas or repurposing spaces to support the works. In addition, the Hall Manager will inform residents with as much notice in the event works overrun.

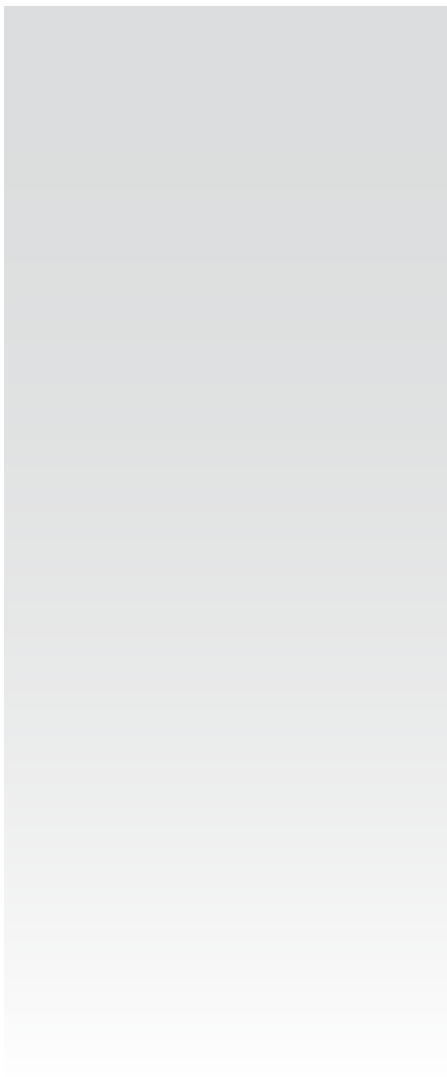
If you see a problem report it!
 Never assume that someone else must have reported a fault or damage as we cannot correct problems that we do not know about.



Repair schedule	1 Emergency repairs	2 Urgent repairs	3 Non-urgent repairs
Classification	Danger to the health or safety of residents	Repairs that affect material comfort or convenience of residents	Day to day repairs
Examples	Flood, gas escape, electric shock, broken windows	Failure of heating, hot water, power failure	Broken light fitting, broken shelf/drawer, dripping tap, replacement kitchen equipment
Time to rectify	Aim within 24 hours of report of defect	Aim within five working days of report of defect	Aim within 28 days of report of defect



GUESTS & VISITORS



Having guests and visitors in the halls is important to our residents and a part of life studying away from home. It is important that in ensuring a harmonious and safe living environment for everyone, the rules contained in this section are followed.

Guests

Please inform your flatmates if you are expecting guest so they won't be surprised seeing a stranger in the flat. You want to know who is in the flat, so do your flatmates.

Guest behaviour

Your guests must adhere to the same standard of behaviour that is expected of residents.

You will be held personally responsible for the conduct of your guests at all times. Consequently you may face disciplinary action or be liable for the cost of any damage or disturbance caused by your guests.

Please note our staff can refuse admission to guests or require them to leave the premises at any time. The police may be called to help remove guests who refuse to leave.

For security reasons, you must not give your room/flat key, ID/ access card or a fob to anyone else: this specifically includes your guests.

Limits on number of guests

You may have a maximum of two day-guests at any one time, between 07:00 and 23:00. During your stay with us, you may have one overnight guest at a time in your room for a maximum of 10 nights per calendar month. The Warden is able to grant special exceptions to the rules on guests. If you need to request an exception to the rules, contact the Warden by email as far in advance as possible and at least 48 hours prior to the commencement of any stay. Permission is not automatic, so do not promise others they can stay until you have obtained written permission from the Warden. For contact details of the Warden, please refer to your hall page in Part 2 of this handbook.

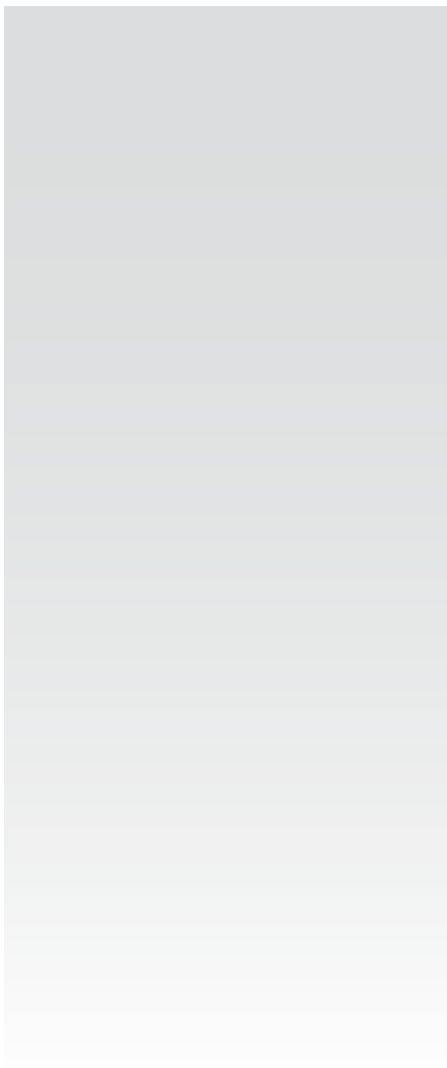
Guests are not allowed in your room/flat or anywhere in hall if you are away: if you are on holiday, returned home, or departed at the end of the year, you may not grant permission to any guests to stay.



Your guests must adhere to the same standard of behaviour that is expected of residents.



RESIDENTIAL LIFE & WELLBEING



Life at university

You are likely to experience university as a time of transition and adjustment. It may also be a time of exploration and change for you with respect to personal, sexual or cultural identity. These changes are often positive, fun, exciting, and rewarding, but the transition to university can also be stressful as you may face new academic, social, financial, work, family, and institutional pressures. So it's important to know there is support available.

The Residential Life team

In halls, the Warden is responsible for matters relating to community and social life, conduct and conflict resolution, safeguarding, and personal welfare and wellbeing. A team of volunteer student Resident Advisors (RAs) assist the Warden in providing this support structure. Together, they are the Residential Life team.

[Find out more about Residential Life.](#)



Wellbeing support in halls

Please speak with your Warden or an RA if you are experiencing personal difficulties of any kind. Whilst the Residential Life team are not trained counsellors, therapists, or coaches, they are available to listen, help you navigate some of the common challenges of university life, and guide you to find the right professional support if needed. You can also speak with a member of the team, in confidence, if you are worried about another resident's safety, welfare, or behaviour; or you can report your concerns through the [Accommodation Portal](#). Refer to our Support to Reside Policy & Procedure in the [Useful Documents](#) for more information about what support we can offer in halls and how we manage serious welfare concerns.

Safeguarding

Safeguarding is about protecting vulnerable people from abuse, exploitation, and neglect. If you have a safeguarding-related concern, please speak with your Hall Warden. This includes if you have any concerns that a person may be at risk of being drawn into extremism or terrorism. The University has a [Safeguarding Policy](#).

Abuse, bullying, discrimination, and harassment (including sexual violence) We do not tolerate abuse, bullying, discrimination, or harassment of members of our University community. Please speak with your Hall Warden about any concerns or incidents. We will help you to find the right professional help (if this is relevant) and support you to make decisions about what to do next. This might include making a formal complaint about someone else within the Intercollegiate Halls, or it might involve making a report to the police. We will respect your autonomy and confidentiality. See our procedure for Reporting & Investigating Harassment or Abuse in [Useful Documents](#).

Anonymous reporting: You can report an incident of abuse, bullying, discrimination, or harassment via our secure, [anonymous online form](#). Whilst we cannot take targeted, individual action like disciplinary proceedings on the basis of an anonymous report, we can use this information to monitor for any patterns of incidents, understand how prevalent different kinds of incident are, and in some cases respond with general measures such as reviewing security provision, educational campaigns, or staff training.

Hall community and social life

The Residential Life team aims to provide a vibrant, inclusive social program in halls to help you meet other students and develop a friendly, supportive student residential community. Speak with a member of the team if you have any ideas or suggestions for events and activities.

Conduct and conflict resolution

Antisocial behaviour and interpersonal conflict have the potential to harm students' wellbeing and undermine community cohesion. The Residential Life team are available to help manage these concerns, so please speak to your Warden or an RA if you are being negatively affected by the conduct of another resident.

Professional welfare support

As a student in London, you have access to many sources of help and support, including:

- Your general practitioner
- Student support advisors, disability support, and psychological services or counsellors at your college or university
- Financial advisors
- Your students' union welfare officer
- University chaplaincy services
- NHS mental health and psychological support services
- Recovery services for substance use problems or addiction

And there are more. The Residential Life team can help you find the right service for your individual needs and circumstances.

Support and wellbeing resources

Follow the links to find out more:

- [Support and wellbeing at the University of London](#)
- [Health & wellbeing on CampusLife](#)
- [Student support services at your university](#)

Emergencies

A member of staff is available 24 hours a day to help if you have an emergency of any kind. Contact reception first. Reception will contact the best person to help you. The Duty RA can contact the Warden for help or advice any time.

The number for the emergency services in the UK is 999.

Data, privacy & confidentiality

Your personal data

The personal information which the hall and the University holds about all residents is subject to data protection law and is managed according to the Halls Privacy Notice (see [Useful Documents](#)). We cannot normally tell anyone your room/flat number, so please make sure you give this information to anyone whom you would like to be able



to contact you. If someone else is paying your fees, please pass the invoice to them, as we cannot send it to them without your express permission.

For more information, see [Data Protection](#) at the University of London.

Health and wellbeing confidentiality

So that we can provide optimal, safe support, we cannot promise absolute confidentiality around health and wellbeing concerns. Situations in which we may need to contact a third party include, but are not limited to:

- A student is exhibiting behaviour that may pose a serious risk to safety and wellbeing.
- A student attends or is admitted to hospital in an emergency.
- A student suffers serious physical injury, including significant self-harm.
- A student has not recently been seen in the Hall accommodation, we have been unable to contact the student and they are considered missing.
- A student is experiencing a serious mental health crisis.

The following principles explain our approach to confidentiality in such situations:

- RAs are required to report any and all wellbeing issues to the Warden.
- We may need to contact the student support service at your university/college, your doctor or other healthcare provider, the emergency services, your next of kin or other emergency contact(s).
- We will normally seek your consent before sharing identifiable information about you outside of the Residential Life team.
- If it is not possible to gain your consent, we will only share information about you if we are seriously concerned about a significant risk of harm to yourself or others.

For more information, see our Support to Reside Policy & Procedure and the Halls Privacy Notice in [Useful Documents](#).

Involve those who care about you

We strongly encourage you to keep in touch with the people in your life who care about you. This may be family, friends, or someone else whom you trust. If there are times during your university experience when you feel upset, "down", or unwell, or if you ever feel things are too much, talk to the people who care about you. Let them know if you're finding things difficult. Activate your web of social support. It can often be a huge relief and a powerful source of help and comfort.

Sometimes, it might be a daunting prospect to speak with

a friend or family member about a difficulty you're facing. Your Warden can help you navigate these conversations if you would like.

Medical problems

Urgent healthcare advice

NHS 111 is an urgent, non-emergency telephone advice service. Dialling 111 you can get advice on medical problems, whether you can treat yourself, or if you should visit your GP or go to hospital.

If you have a potentially life-threatening medical emergency, you should call 999 for an ambulance instead.

Register with a doctor

We very strongly advise you to register with a local general practitioner. You should do this as soon as you arrive in London – don't wait until you need to see someone. If you aren't registered with a GP, you may encounter problems and delays in obtaining National Health Service treatment.

Tell us which doctor you're registered with

In case you are involved in a medical emergency and we have to contact a doctor for you, it is a condition of residence that you tell us your doctor's contact details. Please keep this information up to date via the [Accommodation Portal](#).

Check your vaccinations

Some serious infectious diseases are more common in students than in other populations, and may be transmitted between students living in halls. To help keep yourself and others safe, it is recommended that you should have received the following vaccinations before moving into halls:

- Two doses of the MMR (measles, mumps & rubella) vaccine or equivalent in your lifetime.
- One dose of the meningitis MenACWY vaccine (if you are an undergraduate younger than 25).

We also strongly recommend that you are fully vaccinated against COVID-19 and keep up to date with any booster doses that are advised.

More information

- [Getting medical care as a student](#) (NHS website)
- [Health and healthcare for international students](#) (UKCISA)
- [Could it be meningitis?](#)



SILENCE PLEASE

Senate House Library

DISCIPLINE IN THE HALL

While studying at the University and living in the halls you are part of a community of other residents, staff and members of the University and your College. You are expected to act as a responsible and considerate member of that community. Within the hall you are required to observe the rules and procedures and to comply with the terms of your licence agreement.

The ultimate aim of the hall philosophy is to encourage our residents to be self-directed and self-disciplined in their behaviour. Occasionally residents will abuse their freedom to control their mode of living, and their behaviour will threaten the learning process of the community. In these cases, disciplinary action will unfortunately be necessary.

Dealing with disciplinary problems

The Warden has authority to take disciplinary action for misconduct in the hall. The emphasis is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage, without resorting to the Student Disciplinary Procedure. Misconduct is improper interference with the functioning of the University, or activity, which damages the University.

"The University" in this sense includes all the members of the University community as noted above. Within the hall, a breach of the licence agreement or non-compliance with other reasonable rules or procedures will be considered to be misconduct.

If misconduct is found proven it may result in a number of consequences including a warning or in serious cases termination of your licence agreement ordering you to leave the hall. In addition, the Warden may refer serious allegations of misconduct to be dealt with under the disciplinary procedures of the University or your college.

Where formal disciplinary action is required, the Student Disciplinary Procedure sets your rights and the procedure that will be followed. There is a right of appeal against any finding of misconduct or any penalties imposed. If you fail to attend a scheduled disciplinary interview or misconduct hearing without giving adequate notice and a suitable, verifiable reason, a decision may be made in your absence and a summary penalty applied

Smoking

All halls operate a strict non-smoking policy, which includes the interior of the accommodation, courtyards, front steps/patio and balconies. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside that you follow legal advice and smoke at least two metres away from any entrances or windows. Residents are advised that the University does not permit the use of electronic cigarettes on our premises.

This is based on advice from the British Medical Association, which highlights the unknown health impact of the devices, the risks of undermining current restrictions on tobacco smoking, and the potential for conflict among staff on the issue. Residents that do not follow these rules will be subject to disciplinary action, which may include fines and could lead to you being ordered to leave the hall.

Our staff are primarily concerned for the safety and well-being of all residents. You must comply with any reasonable and lawful requests of the Warden, Hall Manager and their representatives.

Obstructing staff from carrying out their duties, or failure to cooperate with their reasonable requests, shall be cause for disciplinary action. Aggressive, violent, abusive, insulting, alarming behaviour or threatening manner towards hall staff or any resident are serious disciplinary offences which can lead to being ordered to leave the hall.

All halls operate a strict non-smoking policy which includes the interior of the accommodation, courtyards, front steps/patio and balconies. Smoking whilst leaning out of a window is also not permitted. We ask that when you are smoking outside that you follow legal advice and smoke at least two metres away from any entrances or windows.

The policy also applies to vaping.

Drugs and intoxicating substances

The University expects a standard of conduct from its students and staff that provides a safe and healthy environment for themselves and others and prohibits the possession, use or distribution of illicit drugs or unlawful supply of alcohol on its property or as part of any of its activities.

Possession and use of any controlled drugs or intoxicating substances is illegal and is a serious disciplinary offence within the hall. Please note that most new psychoactive substances or "legal highs", including those that are not yet banned by the Misuse of Drugs Act, are considered by the University to be intoxicating substances.

Use or possession of controlled drugs or intoxicating substances in the hall, or allowing them to be used in your room/flat, will lead to disciplinary action obliging you to leave the hall. Similarly, possession of items deemed by the Warden to constitute drug paraphernalia (including but not limited to items such as grinders and shisha pipes) will lead to disciplinary action. Furthermore, any of the aforementioned offences may result in your college being informed of the reason for which you are being required to leave and the matter may be referred to the police. Guests involved will also be required to leave immediately.

Drugs, solvents, and intoxicating substances can seriously damage your health. If you need further information and advice about drugs or other noxious substances, we recommend you seek advice immediately from any one of the many health and support services, including your own doctor, who can provide professional advice. If you do not know how to contact one of the support services, we encourage you to speak in confidence with the Warden or Resident Advisor; they can help you find professional support.

The police are interested in patterns of supply of drugs. If you receive unsolicited offers of drugs, or have other information that could be helpful to the police, we encourage you to share this information with them.

Excessively loud music and other noise is not allowed at any time of day in any area of the hall or its grounds. The Warden or nominated Deputy (normally the Duty Resident Advisor) shall be the arbiter of whether noise is excessive, and their decision shall be final. Any noise that can be heard outside a person's room/flat between 23:00 and 07:00 shall automatically be considered excessive. If your neighbour asks you to be quieter, you must respond politely and cooperatively. Recurrent breaches of the noise regulations shall be considered serious misconduct and could lead to you being ordered to leave the hall.

Noise

All of our residents should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room/flat any time of day but particularly between 23:00 and 07:00. Residents or guests who are unable to adhere to these guidelines will face disciplinary action.

Residents can store musical instruments in their room and use the halls bookable communal spaces/music rooms for practice, however we do not permit residents to play or practice musical instruments or equipment in their rooms due to the disruption to other residents and neighbours. If you have any questions on how to book the space for practice please email the Hall Managers office or contact our reception team in the associated hall.

Realistic expectations about noise

Noise disturbance generally creates the most dissatisfaction with hall life. Nowhere in the hall can be completely silent and most staff and residents find that occasionally they need to wear earplugs at night. It is not

always reasonable to restrict others' activities to meet the expectations of someone who is especially sensitive to noise.

Reporting noise problems

The Warden, assisted by the Resident Advisors, is responsible for dealing with noise. If someone is disturbing you, it is often best to politely approach them yourself at first and ask them to be quieter. Most people will be helpful and quieten down; they will be grateful that you did not involve staff and make a formal complaint.

Sometimes you may feel that you cannot approach your neighbour directly, or they may not respond to your request. If this happens, we recommend that you call reception and tell them where the noise is coming from. Contact the Duty Resident Advisor (evenings, nights, and weekends) or reception at International Hall (020 7822 3000). The staff member will visit the room/flat making noise and address the problem with the resident directly. If the noise persists 10 minutes after your initial complaint, phone reception again and follow up action will be taken. The noise complaints are reported with the Halls Warden and Hall Management.

You must be quiet 23:00 and 07:00: no noise at all should be audible from outside your room between these times.

How to get on with your neighbours

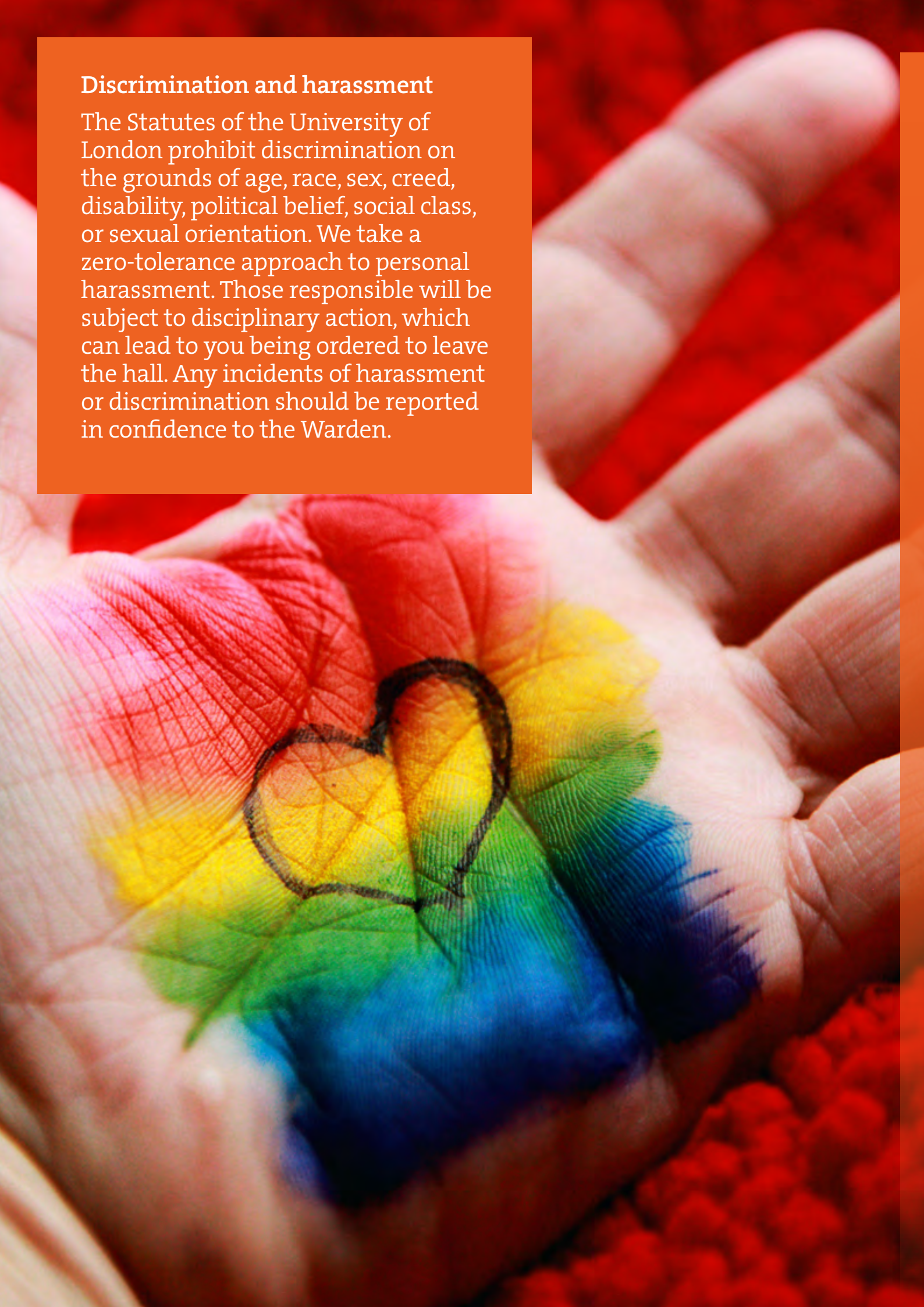
Respect others' needs for quiet time: they may want to sleep or study at different times from you. Being unable to sleep or work when you need to can make you annoyed and stressed, and can seriously impact on your quality of life. You do not want to inflict those feelings on your neighbours. Be polite and try to help if your neighbour knocks on your door and asks you to quieten down; next time it might be you asking for quiet!

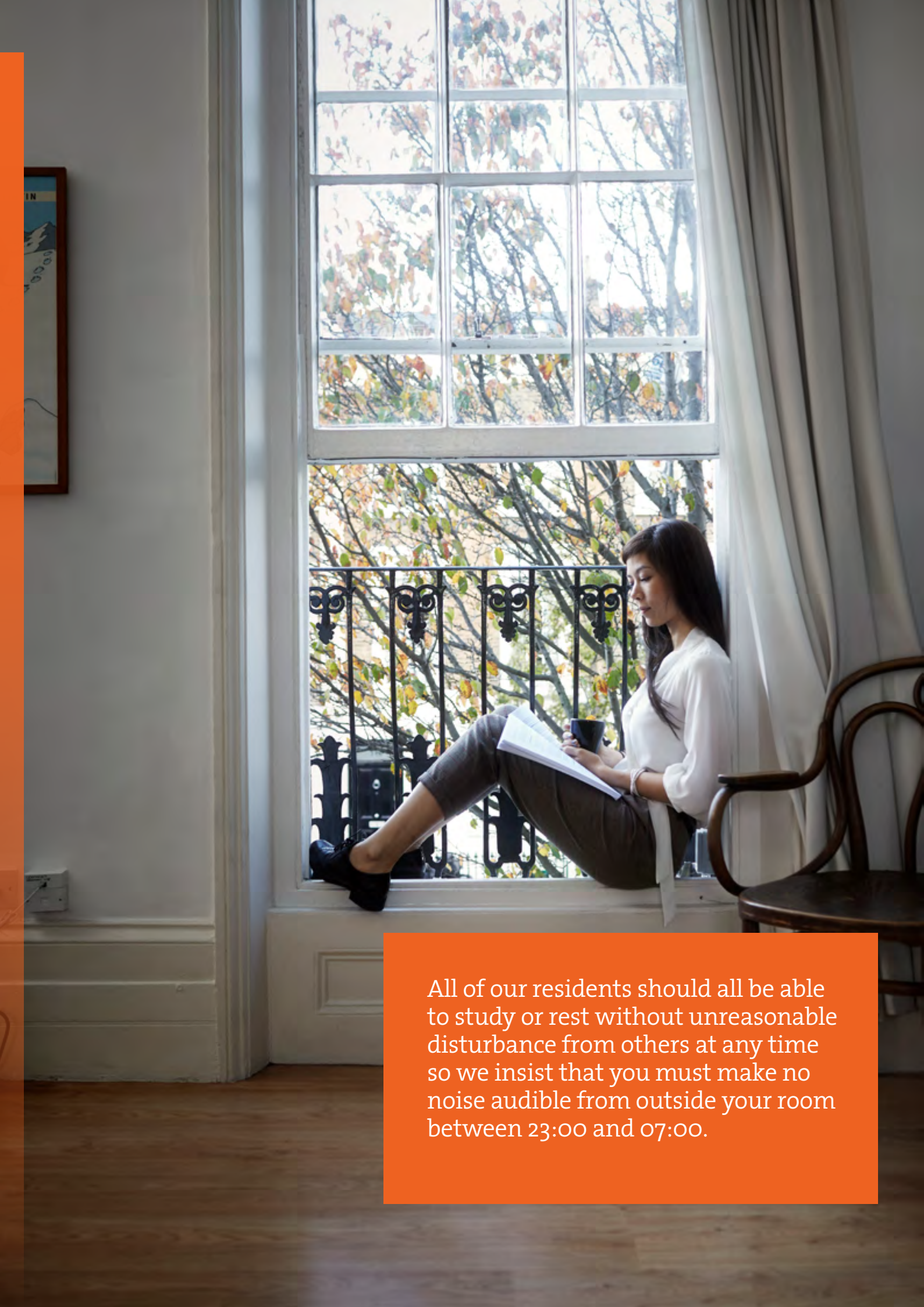
Noise travels further than you think, so try to talk quietly in corridors, and don't run or shout in hallways or stairwells. Remember the walls between rooms are thin; and the floors and ceilings transmit sound very easily (most noise complaints are about the room/flat above or below). Please make a conscious effort to think about your neighbours if you have visitors in your room/flat at night. We also advise you not to shout outside the building at night as this can be very disruptive and can wake residents in nearby rooms or other residents in the area.

You must be quiet between 23:00 and 07:00: no noise at all should be audible from outside your room/flat between these times.

Discrimination and harassment

The Statutes of the University of London prohibit discrimination on the grounds of age, race, sex, creed, disability, political belief, social class, or sexual orientation. We take a zero-tolerance approach to personal harassment. Those responsible will be subject to disciplinary action, which can lead to you being ordered to leave the hall. Any incidents of harassment or discrimination should be reported in confidence to the Warden.





All of our residents should all be able to study or rest without unreasonable disturbance from others at any time so we insist that you must make no noise audible from outside your room between 23:00 and 07:00.

Banned items

You must not bring or use any hazardous substances (including, but not limited to, any combustible materials) anywhere in the hall and this includes any materials obtained from University laboratories. The following list of banned items is not exhaustive and the University reserves the right to add or remove any item:

- Weapons (including replicas)
- Candles, incense stick
- Shisha pipes, bongos, and vaporisers
- Oil lamps
- Paraffin, petrol or other flammable liquid
- Portable heaters
- Portable washing machines/dryers
- Multi-socket block adaptors
- Fryers, hot plates, microwave ovens, grills
- Humidifiers, purifiers and vaporisers

Compressed gases such as oxygen and nitrous oxide cylinders are not allowed in the hall unless supplied in accordance with a doctor's prescription and with the prior written permission of the Hall Manager. No animals (including fish) are allowed inside the hall, except registered assistance animals by prior agreement with the Allocations Team.

Illegal activity by residents

The University is unable to tolerate illegal activities by residents. If you are found conducting any illegal activity, you will be subject to disciplinary procedures. This means that your college or institution and the police may be informed. If you are found to be under investigation by the police, you may be required to reside away from hall until the matter is resolved.

Proselytising or recruitment by sects and other organisations

In accordance with our policy on prohibiting personal harassment of any kind, proselytizing is not permitted within the halls. You are entitled to be members of any faith or sect and to hold your own personal beliefs but you must not seek to influence others in any way within University accommodation. If you feel that you are under pressure from extremist views of other students or external persons/organisations, please discuss the matter in confidence with the Warden.

Joining new groups

We advise you to thoroughly investigate any group or sect that you might consider joining. Sometimes involvement may be deeper than at first apparent. Mild introductory activities can sometimes disguise the level of commitment that is being sought. Genuine groups will be up-front and honest about their real purpose. We encourage you to contact your College/Institute to see if the organisation has been approved and you are also welcome to discuss the matter or any concerns with the Warden.

Canvassing

If any individual or group wishes to canvas in the hall, they must seek permission from the Warden. The Warden has the right to refuse such requests or to impose limits on the canvassing activity. At all times it is strictly forbidden for any individuals or representatives to wander the hall knocking on doors or distributing leaflets. Any resident who is approached in this way should contact the RA and/or reception at International Hall immediately.

Occupation

You must not use the premises for any purpose other than living accommodation for yourself during your studies and you must not carry on any profession, trade or business on the premises.

If a banned item is found in the accommodation, it will be removed by a member of the Hall Management Team or Warden. If we consider the item to be dangerous or illegal we may give it to the police or we may destroy it. We will then contact you regarding the item.

Please contact the Hall Manager about electrical cooking items you'd like to bring.



FIRE & GENERAL SAFETY

Personal responsibility

Avoiding fire risks is your personal responsibility. You should be alert to fire and safety hazards at all times. Flammable liquids must be kept away from heat sources and aerosol cans kept from direct heat or sunlight. Linen, towels and other fabrics must be kept away from all electrical appliances. All forms of cookers, candles, incense burners and oil lamps are strictly banned in bedrooms and, if found, will be confiscated.

All residents must acquaint themselves with the location of their nearest fire exits and extinguishers. Fire doors must never be propped open, and exits and corridors must always be free of obstruction. Access to fire extinguishers must not be blocked. Please assist us with maintaining a safe environment in the hall by immediately reporting matters of concerns to the Hall Management Team or the Duty Resident Advisor.

Fire safety

Every room/flat and all communal areas are equipped with smoke detectors. They are fitted for your safety and are regularly tested to ensure they work properly. Although they are designed to be activated by fires (smoke, high temperature etc), there may be situations when other items can falsely trigger them; aerosols, steam, fine powders etc., can mimic certain properties of smoke and can lead to fire alarm activation and unnecessary evacuation of the building. Please take great care when using such items and make sure you're in a well ventilated area.

Please do not leave rubbish, luggage, furniture, drying racks, clothes, umbrellas or your waste bin in the corridor: such items can block fire escape routes, impede access to fire-fighting equipment, and even help spread a fire down the corridor.

Any objects left in the corridor will be removed without notice.

Fire extinguishers

Ensure that you know the location of fire extinguishers in your building. In the halls these are typically located along the corridors and in the communal kitchens. You should only use a fire extinguisher if you are sure it is safe for you to do so. If in doubt, evacuate the area and raise the alarm immediately.

Fire procedure

Residents must acquaint themselves with the fire procedure and be prepared to act accordingly. With the exception of sounder tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Staff from the Halls Team may issue instructions during an emergency to facilitate the safe and speedy evacuation of the hall.

Residents who trigger false fire alarms (deliberately or not) will be interviewed by the Warden and may be subject to the disciplinary procedure.

Tampering with fire safety equipment is illegal in the United Kingdom and a very serious disciplinary offence within the University of London. Anyone who deliberately causes a false alarm, irresponsibly discharges fire extinguishers, covers smoke detectors, interferes with fire exit signs, or who tampers with fire safety equipment in any way whatsoever, will be dealt with under the disciplinary procedure and can expect to be ordered to leave the hall without delay. The matter will also be referred to their college.

As in all matters, residents will also be held responsible for the actions of their guests.

Fire drills and sounder test

Please acquaint yourself with the fire alarm procedure. Ensure that you know the locations of your nearest fire exits, fire extinguishers, and alarm call points. Whenever you hear the fire alarm, you must evacuate the building immediately. Fire drills will be held during the year and all rooms will be checked by a member of staff to ensure everyone has evacuated. You must leave as quickly as possible by the nearest route, so please familiarise yourself with alternative escape routes. If your response is too slow, further fire drills will follow within a few days.

Electrical safety

To comply with the Electricity at Work Regulations, all electrical equipment owned by the University is regularly tested and the test outcomes recorded. If you wish to bring any electrical equipment into your room/flat you must ensure that it is EU approved and/or British Standard kite-marked.

The electrical supply to your room/flat is at the UK domestic standard 230 Volts \pm 5% AC (50 cycles/second). You must not, under any circumstances, add to or interfere with electrical circuits or installations in the hall. You may use low wattage and domestic electrical appliances such as audio-visual equipment, computers, electric shavers, hair straighteners and hair dryers if they are properly wired, fitted with a suitably rated fuse or suppressor, and kept in a safe condition. It is the resident's responsibility to ensure that any electrical equipment is tested and it is safe. If in doubt, ask. An electrician is available to advise and to check any problems.

If you need to use a multi-socket adaptor, please choose a fused surge protected extension lead instead of a 3 way multiple socket adaptor that plugs directly into the wall. Check the current rating of the extension lead before plugging appliances into it and be aware of its limit, most are rated at 13 amperes, but some are rated at only 10 amperes or fewer. (The rating should be clearly marked on the back or underside of the extension lead.) Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating. This could cause the plug to overheat and possibly cause a fire. Only use one socket extension lead per socket and never plug one extension lead into another <http://www.electricalsafetyfirst.org.uk/>

Whilst the use of e-cigarettes in the halls is banned you may charge them in your room/flat, please follow these safety rules:

- Always use the correct charger and follow the manufacturer's instructions.
- Check your battery has overcharge/overheat protection.
- Never leave a charging battery unattended.
- Never recharge an e-cigarette battery overnight.

FIRE ACTION

Any person discovering a fire:

1. RAISE THE ALARM

Break the glass to operate the nearest fire alarm call point.

2. CALL THE FIRE BRIGADE

Call Fire Brigade and contact RA who will get in touch with reception at International Hall to inform about incident so Hall Management is aware

3. DO NOT TACKLE THE FIRE

PROCEDURE

On hearing the fire alarm:

YOU MUST EVACUATE THE BUILDING IMMEDIATELY

- Use the shortest escape route – follow the green Fire Exit signs.
- Close (but do not lock) doors and windows behind you.
- Meet at the assembly point.

Do not:

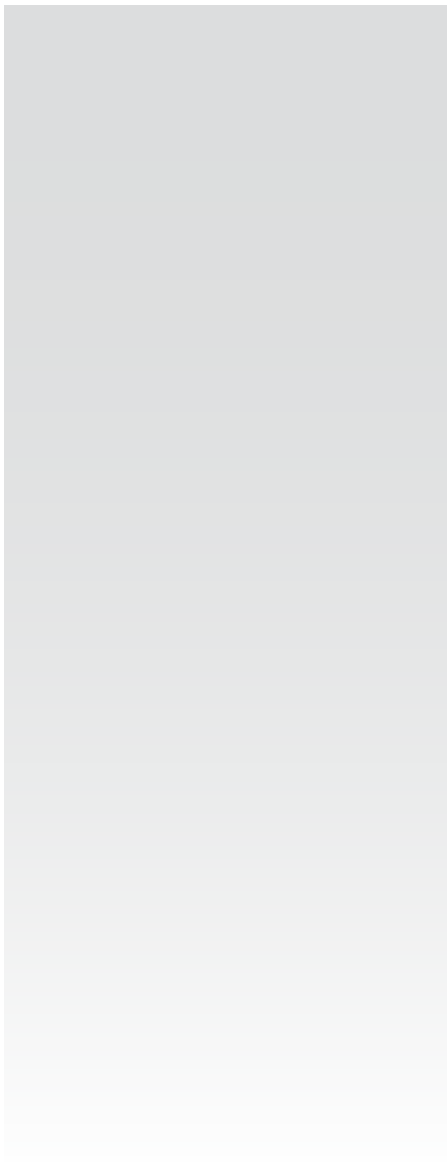
- Do not take personal risks.
- Do not stop to pick up belongings.
- Do not use lift.
- Do not re-enter the building until authorised to do so.

Make sure you're dressed and wearing appropriate footwear for the time of year.

Failure to comply may lead to disciplinary action.



SECURITY



Security is the responsibility of all residents. You should remain vigilant and safety-conscious at all times and, if in doubt, report suspicions immediately to the RA or reception at International Hall. You must never admit or sign into the hall anyone that you do not know or are not personally hosting. Please remember that you will be held responsible for the actions of anyone that accompanies you into the halls.

Valuables, insurance and theft

The University provides a basic policy to insure your personal property within the hall. You should take out additional insurance to cover your property outside the hall and high value items not covered under the terms of the basic policy. Visit <https://www.endsleigh.co.uk/> for details of the insurance policy. Please use 'University of London – Intercollegiate Halls' as the name of the accommodation provider.

Keep your property safe by:

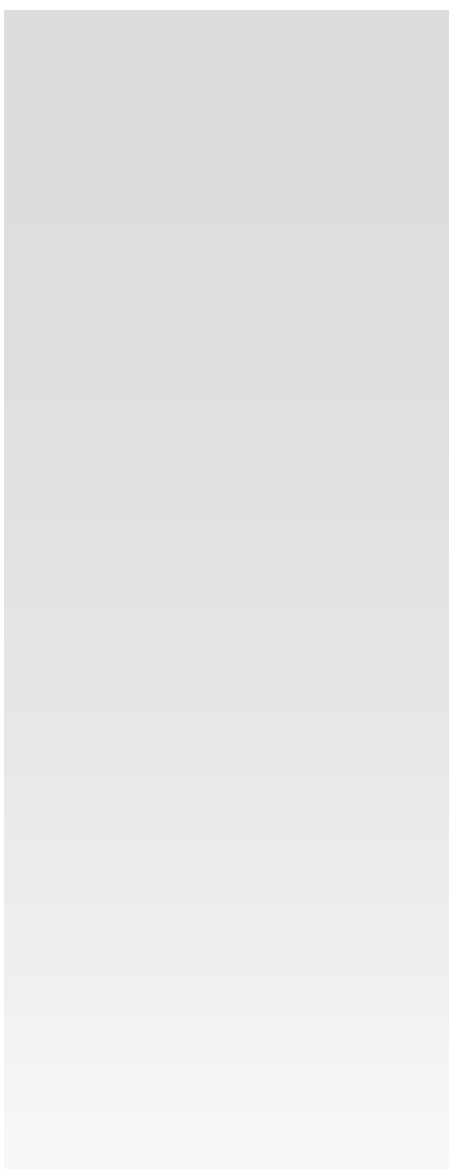
- Locking windows and room/flat doors and take the key, even if only leaving for a short time.
- Opening a bank account and do not have cash in your room/flat.
- Putting valuable items away, out of sight, when the room/flat is unoccupied.
- Reporting anyone who appears to be acting suspiciously.
- Making sure never to let strangers into the hall or tailgate you into the property.
- Backing up your electronic devices regularly and storing your backups safely.



The hall has no secure storage for your valuables (including cash) and we cannot accept responsibility for loss or theft of personal property from within the hall. In the event of theft of your personal belongings please contact the police and insurance company.



SUSTAINABILITY



As well as your hall, the University of London (UoL) runs and manages a large number of buildings, operations, parks squares and green spaces. Because of this we have a whole load of environmental impacts, both positive and negative. These impacts are driven by our operations and the people who work and live in our buildings. So the Sustainability Team at UoL have put together this chapter in your handbook to give you all the sustainability info you need during your stay with us. We've included some information on what we're doing to make the University a more sustainable place to live, work and study, what you can do to help us toward our targets and how you can get involved to drive positive environmental change in your hall, London and the globe.

What we're doing at UoL

The University has a dedicated Sustainability Team who work together with staff and students across the institution to improve the institution's environmental impact. We've picked out some key information below, but if you want to find out more about what we're doing take a look at our pages on the University's website.

Energy and Carbon

We work hard to ensure that the electricity that powers our buildings comes from 100% renewable sources. The University's current energy mix is made up of 41% wind, 21.5% solar, 21.5% hydroelectricity and 16.5% thermal. Each year this changes as our energy provider procures the most efficient renewable energy source on the market and this is ever fluctuating.

In addition, we have our own solar panels. We have one array on the roof of Senate House and another on International Hall. These arrays provide around 4% of our total electricity each year.

The University puts significant effort into reducing our

carbon emissions. To date we have reduced our emissions by 60% against our 2010 baseline and we continue to work towards our goal of achieving net zero operational carbon by 2036. To make this happen we have a variety of projects in the works. During your time in our halls you might see some of these projects being realised. But as well as making changes to our buildings and operations, how we all behave while in University buildings has a big impact on our emissions, so check out our energy saving tips to see how you can help us toward our target.

Energy Saving at Intercollegiate Halls

Seemingly inconsequential actions such as leaving lights or laptops on standby have significant environmental consequences. So as a resident you can play your part in limiting energy wastage and in doing so contribute to reducing our carbon emissions and preventing further impacts of climate change.

Our top energy saving tips

Lighting

Make sure you turn lights off:

- When leaving your room
- If you are the last person in communal spaces like common, meeting, music and study rooms
- If you are the last person in the laundry room
- If you don't switch it off no one else will

Laptops

A computer left on overnight for a year creates enough CO₂ to fill a double decker bus so make sure you turn your laptop off:

- When you go to sleep
- When you leave your room for more than 20mins
- Turn the screen off when you aren't using your computer

Appliances

Products on stand-by use more electricity than all the solar panels in America combined so make sure you:

- Turn your printer off after every use
- Turn games consoles off stand-by
- Only fill the kettle with the amount of water you need

Waste

Waste is another key area of focus for the UoL Sustainability Team. Currently 64% of the University's waste is recycled and we have a section later in this handbook that details how you can help us achieve our goal of recycling 80% of our waste by 2025. We also ensure that the waste that isn't recyclable never ends up in landfill. The University has a zero waste to landfill policy

that means any non-recyclable waste is burnt to generate energy.

Our top waste management tips

- When disposing of cardboard boxes from online shopping, please remember to break down your box so that it can lay flat inside the bin. This allows for more space for more recycling!
- When deciding on how to dispose of food cartons/containers consider if cleaning the container would enable it to be recycled. E.g. plastic containers used for ready meals can be recycled if any remaining food and grease is removed.
- Ask yourself, can what I am disposing of be reused and/or repurposed? Repurposing is always better than recycling.

Recycling at Intercollegiate Halls

Our residents take recycling seriously and with the help of our waste management partner, we have everything on site to help you dispose of your waste in an efficient and sustainable manner.

We have two main waste streams at all our Halls of Residences: food waste, recycling, and last resort. These bins can be found in the communal areas of your Halls of Residence such as the reception, bin stores and kitchens.

Here is an explanation of what can go in which bins:

- Recycling – paper, cans, plastic containers, and cardboard.
- Last resort – plastic bags, film, PPE, tissues, napkins, food contaminated packaging, and coffee cups.

As well as the communal bins, you will have a bin in your room and it is your responsibility to segregate the waste and empty your bin when needed. Please ensure you follow the above guidelines when segregating your waste to minimise any potential contamination.

Water

In spite of all the rain we get in London, demand for water in the capital is forecast to outstrip supply before 2030. Due to the increasingly limited supply and the environmental impacts of our water and sewage system, the University are working to reduce our water consumption. We monitor two types of water consumption across our estate, residential and non-residential. Last year, 36,541m³ water was consumed across all our halls of residence, that's enough to fill 14.5 Olympic swimming pools! This water consumption is determined by how efficiently each hall uses water. The sustainability team at UoL work to ensure that water systems are upgraded to maximise efficiency, but during your time here it would help us if you were conscious of your water usage.

Much like energy, small positive actions around water consumption taken by all the residents across the

University's halls can add up to make a big difference. If you leave the tap running every time you brush your teeth for a year you'll waste nearly 9,000 litres of water, that's enough water to keep an adult hydrated for 7.5 years! Take a look at our water saving tips below and see which you can adopt to help save water.

Our top water saving tips

- Report any leaking taps, showers or pipework to reception so maintenance can get it fixed
- Turn taps off while brushing your teeth
- Fill up the sink when doing the washing up
- Fill up kettles and pans with the required amount of water
- Only do your laundry when you have a full load
- Take shorter showers

Getting deliveries

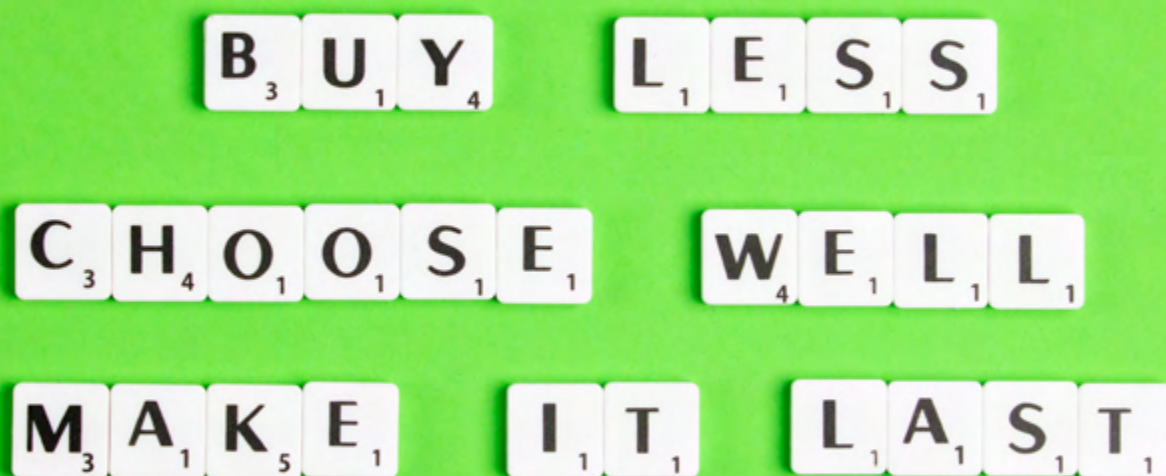
We're aware that shopping online is a standard part of life, but so we can all be informed consumers we wanted to share some details of the environmental impact of shopping online with you. For instance, did you know when you return unwanted clothes to many online brands, the returned clothes will not be sold on to other

customers, but will be binned or burnt as it's the cheapest option! So next time you buy multiple sizes of the same garment maybe think twice. Also, with so many great restaurants in London it's hard to avoid the temptation of Deliveroo, but when you order in your food will likely be in single use containers creating a whole lot of waste!

- When buying clothes consider going to the shops in person
- Look into the retailers you're buying from, what do they do with any returns?
- If you're getting take away look at where the restaurant's located, could you order for collection instead to save money and get in a few extra steps in before you eat?
- If you have ordered take away reuse the containers as Tupperware to save money and contribute to the circular economy.

Travelling around London

Even though it's harder for us to measure, UoL also aims to reduce emissions through transport to and from our buildings and you can do your bit by walking, cycling and using public transport. Here we've included some of our top tips for getting around and saving money as well as some helpful maps to encourage you to explore on foot.



Our top travel tips

- Don't underestimate walking! Nearly all our Halls are central and you could discover your next favourite café on your walk.
- Make use of the Santander Cycle system, a flexible bike rental network run by TfL with thousands of docking stations all over the city. Just make sure you take your bike helmet with you!

Your halls are located in the centre of London and are a conveniently short walking distance from our central Bloomsbury campus, large shopping areas, parks and public transport links.

How You Can Get Involved

Reduce the Juice Connect

Are you interested in learning more about the planet's most pressing sustainability issues? Winning prizes? Potentially earning a Sustainability Advocate Award that makes a fantastic addition to your CV? Then join the Reduce the Juice Connect community!

As a resident of a University of London halls you have access to the award winning Reduce the Juice Connect programme. The UoL led project connects students with an interest in sustainability from around the globe. So if you'd like to hear from those experiencing it first hand how water scarcity is impacting Pakistan or how COP 26 could improve the climate in Peru while sharing your experiences and views on sustainability issues then this is the project for you!

Through the project you'll have the opportunity to get involved in in-person events and receive training from UoL's Sustainability Team to become a sustainability ambassador. On top of these events we broadcast webinars every month that cover different sustainability topics such as fashion, food and climate justice. By joining our events and webinars you'll have the opportunity to win prizes and at the end of the programme you can earn a Sustainability Advocate Award that proves your knowledge of sustainability and will be a fantastic addition to your CV.

If you want to get involved then check out the links below to join our mailing list and follow us on social media. You'll also see members of the Team coming to your hall for events from time to time, so be sure to join us for a chat.

[You can join our mailing list.](#)

Follow us on social media

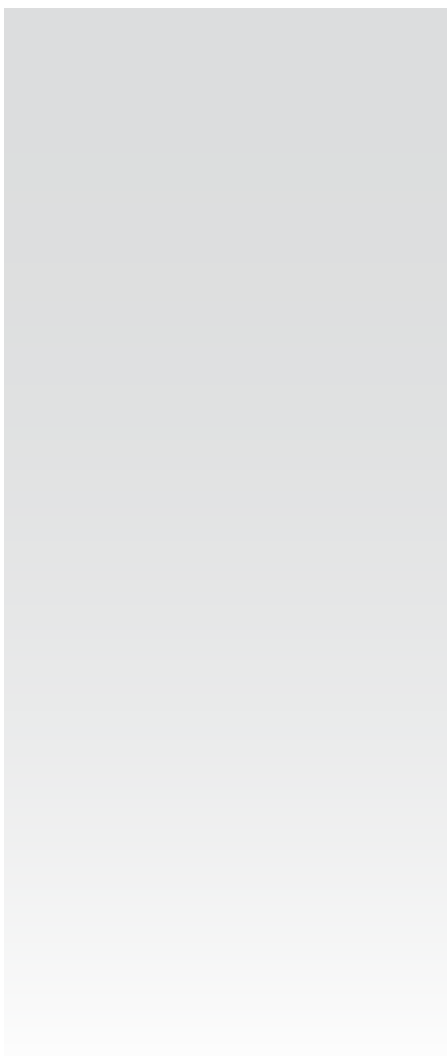
- Instagram: @reducejuice
- Twitter: @Reduce_Juice
- Facebook: Reduce the Juice

If you want to find out more or have any questions about the program, get in touch with the University's Sustainability Team: sustainability@london.ac.uk





LONDON TRANSPORT



Bicycles

The Transport for London bicycle hire scheme enables you to hire bicycles on a short term basis and has pick up/drop off locations across central London.

Cycling in the busy London traffic can be dangerous so we strongly advise you to wear suitable protective and high visibility clothing including a helmet, and to use cycle paths where possible. Details of cycle paths can be found at www.sustrans.org.uk.

Please ensure that you are familiar with the Highway Code before cycling in London.

Public transport

London is extremely well connected with excellent public transport links. The Transport for London website is an excellent resource with lots of useful information such as journey planners, bus timetables and tube maps. Please visit the [TfL website](http://tfl.gov.uk).

There are a number of options in which you can pay for your travel in London. Please visit the TfL website or speak to a member of staff at the tube station to determine which option will be best for you. Students in London can apply for a student Oyster card.

Transport tips

- Download Citymapper – a great app for telling you the quickest route to your destination and you can even choose bus or rail only options and more.
- Be aware of peak and off-peak travel times, as it's more expensive to travel at peak times. Peak times are between 6:30 – 09:30 and 16:00 – 19:00.
- You can link your rail card to your oyster card and get 1/3 off single off-peak pay as you go fares on

the London underground and DLR. Simply take your Oyster card and valid Railcard to a London Underground station and ask a member of staff to set the discount for you. You can also get the discount set at Oyster Ticket Shops and Visitor Centres

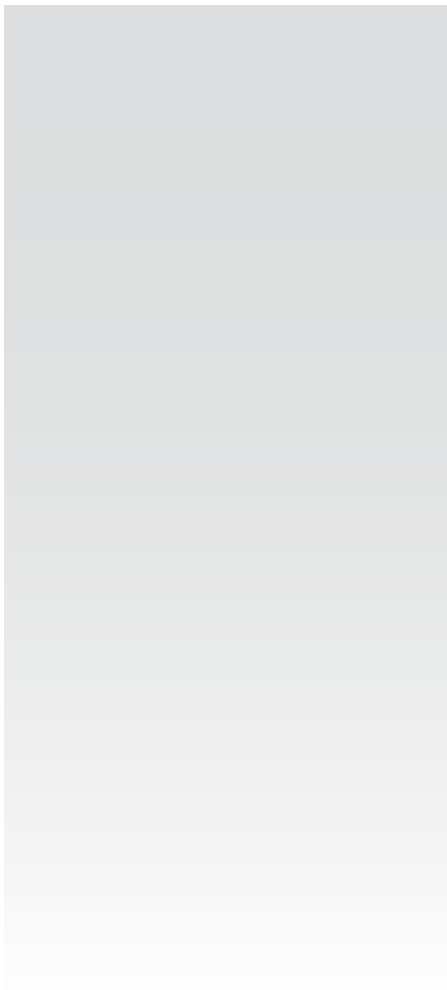
Car parking

London is extremely busy and travelling by car is not recommended. Parking is not permitted on University property and any cars entering the restricted London Congestion Charging zone must pay the charge. For more information please visit www.cclondon.com.





METROPOLITAN POLICE STAY SAFE GUIDE



Everyday safety advice

As with all major cities, London has its share of street crime. Please read the following police advice and remember that you can always talk to the Warden if you have any concerns or questions.

The following points are adapted from the [Metropolitan Police's website](#):

- Register your mobile phone at www.immobilise.com and make sure that you know its 15-digit IMEI (serial) number, found by dialling *#06# (star, hash, 06, hash).
- When you're in cafés, pubs and clubs make sure you keep bag or purse, closed and in a place where you can see or feel it – on your lap or touching your feet – not hung on the back of a chair.
- Be aware of who is around you when using a personal electronic device.
- Consider carrying a personal alarm. It provides reassurance and can deter or disorientate an attacker when activated, giving you time to get away. If you are carrying a personal attack alarm, make sure it is available for immediate use and not lost in your bag or pocket.
- Thieves love an easy target so keep any expensive (or expensive looking) watches or jewellery out of sight.
- If you see anything (for example a leaflet holder) attached to a bank ATM, do not use it and inform the bank at once. It may be hiding a camera that is taking pictures of your PIN.
- Keep your wallet or purse in an inside pocket and make sure to remove everything out of your pockets before putting a coat or jacket into a cloak room.

- Wear your bag across your body and so that it opens on the side facing you. In winter, wear your coat over your bag to hide it.
- Your safety is more important than any of your belongings and you are less likely to be hurt if you let your belongs go instead of fighting to keep them.
- Plan your journeys so that you can avoid dark alleyways, paths and areas that make you feel unsafe. Make sure you can return to the hall without walking through unlit areas.

Unlicensed cabs and rogue drivers may compromise your safety so ALWAYS use licensed mini cabs or black cabs. Mini cabs should always be booked in advance. To find licensed mini cab firms in your area, call Transport for London on 020 7222 1234 or visit www.tfl.gov.uk. When travelling in cabs we recommend that you sit directly behind the driver and steer conversation away from personal details.

If you are approached and feel threatened and cannot immediately move away...

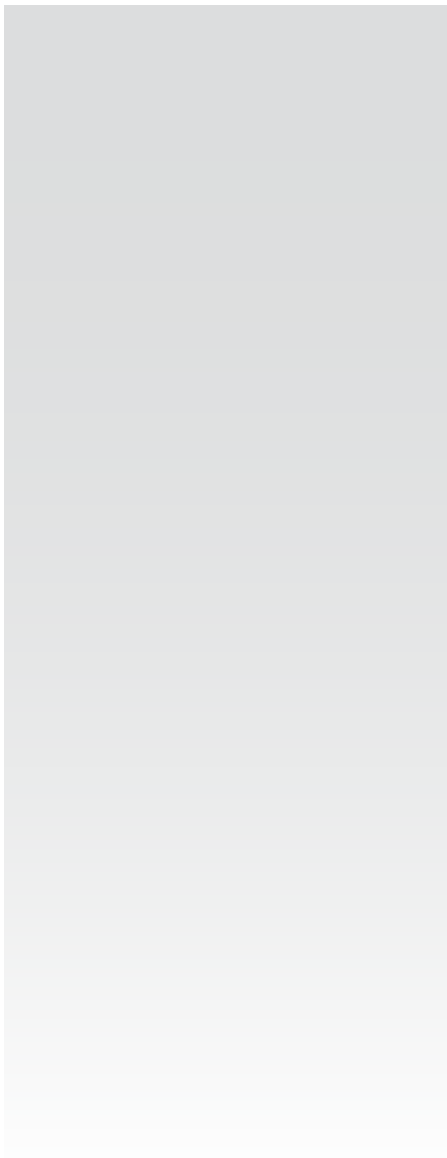
- Be vocal and try to alert and involve others around you. Feel confident and assertive enough to say 'Don't touch me', 'No', 'Stop', 'Go away'.
- Try to shout 'Call the Police' or 'Fire' as this may unsettle your potential attacker. You could also try sounding as if you are going to be physically sick, and make it a loud noise. It has been proven that people hate this sound, and the possible resulting vomit, and may avoid someone who they think is about to be sick.
- If using simple verbal commands do not work, you have the option of using as much force as you can to get away, so long as it is reasonable to the threat. You can use everyday items like keys or umbrellas if you need to, but please do not carry items specifically for self-defence.



Your safety is more important than any of your belongings and you are less likely to be hurt if you let your belongs go instead of fighting to keep them.



USEFUL CONTACTS



We do hope that you will enjoy living in the halls and have a trouble free stay with us. The listing below gives details of key contact details that you may find useful during your time in halls.

Allocations Team

- » info.halls@london.ac.uk
- » 0207 862 8881

Finance Office

- » ahd.finance@london.ac.uk
- » 020 7862 5772

Finance Office

There is usually a member of the Finance Team available in the Allocations Team (see above).

- » ahd.finance@london.ac.uk
- » 020 7862 5772

Warden

For contact details of the warden, please refer to your hall page in Part 2 of this handbook.

Hall Manager

For contact details of the Hall Manager, please refer to your hall page in Part 2 of this handbook.

Transport for London

- » <https://tfl.gov.uk>

NHS

For details of your local A&E department, please refer to your hall page in Part 2 of this handbook.

To get non-emergency help please either:

- » visit <https://111.nhs.uk>
- » or call 111 from your mobile phone

Please remember to register with your local GP

NUS (National Union of Students)

- » <https://www.nus.org.uk>

Student Loan Company

- » <https://www.gov.uk/government/organisations/student-loans-company>

Beat (eating disorder helpline)

- » <https://www.beateatingdisorders.org.uk>
- » 0808 801 0677

Citizen Advice Bureau

- » <https://www.citizensadvice.org.uk>
- » 0300 330 1157

Drink Aware

- » <https://www.drinkaware.co.uk>
- » 0300 123 1110

FPA (talking sense about sex)

- » www.fpa.org.uk
- » 0300 123 7123

Frank (drugs helpline)

- » <https://www.talktofrank.com>
- » 0300 123 6600

Helpguide (guide to mental and emotional health)

- » <https://www.helpguide.org>

London Nightline (listening)

- » <https://nightline.org.uk>
- » 0207 631 0101

Mind (mental health charity)

- » <https://www.mind.org.uk>
- » 0300 123 3393

The Mix (essential support for under 25s)

- » <https://www.themix.org.uk>

National Debtline

- » <https://www.nationaldebtline.org>
- » 0808 808 4000

Samaritans (confidential listening)

- » <https://www.samaritans.org>
- » 116 123

Switchboard (LGBT+ helpline)

- » <https://switchboard.lgbt>
- » 0300 330 0630

Terrence Higgins Trust (HIV)

- » <https://www.tht.org.uk>
- » 0808 802 1221

<p>999</p> <p>UK national emergency services number</p> <p>Police Fire Ambulance Coastguard Mountain & Cave rescue</p>	<p>112</p> <p>International emergency services number</p> <p>It works in exactly the same way as 999. This number works all over the world</p>
<p>Download the app NHS 111</p> <p>111</p> <p>UK national non-emergency urgent healthcare</p> <p>Call this number if you need medical or advice fast but it's not life- or limb-threatening emergency</p>	<p>101</p> <p>UK national non-emergency police number</p> <p>Call this number if you need to contact the police but you don't need emergency "blue lights" response.</p>
<p>Life-threatening emergencies</p> <ul style="list-style-type: none">• Call 999 or 112• Inform RA/ IH reception immediately so they can direct the emergency services quickly to your location and send a member of hall staff to assist you	

Part 2



HANDEL MANSIONS

1-3 Handel Mansion
Handel Street
London
WC1N 1PA

020 7822 3000
info.ih@london.ac.uk
<https://london.ac.uk/halls/handel-mansions>

Hall Mangement Team

The Hall Manager's main office is located in International Hall (Lansdowne Terrance, WC1N 1NS), on the ground floor behind reception.

Your Hall Manager is Olu Akerele.

Your Assistant Hall Manager is Renata Byrtusova.

Office opening hours: 09:00–17:00 (Monday to Friday)

Warden's Team

The Warden's office is located in College Hall, on the ground floor next to the reception area.

Your Warden is Konrad Sliwiak (konrad.sliwiak@london.ac.uk).

The Warden is supported by two Resident Advisors. You can find more information about the Warden's Team on noticeboards in the hall.

The Warden

The Warden works full-time at University of London and he is available in hall on a part-time basis, usually in the evenings and at weekends. You can book an appointment to meet with the Warden by email (konrad.sliwiak@london.ac.uk).

The Duty Resident Advisor can contact the Warden at all times during an emergency or where a situation requires escalation, and in the event that the Warden is not present, another Warden will be made available.

Resident Advisors

Contact details and duty hours for your Resident Advisors are available on the lobby notice board in the building.

Amenities and facilities

Handel Street is located near Russell Square underground station and consists of twenty four self – catered flats, accommodating a total of 72 residents. Each flat has a shared kitchen, bath/shower and WC. There is a washing machine/dryer provided in each flat. Handel Mansions provides a more independent way of living than our other halls, but it's important to remember that the same support networks exist should you need them. There is a team of Resident Advisors here to talk to if you have any concerns, and of course there is your Hall Mangement Team who are based at International Hall but always at the end of the phone or email if you would like to arrange a meeting.

Internet

To connect you will need to log in using an Eduroam account, available from your college (often, this is your “ac.uk” email address and your college email password).

Further information on using the internet and conditions of use can be found [here](#).

If there is a problem with your hall internet connection (wired or wireless), call Network Services on 020 7862 8111 (09:00 – 17:00, Monday to Friday) or email swan.support@london.ac.uk.

Hall notice board

The notice board is in the main entrance lobby to the building.

Central heating and boilers

You can control the heating in your own flat and if you have any problems with the boiler, please contact the Hall Mangement Team or Duty RA.

Drinking water

Mains drinking water is available through the cold water tap in the kitchen. The water in the bathroom is safe for brushing your teeth but it is not recommended for drinking.

Flat inspections

Flat inspections are completed by the Hall Mangement Team once a term. The purpose of these inspections is to check the state of the flats, which includes repairs and cleaning. You will be given prior notice before we visit.

Rubbish and recycling

Rubbish and recycling bins are located in the enclosure behind the building. Please ensure rubbish is placed in bin bags. You can recycle glass, cans, paper and cardboard.

Fire alarm and assembly point

In the event of a fire alarm please meet at the corner of Handel Street and Wakefield Road. Please follow the fire safety instructions on site.

Bike store

There are four railings that can be accessed on the left-hand side of the building. These railings only provide approximately 8 spaces and residents are limited to one bike only. You are responsible for bicycles left in this area.

Transport links

Local tube stations include Euston, Euston Square and Russell Square. There are also plenty of bus links around Connaught Hall.

Connaught Hall is within the central London Congestion Charging zone. The nearest car park is beneath the Royal National Hotel in Bedford Way. There is very limited (unreserved) on-street parking in the area for holders of Camden residents' permits only. Parking is allowed on the single yellow line outside the hall after 18:30 Monday – Friday; after 13:30 on Saturday; and all day Sunday and bank holidays. Restrictions start again at 08:30 on the following Monday.

Emergencies

Contact the emergencies services (999) and then the Hall Mangement Team on 020 7822 3000.

Personal welfare

Talk to the Warden or Resident Advisors if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, harassment, or equality issues.

Noise complaints

Noise is a common cause of dissatisfaction with hall life. We have a policy for responding to noise problems. If your own attempts to deal with the noise have not succeeded, then please contact a Resident Advisor.

Accommodation fees and invoices

Fees must be paid by the dates specified in the Deposit & Fees section of this handbook. Pay online by logging to your [Accommodation Portal](#) If you have problems with payment contact the Finance Team at ahd.finance@london.ac.uk or call 020 7862 5772 as soon as possible.

Repairs

Report routine maintenance requests via email on info.ih@london.ac.uk or contact the Hall Management Team on 020 7822 3000. Contact us again about any persistently unresolved maintenance problems.

Anti-social or illegal Behaviour

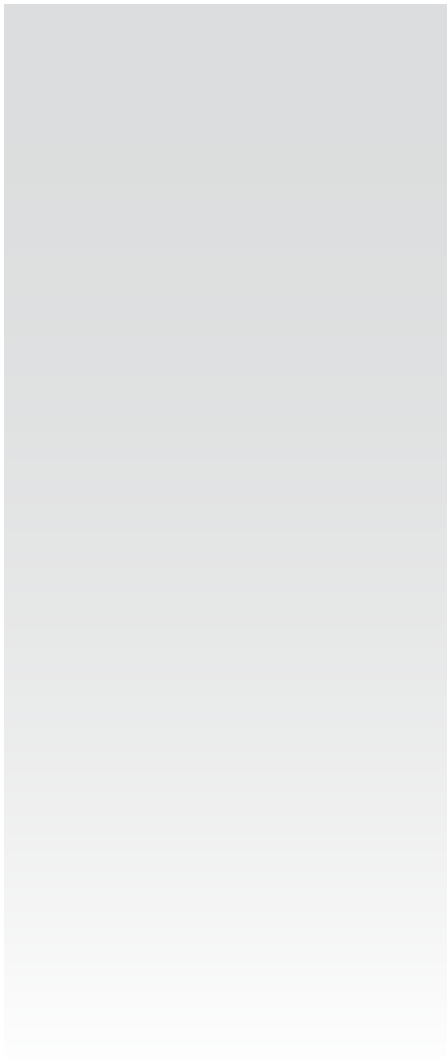
Contact the Resident Advisor or the reception at International Hall. You can also email the hall management situated at International Hall: info.ih@london.ac.uk.



Shared kitchen, Handel Mansions



EQUIPMENT INSTRUCTIONS



Your accommodation includes the following equipment. Please follow the instructions below to ensure that you use the equipment safely.

Vacuum cleaner

1. Pull the cable out of the vacuum cleaner and connect the plug to the main power socket. Make sure all tubes are assembled correctly and press the on/off button.
2. Switch off after cleaning, unplug and rewind cable back to the vacuum cleaner with a button.

Caution: Vacuum cleaner must only be used for domestic Household purposes to vacuum dry floor surfaces. Do not use on people.

Before using the vacuum cleaner, check for any signs of damage. Do not use a damaged appliance: it could be dangerous.

Do not vacuum up items which are large, heavy, hard or have sharp edges. They could cause a blockage and damage the appliance.

Do not vacuum up any water, liquid or damp dirt. This will cause major faults and could seriously impair the functioning and electrical safety of the appliance. Wait until any freshly cleaned or shampooed carpets or floor coverings are completely dry before attempting to vacuum.

If you spill toner (the ink that is used in printers and photocopiers) do not vacuum it up. Toner can conduct electricity and the filter system in the vacuum cleaner may not filter it completely, causing the toner to be blown back into the room by the fan.

Oven/cooker

1. Both oven/grill and hot rings can be operated by the knobs located on the front of the cooker and each knob has a little diagram explaining which element it will operate.

Caution: The rings get extremely hot when switched on, so please take extra care when working around the cooker.

2. After you finish cooking, please make sure that all knobs are in "0" position to avoid burns and potential fire.

Caution: All cookers are electric, therefore please refrain from operating them with wet hands and barefoot.

3. Before you wipe any spillages it is recommended to wait for the cooker to cool down. Please remember to take some time and come back to the kitchen to tidy up the cooker when it's cool to make it clean and pleasant to use for others.

Washing machine

1. Separate clothes. Be careful not to mix dark/ bright coloured clothing with light/white clothing as the dye can run and stain your lighter items. This is more likely if the dark/bright items are new. If an item of clothing is mainly light but has some darker patterns or designs on it, it will probably be fine to be washed with your lights. The same goes for dark clothes with light designs. It's also a good idea to check pockets before washing, obviously items that are not intended to be submerged in soapy water can be damaged, but also you could damage your clothing or the washing machine as well.

Caution: Do not overfill the washing machine; you should be able to fit your hand in the space between your clothes and the top of the drum. If you can't do this, please remove some of your clothes.

2. Set the water temperature. If you are washing cotton or very dirty clothes, you might want to use hot or warm water. If you are washing things like silk, then you should keep the water temperature lukewarm to cool.

3. Set the time. A lot of washing machines do this automatically, but you may have to do it by hand. You should set the time for about an hour to an hour and a half, depending on how dirty the clothes you are washing are.

4. Pour in detergent. Use the right kind of detergent and pour it into the right spot. This is usually either right on top of the clothes, or in a small hole on the top of your washing machine, or if using tablets it may need to be placed directly in the drum. The amount of detergent needed varies by brand of detergent and type of washer, so check the back of the detergent box and also look for any labels on your washing machine.

5. Turn on your washer. Now all you have to do is hit that "ON" button and you're ready to go.

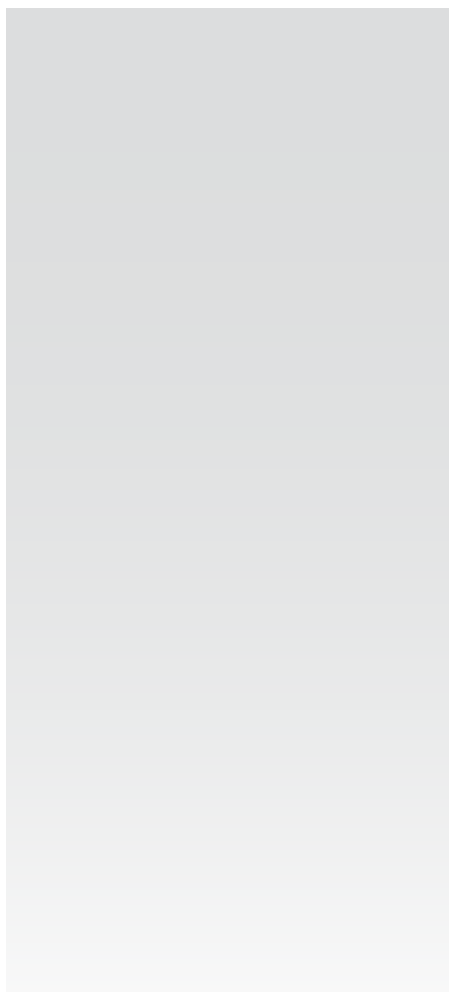
6. The washing machine will finish and stop automatically at the end of the wash cycle. When the end light flashes, or the cycle clock reaches zero or an end, you can open the door and take out your clothes to dry.

Part 3

COVID-19



COVID-19 Community Agreement



At the University of London, we are a community of students and staff who:

- look out for one another
- respect one another
- show patience and understanding
- act with kindness and compassion
- and always try to do the right thing.

We are all working together to achieve our academic goals and maintain our collective wellbeing. We are also part of a wider local, national and global community. It is important that we support each other in these extraordinary times.

If we can keep coronavirus infections down, both in our halls and in our local community, we will help keep vulnerable people safe, avoid any more lockdowns, and keep social, recreational, and academic facilities open.

By living in our Intercollegiate Halls, you are committing yourself to adhere to our Safer, Together COVID-19 Community Agreement.

Anyone who seriously or persistently disregards this or any other stated guidance in our accommodation, or who deliberately causes unnecessary distress related to COVID-19, will be subject to disciplinary action.

We may need to update our COVID-19 guidance from time to time, based on current government guidance, legal requirements, and our dynamic risk assessments. Any changes will be published [here](#). Major changes will also be communicated to you by email.

Requirements

Everyone in our halls community is always required to...

- Follow coronavirus safety measures that are required by law (including self-isolation when necessary)

- Inform us immediately if required to self-isolate
- Respect the concerns and wishes of others about distancing and hygiene

Requests

Everyone in our halls community is requested to...

- Follow current UK and University guidance about wearing face coverings in public and communal areas
- Follow current UK guidance about COVID-19 vaccinations and boosters
- Follow current UK guidance about regular coronavirus testing
- Download and use the NHS COVID-19 app
- Follow current UK and University guidance about social distancing and hygiene
- Treat others with kindness and compassion, and assist where needed

Recommendations

Everyone in our halls community is recommended to...

- Stay up to date with coronavirus information from the government, NHS and University; the Mayor of London also maintains a useful page specifically for London, including requirements for using public transport in the city
- Identify some friends in halls who would be able to help with essential food shopping, collecting medicines, etc., in the event that you have to self-isolate

Self-isolation

If you need to self-isolate, please let us know by filling in [this form](#) or scan the QR code.



Our safety measures

In response to changes in coronavirus epidemiology, current guidance, legal requirements, and our dynamic risk assessments of all our services and facilities, the following measures may be put in place from time to time.

- If we need to access your room for any non-emergency repairs, inspections, or other reasonable requirements, we will tell you in advance about this and wherever possible, arrange a mutually convenient time for access.

- We may ask that you arrange not to be in your room during any time when a member of staff requires access.
- We may ask you to avoid entering areas that are being cleaned.
- Cleaning schedules may be changed or suspended.
- Our staff may wear personal protective equipment when carrying out their duties.
- We may put in place clear screens or other barriers to protect staff.
- We may put in place one-way routes in our buildings.
- We may need to place markers to aid socially distanced queuing.
- Vending machines may not be available for use.
- It may be necessary to prevent non-resident guests from visiting the hall, or to remove the option for guests to purchase meal tickets in catered halls.
- In-person social events may have to be limited in size, type, and number, or it may be necessary to stop offering in-person social events.
- Social spaces may need to be closed.

This list is not exhaustive and we may introduce other safety measures in line with our risk assessment and government guidance.

Be kind and look out for one another

The COVID-19 pandemic has been challenging for all of us: physically, mentally, emotionally, and socially. Things are starting to return to normal, but we're not there yet. Please remember that everyone will have dealt with the stress of the pandemic in different ways. The experiences of people from different parts of the world have been very different. Some people are more vulnerable to the virus than others; some people feel more anxious than others; some people have lost loved ones to coronavirus and may be grieving; everyone is living a life right now that is different from the one they might have imagined before the pandemic.

Respect, kindness, patience, compassion and understanding are core values for our University of London community. Let's all continue trying to live these values as best we can.

For further information on the range of accommodation we offer, please visit our website or contact us at:

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This material can be made available in alternative formats upon request. Please contact info.halls@london.ac.uk.

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