

# Residence Life Manual

Fall 2020/Spring 2021

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Housing at Richmond is covered by the UUK CODE for the management of student housing.

# \*Important Coronavirus-19 Update

Please note that this manual was produced while planning for the coronavirus was still occurring. Consequently some standards/and available facilities may change for health & safety reason. Changes will be communicated to students via the Student Affairs office. If you are unsure of a standard or service, please check with Residence Life.

## Dates

The following dates were correct at the time of printing, but are subject to change.

### Fall semester 2020

Online orientation (new students)	31 <sup>st</sup> August-4 <sup>th</sup> September
Start of online classes (Fall One)	7 <sup>th</sup> September
End of Fall One	16 <sup>th</sup> October
Move-in day for new residential students, start of orientation	26 <sup>th</sup> October
Residences open for returning students	31 <sup>st</sup> October
Start of physical term	2 <sup>nd</sup> November
Examinations	14 <sup>th</sup> -18 <sup>th</sup> December
Residences close/Move Out	19 <sup>th</sup> December (Saturday 12 noon)

### Spring semester 2021

Isolation window (arrivals for self-isolating students)	2 <sup>nd</sup> -4 <sup>th</sup> January
Residences open for returning students (not isolating)	16 <sup>th</sup> January
Start of term	18 <sup>th</sup> January
Add/Drop week	18 <sup>th</sup> -22 <sup>nd</sup> January
Priority Registration	22 <sup>nd</sup> -26 <sup>th</sup> February
Mid-term assessments	1 <sup>st</sup> -5 <sup>th</sup> March
Spring break	8 <sup>th</sup> -12 <sup>th</sup> March
Long Easter weekend	Holidays 2 <sup>nd</sup> April-5 <sup>th</sup> April
Examinations	28 <sup>th</sup> April-30 <sup>th</sup> April, 4 <sup>th</sup> -5 <sup>th</sup> May
Residences close/ <b>Move Out</b>	6 <sup>th</sup> May - Thursday (12 noon)

*Consult the Academic Calendar on the University website or My Richmond Portal for summer school dates.*

# Welcome to Residence Life at Richmond

Hello, and welcome to the university residences and the Richmond community.

Staying in halls is a unique experience; you'll be living and learning in a global environment with people from a huge variety of backgrounds with different interests, outlooks, preferred pursuits and aspirations.

Like any experience, university is what you make it. There are a wealth of things to do at Richmond and in nearby London. We encourage you to meet new people and try many new things. Get involved. Like all new experiences, things can be a little scary, but also enormously rewarding. You'll learn things about yourself, about others, and gain skills that will help you in your future life. Many of you will forge friendships and contacts that will last a lifetime.

We strive to provide a living environment that is comfortable, safe and conducive to everyone's academic and personal growth. Our staff are here to assist and empower you in meeting your needs. Constructive feedback is always welcome, so please feel free to share your suggestions and concerns.

The information in this manual is designed to help you get to know the people and the services which will make your stay in University housing a positive experience. Please also familiarise yourself with the Residence Hall Code of Conduct. We encourage you to read it thoroughly, and ask questions about anything that you do not understand. Although Richmond has two campus sites, the structure is consistent for both the lower and the upper division.

If you have any questions about anything, from accommodation to life in London, feel free to come by and see me. My office is on the ground floor of the Taylor Library alongside the rest of the Student Affairs offices and close to the Starbucks. I wish you luck in your future at Richmond, and hope you see this as the first steps in a life changing journey. Have fun and I hope to see you around the campus shortly.

Best wishes

*Oliver*

*Residence Life Coordinator*

Oliver.Brady@Richmond.ac.uk

# The Residence Life team

The Residence Life staff at the Richmond Hill Campus report to Oliver Brady (*Residence Life Coordinator*). His office is located in the Taylor Library, Ground Floor. Oliver is supported by a number of students staff that live in the University residences. The ResLife team are students who know the campus, Richmond and London so are excellent resources in the first weeks of term. Like the University, they are a diverse team of nationalities and outlooks.

Later in your university career you may opt to live in our Kensington housing. The Residence Life Coordinator at the Kensington campus is Chelsea Ranger.

Five Resident Directors (RDs) serve the residential students living at the Hill. Two live in Main Building, and one in each of the major buildings: Red House, Parkview and Montford. Students in Longley and the Lower Cottage are overseen by the Red House RD.

Reporting to the RDs are five Resident Advisors (RAs), four of whom live in the main building. One RA lives in Parkview.

Each RA/RD has been assigned to specific corridors in the building they are responsible for. You will meet your RA or RD when you move in. You should also receive a communication from them explaining where to find them and how best to contact them. Your allocated RA/RD should be your first point of contact.

## **Contact ss**

As well as going to see them, your relevant RD and RA will provide you with their phone number and contact information. You can find all of us on the university e-mail system, and the ResLife office is usually open 9-5 Monday to Friday.

## **Social media**

You can also like our Facebook group for updates on campus activities and general student information - search for RAIULReslife.

Follow us on Twitter for things to do in London and Richmond, general UK/US news and cat gifs (it's mostly cat gifs) @RAIULResLife.

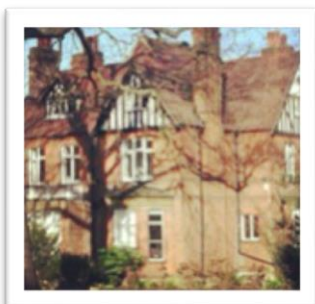
For the more visually motivated, we're on Instagram too as @raiulres.

# Richmond Hill residences



Main Building

The facilities in the Main Building include 24 hour Security/reception, cafe and dining hall, computer labs and the mailroom, most classrooms and administrative offices, a student gym and common room with a TV and a conservatory lounge. The majority of rooms are singles.



Red House

Red House is located across the main lawn from the Main Building, and is also home to offices and classrooms on the ground floor. It is traditionally a female only residence.



Parkview

Parkview is located next to Montford House on the Queen's Road. It has a common room with a lounge, the majority of rooms are shared.



Montford House

Located on the corner of Queen's Road and Marlborough Road. Uniquely, it is split into flats, each with their own kitchen. The majority of rooms are shared and it is our main self-catered accommodation.



Longley House & Lower Cottage

Longley House is a bungalow located just off the main lawn in a building with offices and a classroom. It is traditionally an all male residence. The Lower Cottage is the old gate house to the campus and has recently been completely refurbished. Both Longley and the Cottage house small groups of students.

You can find floor plans of most buildings on the Richmond website. The University may take on additional satellite residences as the need for more university housing arises.

# Useful information for living on campus

## Wi-Fi & IT support

Wireless internet services are available to all students who live in University housing. If you should have questions or technical problems please contact the IT department via the IT Helpline Form on Richmond's intranet homepage. There is also an IT Help Desk located on the ground floor of the Taylor Library. Please note that with all the different devices and operating systems now available, the University cannot guarantee that all systems will always work.

**If you are accessing university IT for the first time you will need to log in with your university ID number and your date of birth (ddmmyy); and then change your password. Once you have done this you should be able to access Wi-Fi on the RICHUNI network.**

The university also operates a temporary guest Wi-Fi service RUGUEST. The network key is 12345678 – you will then need to register your details.

**We advise you to check your university email at least once a day. Email can be accessed via a university computer or remotely via Office 365.**

## Doing laundry

The Main Building, Red House, Montford House and Parkview all contain free washing and drying facilities. You will need to supply your own washing detergent. Please consult the posted instructions before use. Other satellite residences have nearby laundry facilities.

**Please do not overload the machines, as it will damage the machines and fail to properly clean your clothes.**

The main building laundry room is in the south eastern wing on the ground floor, close to the Hogarth section of the building.

The Parkview laundry machines are in the basement near the common room.

Note: Please do not hang wet laundry in your window or over lamps and heaters. This is a fire hazard.

## Post and deliveries

All post, even for satellite buildings, gets delivered to the main building post room. Residential mail and small packages will then be sorted by the ResLife team and delivered to your mailbox. Student mailboxes are on the basement level of the main building opposite the gym. You will be given a mailbox key at the start of term (collect it from the ResLife office). If you lose your key you will be charged to replace it. Larger packages and signed for items need to be collected from the mail room. Check your university email for notifications about such item.

Anything sent to you should be addressed:

*Your Name. Your Room Number/Building*

Richmond, The American International University in London

Queen's Road

Richmond Upon-Thames, Surrey

TW10 6JP

UK

**At the end of year (or semester if you are a visitor), make sure you change your postal address, as we will not hold post over the summer break, or reship items for you.**

## Health

### Doctors

While you are studying at Richmond as a full-time degree student, you may access Britain's National Health Service (NHS) free of charge. During orientation, you will have the opportunity to register with the local doctor's office and meet with a nurse from the practice. This registration will allow you to access free doctor's visits and discounted prescription drugs (depending on your age). You may also receive free emergency care at local NHS hospitals.

If you are a study abroad student here for a single semester, you'll need to register in person at the surgery with your Richmond ID card. As you will only be staying in the UK less than 6 months, you will have to pay for your medical expenses up front (generally £50-70 per visit depending on which surgery you visit) and claim this back on your insurance. Check with your program organiser for additional healthcare support that may be available.

**We strongly advise all students to register.**

The doctor's office is located just down the road from the University and they are very used to visits for Richmond Students.

Seymour House Surgery

154 Sheen Road

Richmond, Surrey TW9 1UU

Tel: 020 8940 2802 / 020 8940 3228

Fax: 020 8332 7877

Web: [www.richmondsurgery.co.uk](http://www.richmondsurgery.co.uk)



## Other resources

The NHS also offers an urgent care phone service. The number to call is 111 which you can call 24 hours a day, 365 days a year, free of charge for general advice on symptoms and treatment.

Have a look at the Richmond website under Student Life > Healthcare and Counselling for a comprehensive list of other nearby walk-in services, sexual health clinics, and dentists. You can also use the [www.NHS.uk](http://www.NHS.uk) website for information and locate other nearby services such as Urgent Care centres.

A number of local pharmacies/chemists are listed at the back of this manual.

## Emergency help

All staff who live and work on campus are trained in first aid. If you should feel ill outside of the hours of your local doctor's office, contact a member of the Security Team or a Resident Advisor or Director. The nearest 24 hour Accident & Emergency (A&E) unit is located a short drive across Richmond Park at Kingston Hospital.

Kingston Hospital  
Galsworthy Road  
Kingston Upon Thames, Surrey  
KT2 7QB

In the UK the traditional emergency number is 999. You can also use the standard European emergency number of 112.

## Emotional support and counselling

We encourage you to discuss problems you are having with the ResLife team and any member of Student Affairs, it's unlikely that we haven't dealt with a problem like it before; however sometimes you may want to get a professional's help.

Belinda Bains is the Richmond Health & Wellness Coordinator and can be consulted for general advice and support. She works in the Student Affairs office on the ground floor of the Taylor Library. We also have a team of professional counsellors and psychotherapists who visit the Richmond campus on a weekly basis. You may contact them directly to make an appointment on the following emails:

Lesley Millane (MA, UKCP) [Lesley.millane@googlemail.com](mailto:Lesley.millane@googlemail.com)  
Dean Addams (MA, MBACP) [deanaddams@mac.com](mailto:deanaddams@mac.com)  
Daniela Lourenco (UKCP, BACP) [dlourencopsychotherapy@yahoo.com](mailto:dlourencopsychotherapy@yahoo.com)

The service is completely confidential and degree students are entitled to up to six free sessions per semester.

# Richmond contractors

Richmond outsources a number of our facilities services to the Facilities Management (FM) provider Sodexo. Chiefly these are catering, cleaning, maintenance, reception and security. If you wish to raise an issue with services, please contact:

Contract Manager: Lisa Fuller [Lisa.Fuller@sodexo.com](mailto:Lisa.Fuller@sodexo.com)

All contractors fall under the responsibility of the Director of Estates and Facilities: Richard Whan [WhanR@richmond.ac.uk](mailto:WhanR@richmond.ac.uk)

## Keeping your room clean

Update **\*Please note that due to Covid restriction individual room cleans are not currently available. You may borrow a vacuum cleaner from the Residence Life office if you wish to Hoover your room.**

We expect you to keep your room reasonably clean and tidy. The good news is that rooms are cleaned weekly **upon request**. In order to put in a request, fill out a request form at the main building front desk. On arrival you will be provided with two sets of bed linen for you to wash as needed. Rubbish is removed daily if your waste bin can is left outside your door before 9:00am. Communal bathrooms and shower rooms are cleaned daily. A vacuum cleaner may be borrowed from the Residence Life office during office hours. For all questions concerning housekeeping please contact Diana Bulbuc. Email: [Diana.Bulbuc@sodexo.com](mailto:Diana.Bulbuc@sodexo.com)

Recycling stations for paper, card, cans, bottles and plastics are located behind the Taylor Library and throughout the Main Building.

Cleaning at Montford works slightly differently; you will find the cleaning rota below:

Monday: Flat D and Flat A      Wednesday: Flat H and Flat C      Friday: Flat E and Flat F

Tuesday: Flat G and Flat B      Thursday: Flat I and Flat J

**If your room is not returned in its original state at the end of your stay with us, you may be fined.**

## Repairs & maintenance

**How to report a maintenance problem:**

Room/bathroom repairs, light bulb changes, plumbing problems, damaged windows, heating issues, hazard reporting, pest issues and non-emergency maintenance can all be reported through our MyRichmond online portal.

<https://my.richmond.ac.uk/>

The link can be found on the left hand side of the page titled **Sodexo Maintenance Request Form**

When using the system for the first time you will need to register. Registration is not instantaneous so **we advise all students to register as soon as possible when joining the university, as this will speed up any fixes that need to be made.**

After you log a job you will receive an email informing you when the job is in progress; and a later one when the job has been closed. You can track the job progress through the portal.

The system is the best way to log problems as you can access it, check job progress, and see an estimate of the time it will take. General feedback, comments and problems logging in should be reported to the general enquiries email:

[FMServices.RAIUL.Universities.UK@sodexo.com](mailto:FMServices.RAIUL.Universities.UK@sodexo.com)

If you are struggling to access the system (you will be required to change your password periodically) you can also talk to Charlotte at the Main Building reception who can log jobs for you (Monday-Friday 9-5).

## Emergency maintenance!

**In an emergency please contact Security immediately** in order that they may call the on-call maintenance person.

Examples of maintenance emergencies include:

- a water leak (that may create more damage if it's not dealt with).
- an electrical fault or power outage (that be a safety risk).
- a problem with a lock (your room is not secure).
- something that poses a threat to physical safety

You can call Richmond Security on the following number 24/7:  
**020 8332 8230 or 0771 505 1338**

### Repair response times

The maintenance team aim to deal with issues to the following timescale:

Emergency - Immediate response

Urgent - Respond within one working day

Normal Engineering Defects - Respond within three working days

Normal Building Defects - Respond within five working days

Low Priority - Respond within fifteen working days

Lifts - Respond next working day

## Catering

Dining facilities on the Richmond Hill Campus consist of the Dining Hall and the "Aspretto" coffee shop, serving a variety of light snacks and beverages. The dining hall has a second floor offers a large common room above the dining hall with a large screen TV some lounge seating. In the Taylor Library you can find Starbucks.

All students who choose to live in Main Building, Red House, Lower Cottage, Longley and Parkview are required to have the meal plan which includes 18 meals per week. There are no exceptions to this policy, thus, there are no circumstances when room and board fees can be separated. Students from either campus may eat in any of the dining facilities at either campus site. There are several options for using your meal allowances throughout the day, but the card can only be used one time per meal session: breakfast, lunch, (brunch at weekends) or dinner. At lunch and dinner main courses and are portion controlled but you may help yourself to side dishes, soup, salad, fruit and bread.

The food on your tray is for your consumption only and you may not share food. Once you passed through the check-out, you may not re-enter. Please note that abuse of this system may result in a charge.

AIFS US study abroad students are entitled to 10 meals Breakfast and Dinner, Monday to Friday at either campus. However, should you wish, you are welcome to dine at lunch or weekends for an additional charge.

All students living in University housing receive an ID card, which also records your meal allowance for each week. This card must be presented every time a meal is purchased from your meal allowance. **No Card, No Meal.** The card can only be used by the student it is issued to. If your ID

card is lost or stolen, please contact a member of the Security or Catering staff immediately for a replacement. The lost or missing card will be deactivated. Any other student found using the card will be charged for the meal.

Please be advised that there are **no take outs** permitted from the dining halls during any meal service, and if you leave the dining hall you may not re-enter. Please also note that all dishes, mugs, glasses and cutlery must remain in the dining hall. **If University tableware is found in or close to your room at the end of the term, you will be fined.**

The Dining Hall meal times are as follows:

Monday -	Breakfast	08:00 - 10:00
Friday	Lunch	11:45 - 14:00
	Dinner	17:00 - 19:45

Saturday	Brunch	11:30 - 14:00
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Sunday	Brunch	11:30 - 14:00
	Dinner	17:00 - 18: 45

Public Holiday "Bank Holidays" operate a Sunday service.

Aspretto Cafe	Starbucks (Taylor Library)
Mon-Fri 08:00-18:00	Mon-Fri 08:00-16:00

You can use you meal plan in the cafes at the following **times only**: 08:00-10:00, 11:30-14:30, 17:00-18:00  
See the lists in the cafes for valid items.

You can get advance notice of the Dining Hall dishes of the day by liking them on Facebook  
<https://www.facebook.com/BigMouthRichmond/>

Meal times may change to accommodate campus activities during the year and during study and exam days. Please check the notice boards outside the cafeterias for a weekly menu and any alterations to the schedule.

### Feedback

Catering welcome feedback. Love some dishes, bored with others – let them know. Want to have your own special dish for dinner? Send a recipe to the catering team at [catering-hill@richmond.ac.uk](mailto:catering-hill@richmond.ac.uk)

Also you can rate your experience at every meal but rating you meal using the push bottom system in the dining hall.

### Allergies and Special Diets

If you suffer from significant food allergies and food restrictions, always ask the catering team for information on the contents of dishes. If you go to the Catering section of Myrichmond you can download an **Allergy Notification Form**. Please complete this and sending it to the catering email above.

## Holidays and break periods

University residences **do not close** during the Fall/Spring break or over the long Easter weekend. We do close over the Winter break between the end of the Fall Semester and the start of the Spring Semester. Your housing contract does not cover the Christmas break, though you may leave your things in your room over this time if you are a year long student and not changing rooms. Should you require accommodation during this vacation period you will need to contact the ResLife Coordinator well ahead of time. Out of term accommodation is not guaranteed, and will incur additional fees.

## Common spaces:

### Common rooms

Common rooms are areas where students can socialise, relax, and watch TV or DVDs without disturbing the rest of the residents in the building. In the Main Building at the Richmond Hill campus, there is a games room with billiards, table tennis and a plasma screen TV with DVD playback. Common room equipment may be borrowed from Security. Parkview also contains a common room in the basement with sofas, TV and a basic kitchenette.

*In keeping with UK law, all enclosed areas are strictly NON-SMOKING, this includes the main building courtyard. ALCOHOL is strictly FORBIDDEN in common areas. Please note that due to the glass roof part of the common room – sound travels very easily to the rooms above; so please be particularly aware of this during quiet hours.*

## The Gym and the sports court

The main building gym is located in the basement. It is available to students 24 hours a day, 7 days a week. A key can be obtained from Security if you find the gym is locked. You may not play music in the gym once quiet hours have begun (11pm or earlier during Midterms and Exams).

A number of spare basketballs and footballs are kept at Security for use on the sports court. The sport court is closed and locked at 10pm. Please be aware of noise levels when using the court at all times of the day.

## The grounds/front lawn

We hope you make full use of the lawn and grounds, particularly during good weather; however please be aware that sound travels very easy across the main lawn into both the ground floor offices of the university and the front facing residences. With this in mind please be respectful of sound levels at all times, and particularly during quiet hours. Use of “boom boxes” and any disruptive audio equipment (including phones) may lead to a fine or confiscation of such equipment if used inappropriately.

## Where can I smoke?

Smoking (and vaping) is not permitted indoors anywhere on campus, or in the main building courtyard. You may smoke on the lawn, but we ask that you smoke 20 metres away from exits and entrances. This is (a) to minimise passive smoking for those entering and exiting the buildings, (b) to ensure that emergency fire escape routes remain clear and (c) to maintain a pleasant appearance of the entrances to visitors and guests. As a general rule of thumb, if you are standing on grass you should be ok. There are special smoking bins and benches close to the pathway between the Main Building and Red House for your use. Please note that the bench and pathway between Main Building and the Taylor Library is not 20m from an entrance – so you cannot smoke in that area.

**Loitering (standing or sitting) on the front steps of the Main Building (whether smoking or not) is prohibited (see above) and you may be fined for doing so.**

## Guests

\*Sadly due to Covid restriction **No Guests** are currently allowed in residential areas.

Under normal operations an overnight guest can be approved by your RD with appropriate **48 hour advanced notice** – please see the Community Standards section for full details.

## Getting around

### Public Transport

The campus is on the 371 bus route which will take you to Richmond town centre and train station. For further information on public transport options check the Transport for London website at [tfl.gov.uk](http://tfl.gov.uk)

### Parking & Cycle racks

There is no parking available for cars and motorcycles belonging to students. There is cycle parking at various locations on campus including sheltered racks behind Red House.

## Useful phone numbers

At the Richmond Hill Campus, all incoming calls are sent to a switchboard. In addition, the Security Office operates switchboard phones at both campus sites outside of normal office hours. All office numbers can be reached directly if you know the extension number, e.g., for:

Richmond Hill:	0208	332 8	+ extension
Kensington:	0207	368 8	+ extension

Richmond Security 020 8332 8230

Emergency Services (Police, Fire Brigade, Ambulance) 999 or 112

Local Police (non-emergency) 101

NHS (non-emergency) 111

Counter-terrorism hotline 0800 789 321

# Residence Hall Community Standards and Code of Conduct

## (The Rules)

Your choice to live within University housing brings with it exciting opportunities to meet new people and forge new friendships which will enhance your experience at Richmond. At the same time, your choice to live in this environment requires each individual to accept certain responsibilities. The following policies and guidelines are designed to create and maintain a safe and comfortable living and learning environment for all at Richmond. These policies and guidelines are designed for the benefit of everyone within a diverse and multi-cultural student atmosphere.

We hope students respond positively to the guidelines presented in this manual. We believe that they are reasonable policies which will promote an enjoyable living environment for as broad a population as possible.

Consistent with the University's Statement of Values and the Student Code of Conduct, individuals are expected to follow all University policies as well as uphold the standards of the residence hall community in addition to holding others accountable to those standards, which are non-negotiable.

Non-negotiable standards are those that are predetermined and not decided through community standards discussions, as they relate to issues of safety and security, protect individual health, and/or are mandated by a University policy and/or law. Violation of these standards constitutes a violation of University policy and the Student Code of Conduct. **Residential students are responsible for any person and activity that occurs in their room regardless of whether or not they are present. Residential students are required to abide by all Residence Hall Community Standards as well as the Student Code of Conduct.**

The full [\*Student Code of Conduct\*](#) can be found on the website in the following sections:

- Home/Policies/University Policies/Other Policies.
- Home/Student Life /Accommodation /Living on-campus.

## Guests/visitation

In order to protect the rights of each resident to privacy, sleep, academic success and all other personal needs, the rights of a roommate take precedence over any guest visits. Overnight guests must have the permission of the host's roommate. Guests are defined as students who do not reside in the same room or flat as their host, students who reside off campus, and non-student visitors to campus who will be staying between the hours of midnight and 8:00am. Residents must inform their **RD** of their guest's name, and duration of stay a **minimum of 48 hours in advance** via email. Upon arrival, the guest must be signed in with Security, and sign out at the end of their stay. Each resident can have guests stay for up to a maximum of seven nights in each term. All guests should be prepared to show their identification cards to the Residence Life and Security staff. Only one guest is allowed per night in any one room. **At particularly busy periods such as first week of each semester and exam/midterm periods no overnight guest will be permitted under any circumstances.** During the mid-semester break, the University reserves the rights to limit the number of guests staying on campus. Residents may host guests of either sex but must ensure that, if they host a guest of the opposite sex, the guest uses bathroom and toilet facilities in the appropriate area of the building.

The University will hold the host student responsible for the behaviour of guests at all times. Residential students are responsible for any person and activity that occurs in their room regardless

of whether or not the resident is present. Any poor behaviour by guests may result in sanctions against the host student.

PLEASE NOTE THAT AIFS POLICY STATES THAT AIFS STUDENTS ARE NOT ALLOWED TO HAVE OVERNIGHT GUESTS IN THE RESIDENCE HALLS. THE POLICY BELOW APPLIES TO DIRECT-ENROL VISITORS, RICHMOND UNIVERSITY FULL-TIME DEGREE SEEKING STUDENTS AND RICHMOND UNIVERSITY POSTGRADUATE STUDENTS. AIFS STUDENTS MAY NOT HAVE GUESTS STAY OVERNIGHT, BETWEEN THE HOURS OF MIDNIGHT AND 8AM, AT ANY POINT DURING THEIR TIME AT RICHMOND UNIVERSITY.

### **Babysitting & under-18 guests**

Babysitting in the residence halls is not permitted. Visits by minors are prohibited for insurance reasons. All guests must be at least 18 years of age. Student hosts are responsible for the behaviour of their visitors. In order to ensure that all individuals within a building are welcome, guests must be escorted by their host(s) at all times.

### **Smoking/vaping**

Smoking is not permitted in any areas of the University; this applies to all dormitory rooms, corridors and the common rooms. As of 1 July 2007, British Law requires that smoking is NOT permitted in any enclosed, public space. The University complies with this legislation. **Students found smoking indoors will be fined £500.** There are no warnings given in these cases. Please note it is also considered a fire code violation to tamper with fire safety equipment (for example, covering smoke detectors). Smoking is also not permitted outside **within 20 metres outside of any University building.** Students caught smoking outdoors within 20 metres of a University building will receive a warning for the first offense; a second offense of this will result in a £500 fine. Please note that fines received for a fire code violation cannot be appealed. Alternate sanctions are not available.

### **Alcohol**

The legal drinking age for alcohol in the UK is 18. Students of this age are allowed to drink on this basis. However, the University does not condone excessive alcohol use. Alcohol is not allowed in common areas such as corridors and common rooms. Students may drink in moderation in their own rooms in such a way that does not adversely affect others. Alcohol must be transported to student rooms in closed, sealed containers.

### **Controlled drugs**

The University enforces a strict drug policy in conjunction with UK Law (jurisdiction of England & Wales) which prohibits both the recreational use and supply of any illegal drugs ranging from cannabis to harder substances such as cocaine and heroin. Richmond will not tolerate the use of any such substances on its premises. Richmond's drug policy, including sanctioning, is outlined in greater detail in the Richmond Student Code of Conduct. Residence Life staff and Security will respond to any indication of use or possession of illegal substances and **are authorised to carry out room searches where such activity is suspected.** Students who are present in the immediate environs where such materials are used or found, may also be presumed to be in possession and may be charged with possession of those materials, but may rebut the presumption by clear evidence. The presumption of possession is highest when drugs are found in a student's room, even if the room is shared with roommate.

**International students are strongly advised to review the legality of any medication they may be using. They may be able to apply for a personal licence from the Home Office.**



## Misuse of recreational equipment

The inappropriate use of recreational and other equipment that creates a health or safety hazard is prohibited. This includes, but is not limited to, residence hall use of skateboards, roller blades, Frisbees, bicycles, balls, and similar items more appropriate to outdoor use.

## Cleanliness, safety, health & welfare

Students must keep their rooms in a reasonably clean and safe fashion and shall report any need for service and repair on any condition injurious or potentially injurious to their health, safety or welfare to the Residence Hall Director. Residents who fail to maintain their rooms in a reasonably safe and clean condition will be in violation of the policy.

## Privacy policy

The University, respecting the right to privacy for students residing in its residences will not enter student rooms without prior permission, except in the following situations:

- For maintenance, inventory and housekeeping staff to carry out required scheduled work
- Upon suspicion of illegal activities
- Violations of the Student Code of Conduct and Residential Code
- Whenever the health or welfare of a student is in jeopardy

## Noise policy

Noise in University Halls of Residence should be kept to a **reasonable level at all times**. No noise should be audible outside of your bedroom between 11pm and 8am. A first offense noise violation will result in a warning a second offense will lead to a **£50 fine**. Subsequent violations will result in additional fines and may ultimately result in loss of housing. Unreasonable noise levels at any time of day will not be tolerated and can also result in fines or loss of privileges.

## Parties and gatherings

Parties are not permitted in University residences. Student groups and individuals may book classrooms and common rooms through room bookings form online at <http://web.richmond.ac.uk/events/> Parties and gatherings involving alcohol require the written approval of the VP Student Affairs.

## Disorderly conduct

Acts against public order and decency including, but not limited to, criminal mischief, trespassing, fighting, unreasonable noise, public intoxication resulting from the use of alcohol or controlled substances, lewd or indecent conduct, a breach of the peace, or aiding, abetting, and/or procuring another to do the same, and all other acts of disruption or disturbance is also a violation of this section.

## Personal harassment

Any behaviour that is unwelcome or makes the recipient of such behaviour feel uncomfortable may be regarded as personal harassment. Personal harassment may be difficult to define, as some behaviour may not be intended to cause offence or discomfort to another. Students are encouraged to communicate with one another if they are feeling uncomfortable, and students are always encouraged to contact the Residence Life Coordinator, or any member of Residence Life with any complaints or issues in such cases.

## **Television licence**

In the UK, commercial free public broadcasting (the BBC) is funded through TV owners paying an annual licence fee. All students who live in University residences and are in possession of a television set, whether purchased or rented, are required to obtain a TV licence (£157.50). A TV licence is also required if you watch the BBC online via the BBC iPlayer. Students are not covered by the University's licence. If you are caught without a licence, you can be taken to court and fined up to £1,000. Licences are available from the internet at: [tvlicencing.co.uk](http://tvlicencing.co.uk)

## **Solicitation/Commercial use in the Residence Halls**

Solicitation, including for research purposes, is strictly prohibited. The Residence Life and Housing Office believes that the residence halls should be a place where students may sleep, study, socialise, and succeed as students in an environment free from distractions. To that end, we view the residence halls as our students' home rather than another academic or public building on campus. Therefore, solicitation of any kind is strictly prohibited. Any violations of this directive will result in formal judicial charges. Requests to distribute items in the residence halls are to be made with the Residence Life Coordinator. University housing addresses shall not be used for commercial business or enterprise. Post delivered to the university should be personal mail only.

## **Unauthorised room switch / sub-letting**

You may not switch rooms without authorisation from Residence Life Coordinator. Sub-letting is not allowed. Your room agreement is personal to you and cannot be assigned or transferred. You are not entitled to allow anyone else to live in the accommodation. For the avoidance of doubt, this also means that you may not allow your room to be sub-let during any period when you are absent from the University.

## **Multiple/repeated residence hall community standards violations:**

Multiple or repeated violations of the Residence Hall community standards constitute a violation of the Student Code of Conduct.

## **Negotiable standards**

In order to develop a productive, safe and enjoyable community for all, resident students will have the opportunity and responsibility to decide some of their living unit standards and expectations. Community standards discussions will take place throughout the first six weeks of the semester. All living units should recognize that a community standard does not exist if any member of the unit has been intentionally excluded from the decision-making process, or their opinions are not taken into consideration. Community agreements will be drafted, revised and renegotiated as the need arises.

These negotiable standards are as follows:

- Floor/Wing Meetings- Residents will determine attendance expectations, how frequently they should occur, and who can call a meeting.
- Community Projects/Floor Activities- Residents will address community projects and the personalization of public areas.
- Lounge/Common Area- Residents will discuss the expectations regarding use of areas such as bathrooms and kitchens. Guests of the opposite sex on single sex floors may not use restrooms other than the designated restroom in the building until the living unit has established such guidelines through a community standards discussion.
- Conflict Resolution- Residents will develop a standard by which to resolve conflicts on the floor when negotiated community standards are violated. Residents have a responsibility to be open, honest and respectful with one another.

- Cleanliness- Residents will establish a standard for the public areas such as the bathroom and hallway, within reason.
- Other Topics Deemed Necessary by the Floor/Living Unit- Residents are encouraged to have a community standard discussion regarding issues felt to be important to the well-being of residents. Standards may be developed as needed provided they are not in conflict with University policy, the Code of Conduct, and the law.

# You and your room

## Room decoration

Wall surfaces can be damaged when hanging posters with 'blue-tac'. All damages costs will be charged to you. You are advised to hang any posters and decorations on the notice-boards provided or use low adhesive tape such as white tac or pins to minimise damage. If in doubt ask your RA or RD what is best suited for the walls of your residence. We also ask you not to put stickers on your door or affix anything permanently

Residents are not permitted to:

- paint their rooms
- erect any structure or device which fundamentally alters the design of the room
- hang anything that requires drilling into the wall surfaces
- use 'lofted' beds

Extra cleaning or damage will be charged against your security deposit.

## Cooking appliances

All students who live in catered University housing receive an 18 meal/week board plan. Meals are provided throughout the semester and consequently the University does not provide facilities for personal catering. For health and safety reasons cooking is not permitted in student rooms. Cooking appliances with exposed coils pose a serious safety issue and are therefore not allowed in student rooms. Such appliances – including hot plates and toasters will be removed. Acceptable appliances include microwaves (for re-heating food), small refrigerators and kettles. If you have questions about this, please contact a member of the Residence Life staff.

## Pets and animals

The University does not permit residents to keep pets or animals in University residences. Cold water goldfish are permitted in small tanks (less than 1 and a half feet in width).

## Prohibited Items

The following items present health or safety concerns and are, therefore, prohibited in residence halls and/or student rooms: (a) scuba tanks; (b) bicycles (racks are provided outside most residence halls); (c) pets of any kind (except for fish in a 5 gallon (or smaller) tank); (d) items which may be fire or safety hazards which include, but are not limited to, open flames (candles, incense, potpourri burners, hookahs, etc.), sun lamps, halogen lamps, space heaters, toasters, toaster ovens, and appliances with exposed elements (\*fire code violation fines apply here);(e) motorcycles may not be brought into the residence halls and must be parked in appropriate parking lots; (f) empty alcohol bottles and/or cans; (g) any bed, including water beds, loft beds, other than the University issued bed unless written approval is received from the Residence Life Coordinator; (h) University furniture from lounges, study rooms, etc., in student rooms; (i) attaching, even temporarily, equipment or any items to the residence hall including window ledges; (j) any other item that a University student should reasonably know should not be stored in or brought into the residence hall.

\*Note: Personal items involved in violations of University regulations may result in being confiscated if it is determined through good faith to be in the University's interest to do so. Illegal items will be destroyed or turned over to the police, whichever is appropriate. Personal items not illegal if confiscated (such as stereos) may be stored with Security upon space availability and their permission. Personal items may be reclaimed by the owner upon check-out and removed off campus at the end of the term. Fines will also be incurred.

## Weapons

Weapons of any kind may not be kept in University residences. This includes such items as guns, bows and arrows, hunting knives, and ammunition. Laser pens used to highlight words for overhead projectors would also be considered a weapon when not used for their intended purpose. Any item which is intended to be used as a weapon or has been modified or adapted so that it can be used as a weapon is in violation of University residence policy.

## Standardisation of Fines

Offenses are split into three categories: minor, intermediate, and severe. The fines for each will be: minor (£50), significant (£100), and major (£500). Persistent issues increase the severity of the offence.

Offence	Minor	Significant	Major
Noise violation	X		
Littering	X		
Accessing roofs		X	
Smoking in room or in restricted areas			X
Tampering with fire equipment and notices			X
Failure to evacuate			X
Using prohibited cooking equipment in rooms			X
Babysitting	X		
Unacceptable living conditions (i.e. extremely dirty room)	X		
Keeping a prohibited pet or animal	X		

\*All fire code violations will result in an immediate £500 fine. More information about the fire code and fire safety can be found in this manual and in the Student Code of Conduct.

\*\*This is by no means an exhaustive list of offences, and sanctions for any unlisted offence will be treated on a case by case basis at the discretion of the Residence Life Coordinator.

# Your safety & security

The Richmond Hill campus offers 24-hour security in the Main Building and a patrol of area satellite residences. All University buildings include extensive 24-hour CCTV.

Campus security is currently managed by the Sodexo Group.  
Security Supervisor at Richmond is Nasir Alfrez.  
Security Supervisor at Kensington is Calin Grozavu.

Please wear your security IDs on campus, you will need them to access most doors and some facilities, they are visual indicators that you are student and have a right to be on campus. All visitors and contractors are issued with IDs. If you see anyone on campus without ID or acting suspiciously, contact a security officer immediately at the front desk. For all out of office emergencies please call the Security Office on **0208 332 8 230**.

A large number of people live and work in our residence halls. The right to feel secure and comfortable in our living environment is a shared responsibility between us all. The university provides facilities and services designed to maximize the comfort of residents and staff and relies upon us to participate in this objective. The following are some reminders of what we can do to make Richmond a safe and secure place to live.

## **First Aid**

There is a first aid point at the main reception area in the Main Building (Richmond Hill). All Security and Residence Life staff (RA, RD, ResLife Coordinator) are First Aid trained. They can assist you with an emergency or provide alternative resources for you to use.

## **Personal security**

Get to know the names and faces of the people who live in your residence hall. Regular friends who visit neighbours will soon become familiar, but, don't be afraid to report someone you see who does not live there and who is unfamiliar to you. This is especially true in satellite residences. Also be cautious about who you give your address to or invite home with you. Do you want to wake up to find someone in the hall who just happens to have met a resident in a cafe or pub and come home to chat? Who are they? Who knows anything about them? Play your part and keep your residence safe for all who live there. As a rule do not invite anyone to visit who you would not feel comfortable inviting to your own family home or private residence. Residence halls can often 'feel' anonymous... but they are our homes.

## **Keys and key cards**

The University gives you a key or key card to access your room and /or residential area. We only give that key or card to you. You can control who has access to your room by not passing on your key or card to anyone else. The key or card is only good if you actually shut and lock your door. In smaller residences and certain corridors there is also a front door. In these instances all of you share a common space and control who has access. The University can monitor access and look out for problems, but, your security and safety starts with YOU.

If you lose your key we will issue you a new key and/or change your lock (£80.00) and charge you for it. If you do not return your key at the end of the semester we will also charge you for a new lock.

If you lock yourself out of your room Security in the Main Building at the Hill Campus can provide you with a security spare to get back in.

## **CCTV cameras**

Please be advised that most common areas of residential buildings (including satellite buildings) are monitored by CCTV 24 hours a day. This is for your safety and security. Please report unfamiliar faces, odd or suspicious behaviour, etc. to the security office in the main building.

## **All your worldly goods**

Most of us have personal possessions that we treasure and enjoy or worked hard to buy. We would hate to lose them or have them damaged, yet, we will leave them lying around in unlocked rooms for anyone to pick up or 'borrow'. We also forget to put our money in the bank or building society and carry it around or leave it out in unlocked rooms. We leave the front door of our residence open for a friend to come in and forget that other residents may have forgotten to lock their doors or may have dropped by a friend's room and thought they would not be gone for long.

Think safe and protect your belongings. Lock doors and windows when you leave your room/residence. Put valuable items out of sight and store them safely in your personal safe. The university takes no responsibility for personal items left in rooms. **We strongly advise that you take out your own student contents insurance** to cover any items of significant value that you wish to bring into residences.

## **Safes**

The University has installed personal safes for each resident of the Main Building, Longley, Red House, Parkview and Montford. Your safe should be open when you enter your new room. Please follow the instructions carefully and ask your RA/RD for help if you need it. Make photocopies of important documents. When you vacate your room at the end of the semester you should ensure that your safe is empty and the door left **unlocked**.

## **Identification Cards**

All University staff, faculty, students and affiliates should carry identification at all times. This will allow all community members to easily identify outsiders and will cut down on tailgating into limited access buildings which has been a growing problem over the last several years.

In buildings where security is staffed 24 hours (Main Building and Atlantic House), the officer on duty will enforce this policy by questioning people without identification and following procedures for checking in visitors which includes issuing visitor cards to be worn for the duration of the campus visit. When the guard on duty is unavailable, University staff, faculty, students and affiliates can enter the Main Building or Atlantic House using their ID cards. Others will have to wait until the guard returns.

All buildings where security is not staffed will only be accessible to University staff, faculty, students and affiliates through secured entry (either by key card or key pad). If you are expecting a visitor at one of these buildings, you will need to meet your guest at the entry and follow procedures for signing your guest in.

Your ID card is issued to you during orientation. This card must be worn as detailed above. Additional uses include access to library materials, official letters, student mail and transcript distribution and student body elections as well as access to the dining hall for those students living in residences. The replacement cost for an ID is £20.00. **If your card is lost or stolen, contact Security immediately.**

## Safety in London and Travelling Abroad

While it is impossible to fully guarantee safety anywhere in the world, our top priority has always been the safety of our students and we take a very comprehensive approach to minimizing risk. We will continue to take every precaution possible to ensure the wellbeing of our students. We work very closely with local authorities and follow UK government advice and notifications closely to ensure we have the latest information about the UK and countries around the world which are on the radar for security concerns. We strongly advise practising smart travel tips and safety / awareness at all times both in London and during your travels. Please also leave extra time for your travels as security at all airports/train terminals may be heightened and may take longer for you to get through.

We would like to ask that you keep close contact with me and your Residence Life team, especially if you are travelling; please let us know when and where you will be travelling if you can. You can do this by Facebook messaging or emailing me and your RAs & RDs. In addition to this, please ensure we have your most up to date contact information including your mobile phone number. In addition to this, please see the following reminders of the simple things you can do to be vigilant in the face of terrorist activity anywhere in the world, but particularly Europe:

If you are planning to travel outside of the UK, please check the Foreign Office travel alerts at <https://www.gov.uk/foreign-travel-advice> and enrol in travel advisories if offered through your local consulate. If you are a US citizen we suggest you register on the STEP (Smart Traveller Enrolment Program) at <https://step.state.gov/step/>. This allows you to register with a local embassy before you travel to that place. If a problem breaks out, your embassy will be able to assist you more easily. There are similar programs operating for other nationalities too. Please check with your UK Embassy or High Commission for more information.

It is good practice to alert us of your travel plans BEFORE you leave London at the weekend.

If you are staying in the UK, please remember that London is a capital city and as such has its own set of hazards to contend with. Being alert, taking simple precautions and making sensible decisions are your best ways to stay safe.

Plan, think and react:

- Avoid travelling alone, but if you have to, tell a friend where you are going and when you'll be back.
- Avoid crowds, particular demonstrations or gatherings in public areas.
- Be alert to your surroundings – if something seems odd, it likely is – leave, re-group and get to a safe place.
- Avoid travelling with headphones and/or using your phone – this dulls your attention to what is happening around you.
- If an incident occurs while you are travelling and you feel you need urgent advice, contact the nearest Consulate or Embassy. You can get details from the Student Affairs staff before you depart for your trip.
- In the event of any terrorist activity or other crisis in London or anywhere you may be travelling, please contact any friends or family who may be concerned to reassure them of your safety. Also, please contact your Visiting Programmes and Student Affairs staff to let them know your whereabouts and for advice on how to proceed.
- Report suspicious or unusual activity to the police (999), Student Affairs staff, and/or Security on campus 020 8332 8230.
- Talk to friends, staff and faculty about how you are feeling. It's ok to feel unsettled, but it's important to take action and minimise risk.

Rest assured that we will do all we can to ensure your safety and offer you the support you need to have a fulfilling and enjoyable time studying in London.

Please don't hesitate to come and see any of us in Student Affairs if you would like advice or to talk through your travel plans – you know we are here for all of you, and are more than happy to help - we care very much about each and every one of you!

## Fire safety

Fires can start very easily and spread rapidly. The greatest danger in buildings of this construction is not from flames but from smoke and heat. Therefore, fire doors in corridors **MUST** be kept closed at all times. All of our buildings meet fire regulations although the facilities available in each will vary depending on its size and design. All satellite residences have fire alarms and fire extinguishers and required entry and exit points. Residence Life and Security staff complete a fire safety training programme every year. Please take seriously any instructions or directions from them - they know what they are talking about.

***If you smoke, you MUST smoke outside of university buildings, at least 20m away from the buildings.***

Do not take any chances with fire; even a small one can get out of control. If you are in a room where a fire starts, leave and close the door to confine the blaze to that room as long as possible. Do not lock the door. If the fire cannot be extinguished with available equipment, activate the nearest fire alarm and report the fire immediately to Security.

Know the location of all fire exits, fire alarms, and fire extinguishers in your corridor or residence.

### Fire safety equipment

Fire in a student residence can be tragic as well as costly for the residents and the University. Residence Life staff have been directed to strictly enforce all policies pertaining to fire safety. Residents' co-operation is expected.

Fire alarm systems, smoke detectors, fire extinguishers and exit signs located in residences are required by law and are for the protection of all residents. Become acquainted with the location of fire extinguishers and alarms. The University will not tolerate, under any circumstances, the inappropriate use of fire safety equipment.



**Any person triggering a false alarm or removing any parts of the fire alarm system, fire extinguishers, or exit signs, or starting a fire in any part of the residence, is subject to eviction from University housing, possible civil action, as well as further disciplinary action.**

Please cooperate with University staff during a fire evacuation. Failure to evacuate the building or comply with rules and regulations is a serious violation of University regulations.

### Fire Hazards

For your safety and the safety of others, do not decorate/furnish your room with highly combustible materials such as cloth, flags, netting or natural vegetation of a combustible nature.



**Candles (lit or unlit), lanterns, incense, and other open flames** of any type are not permitted in any of our buildings.

In addition, the use and storage of flammable materials and explosives (including firecrackers and fireworks) is prohibited in University residences.

Residents are required to remove any decorations or furnishings deemed a fire hazard by Residence Life, Security or Property Services staff. Failure to comply with fire regulations will result in University discipline (£500 fine) and / or civil action.

## **Fire alarm**

You must evacuate the building immediately if the fire alarm sounds. Failure to do so will result in an immediate fine of £500.

## **Fire alarm tests**

The fire alarms in University residences are tested on a periodic basis. Under these circumstances you are not required to evacuate the building. Building occupants will be notified when the alarm is a test.

## **Fire evacuation procedures**

Whenever the fire alarm sounds, it is the duty of each individual to vacate the residence in a calm and orderly manner. Fire exits are located on each floor and allow for a safe exit. Fire alarms are activated in serious situations and are not to be ignored by anyone under any circumstance. Your cooperation in following the procedures and standards listed below may be important in saving your life and the lives of other residents if a fire or similar disaster should occur. It is the responsibility of every resident to be familiar with these procedures and standards and to observe them fully when the alarm sounds.



1. Leave your room and close the door
2. Go to the nearest exit
3. Walk swiftly
4. **DO NOT RUN OR PUSH**
5. Assemble outside the residence at a safe distance from the building, never on roads or the University driveway
6. Keep out of the path of emergency vehicles
7. Do not return to the residence until notified that it's been declared safe

**Horseplay will not be tolerated at the time of an evacuation. Persons refusing to leave the residence during a fire alarm will be subject to University disciplinary action AND FINE OF £500.**

## **Fire alarm assembly points**

Main building (including George House and Hogarth), Longley, Red House and the Lower Cottage should all assemble on the **front lawn** (behind the rose bushes) **in front of Main Building**. Parkview and Montford House residents should assemble in the **Montford car park** at the rear of Montford House.

## **Keep Safe**

- Know where your closest fire exits are
- Evacuate quickly by the nearest exit when an alarm sounds
- Always put cigarettes out safely when outside in designated smoking areas

- Do not use candles, incense or anything in your room with a flame or which smoulders
- Do not prop open fire doors in the corridors - they are there to stop the smoke getting to YOU
- Don't leave luggage or rubbish in front of fire doors/exits
- Don't plug too many appliances into one electrical socket
- Don't use electrical appliances brought from outside the UK without checking that they operate on the same voltage as the UK
- Never tamper with or obstruct smoke detectors or misuse fire equipment.
- Don't play with fire...accidents do happen...

## **Entrances and exits**

Please use the main building entrances and exits to come and go. People found using any entry or exit point to or from a residence other than the designated door will be treated as intruders and the police will be called---this includes windows, fire escapes, and maintenance/delivery entrances. Residents using this as a method of avoiding restrictions on entry to a residence will be asked to leave University housing and may face further disciplinary action.

## **Windows**

Please do not throw anything out of your window or store things on your window sill. Litter is a serious issue that detracts from the quality of our environment. We have also had some potentially serious damage to people and property caused by things being thrown or accidentally dropped from windows.

Please also do not sit on any window ledge with your legs out of the window. This is a serious safety concern. Any students found sitting on their window ledge in this manner will be fined **£100**.

## **Snow, ice, leaf fall and adverse weather conditions**

The University through the maintenance and security staff teams shall take reasonable steps to ensure that designated entrances, paths, steps, roadways and parking areas in University premises are kept reasonably clear so as to minimise the risk of trips and falls during periods of leaf shedding, cold and frosty weather or snow. Clearance of ice and snow will be treated as urgent priority but this may be impacted by the ability of Estates staff to reach campus. (See Estates Department Snow and Ice Clearance Policy). Students, staff and visitors have a responsibility for their own safety whilst moving around the estate and should take extra care during periods of adverse weather and leaf fall.

## **Pest control**

University buildings and grounds are subject to regular pest control treatment services. Please report any pest sightings via a maintenance request form on the student portal. Calls regarding pests will be given a high priority rating with a response from Estates within 12 hours.

## **Roofs and balconies**

Residents are not allowed on the roof or balcony of any residence under any circumstances in the interest of student safety. Some rooms on campus have balconies, but please note that students are not allowed to access any balcony in the building. Inappropriate use of windows or balconies and roofs will result in a **£100 fine**.

## **Damages**

The University invests a lot of time in maintaining and improving the condition and appearance of its residences while understanding that communal living spaces are naturally more prone to "wear and tear" over a period of time. We all play our part in this process. Reasonable effort should be made

to keep all public areas and student rooms neat and tidy. Garbage cans / litter bins are provided in and around all residences and it takes no extra time to use them properly. Residential common rooms are particularly likely to suffer from excess litter.

Damage to University property is taken very seriously. In recent semesters damage has occurred in bathrooms and shower rooms and on corridor walls. Disciplinary measures will be taken against those found to be responsible. The University reserves the right to charge students for collective damage where responsibility cannot be attached to any particular individual(s). Again, a good faith determination by staff concerning the assessment of individual or collective damages shall be conclusive.

# Registering for housing next semester

Every semester there is a designated PRIORITY HOUSING REGISTRATION period. It is usually a four or five day period that goes live just before midterm assessments.

## **In the fall**

If you enter university housing in the fall (unless you are visiting for a single semester) you entered into a two-semester housing contract (fall and spring). Priority registration gives you the chance to apply to live in a different room (at either campus) if there is space and you meet the selection criteria. If you do not submit a form, we will assume you are happy in your current location. Please note that if you move rooms you will be required to move out completely at the end of the current semester, and move in to your new room at the start of the new semester (returning student date); however we can provide you with a list of storage companies if you wish to store your things locally at your own cost.

## **In the spring**

Priority registration in the spring semester is for housing the following academic year. Please be aware that at the Richmond campus we only hold a limited number of beds for non-freshman students (those in their 2<sup>nd</sup>, 3<sup>rd</sup> or final degree years). It is thus vital to **apply early** as housing is done on a first come, first serve basis. To be sure of obtaining a space in University housing for the next semester you **MUST** submit a request during this period. Late application may not be successful, and even in you are, you will have to pay a **£150 late process fee**.

## **Housing contracts and payment**

When you initially applied for university housing you will have paid a £350/\$500 housing deposit. This deposit is non-refundable if you cancel your housing more than 14 days after you are initially offered housing, but will be returned to you when you move off campus. As part of the housing application process you are asked to read and agree to the terms of the housing contract. The University will enforce it at all times. There is a fee payment deadline for each semester. You must pay your fees by this deadline; otherwise the University reserves the right to cancel your housing.

## **Can I cancel my housing?**

If you joined us in the fall semester (and are not a semester student, or taking part in a study abroad opportunity) you have entered into a year (two semester) agreement to live in University housing. Withdrawing from housing will cause the loss of your housing deposit and you may need to appeal to the Finance committee to not incur further charges. It may be possible to change room if there is availability and you have good grounds to move. Only written communication with the University will be accepted for withdrawals.

**Protect your interests. Do not commit to any other housing option if you have already committed to University accommodation.**

## **What if I need to withdraw from my classes?**

Please be advised that if you fall below full time status (9 credit hours) you will no longer be eligible for University housing.

Housing on campus is only available to full time students (students taking 9 academic credits or more).

When a resident's academic credits fall below full time study at any point during the semester the resident will be required to leave the residence hall immediately and will forfeit any housing fee already paid.

Decisions requiring a good faith determination regarding the timing on when a student is to vacate early are made by the Residence Life Coordinator in consultation with senior Student Affairs staff. This may include consultation with the resident's family members in making arrangements to vacate the residence hall.

In all instances, the resident must produce evidence of plans to vacate and continue to fully comply with the Student Conduct Code.

## How to protect your housing deposit

### **Check your room when you move in**

Students will be charged for room damages so it's important that when you move in to make an assessment of any existing damage in the room that you might get blamed for. We strongly advise you to take (timed/dated) photographs of any significant damage that you think we may be unaware of, and email it to the Residence Life Coordinator in the first two weeks of moving in. We understand that student rooms will take reasonable wear and tear during the semester/year.

## Moving out

### **Getting ready to leave your room**

When you leave your room you should make sure that it is clean, empty and that your safe is left open. Hopefully the room and its furniture will not have been damaged in any way from your stay. If you feel your room might have been damaged by you and/or your roommate, this is a good time to sort out between you who is going to pay for any damage you are aware of in your room. If damages were there before you arrived, ideally you will have noted them down in a room inventory sheet that you had the opportunity to fill in when you first arrived. If you did not fill this in when you moved in, you are liable for the damage. If you live in a satellite residence check the public areas and ask the Resident Director about collective charges for damage to the common areas. For example, cigarette burns near phones or items lost from kitchens, often result in charges to residents in the area of the phone or the whole residence.

### **Vacating the residence halls**

Residents must properly check out of their residence hall assignment within 24 hours after withdrawing from the University or by 12:00 midday on the date residences close at the end of the spring semester or 9:00am for summer sessions. Those found to have stayed past the move-out date (or agreed move-out date) without obtaining agreement from the Residence Life Coordinator will be subject to a fine of £100 per day for improper check-out. The university retains the right to enter student rooms and move belongings out in cases of improper check-out. This will also incur an additional charge of £95 per person for removal (excess cleaning). Please note that residents will not be able to stay beyond the close date after the fall semester without permission.

## **Check out procedures**

The final room inspection is carried out when you have vacated your room. All damages identified in the final room inspection are double-checked before being assessed for the cost of repair/replacement. In satellite residences the final room inspection is carried out in the presence of the landlord or their agent. Students will be emailed the damages the University believes occurred whilst they were staying in the room

## **On departure**

It is very important that on departure you leave your room in a clean and tidy state. The standard is that you must leave your room as clean as you found it. You are responsible for removing all posters (white tac and cello tape) from your walls. If you do not remove them, you will not know if you have damaged the walls or not. Housekeeping staff do not always have the time to ensure all posters are removed carefully if you have not taken responsibility for taking them down yourself. An untidy room risks a charge for extra cleaning. Your housekeeper will place a rubbish bag outside your door during the last week of term. Use it and leave your room tidy. Any items left in your room will be thrown away or donated to charity. Your room should be left in the same state you found it. Please ensure that you leave your safe unlocked when you leave as failure to do so will result in a charge.

## **How do I know if I have been charged for any damages?**

Charges will be processed after your departure. The damage charge will be added to your student account and you will be informed of this through University e-mail. The next time you pay fees you will have to pay for any charges against your Security Deposit so that it remains at the full amount. Be aware that you may be charged for collective damages, especially if you live in a satellite residence. If you wish to contest fines imposed on you, you must do so in writing within 14 days of the e-mail sent to you.

## **When do I get my housing deposit back?**

When you leave Richmond for good your housing deposit, minus any charges, will be forwarded to your billing address 8-10 weeks after the end of term.

If you move off-campus you can request your security deposit in writing to [finance@richmond.ac.uk](mailto:finance@richmond.ac.uk). Once the University has ascertained that you do not owe any outstanding fees, charges or damages the deposit will be returned to the fee payer.

Questions about refunds should be addressed to the Finance department. Any questions about charges should be addressed to the department who processed the deduction.

## **Special notes and advice**

A very high percentage of damage occurs during move out. Leave enough time for packing and cleaning up. Housekeeping reports that rooms which are untidy during term time and difficult to clean often have a higher rate of damage at the end of term. Whether you get your security deposit back in full or not is up to you.

## What does damage cost?

Many students do not distinguish between 'wear and tear' and 'damage'. Wear and tear is any change in the condition of your room which is to be expected as a normal result of occupancy. Damage arises from intentional or unintentional usage or acts that affect the fabric of your room or the fixtures and fittings resulting in a need for repair or replacement when we would not normally have expected to carry out such work at that time. For example, burns of any sort are always 'damage'. Graffiti is 'damage'. Marks on walls caused by tape or any other kind of adhesive is 'damage'. Stains on carpets are 'damage'. All items in your room which are damaged will be replaced with new items.

To give you some idea of the cost of damage here is a list of some 'average' charges imposed:

Excessive Cleaning	£95
Removal of Fridge/ TV	£50
Re-glaze window (standard size)	£120
Evidence of Fire Code Violation	£500
Replace Desk	£125
Carpet Cleaning	£120
Carpet Replacement	£425 per room
Blinds/ Curtains Replacement	£200 per set
Door Number Replacement	£20
Study Lamp Replacement	£40
Bed Linen Replacement	£80
Removal of Blue Tac or similar	£95 per wall
Redecoration of Wall	£125
Redecoration of Door/Frame	£75
Redecoration of complete room	£475
Repair/replace electrical socket	£125
Replace Bed	£160
Replace Wardrobe	£270
Replace Chair	£85
Replace chest/dresser	£95
Replace notice board	£60
Replace Mirror	£45
Replace Mattress	£95
Replace handles for furniture/windows	£20
Replace door hinges	£125
Failure to check out	£100
Lost Keys	£85
Lost Mailbox Key	£25
Locked Safe	£100 (max)
Overstaying without permission	£100 per night

**Remember: we want you to have the best possible experience, if you live by what's suggested in this handbook the coming year will be trouble free and productive. All the best for the academic year!**

# Living in Richmond

## Groceries

<b>Tesco Metro</b>  Supermarket chain offering food and household products, both economy and luxury Mon-Sat: 06:00-24:00 Sun: 11:00-17:00	29 George Street, Richmond TW9 1HY
<b>Sainsburys</b>  Similar service as that provided by Tesco but with a larger range of products Mon-Sat: 08:00-22:00 Sun: 10:00 - 16:00	Lower Richmond Road Richmond TW9 4LT
<b>Waitrose</b>  Good for fresh fruit and veg and luxury items but a little more expensive as a result. Mon-Thurs + Sat: 08:00 - 22:00 Fri: 08:00 - 21:00 Sun: 11:00 - 17:00	4-10 Sheen Road Richmond TW9 1AE
<b>Whole Food Market</b>  Popular US chain focusing on organic produce. Mon-Sat: 08:00 - 21:00 Sun: 11:00-17:00	1-3 George Street Richmond TW9 1AB

## Post Offices

<b>George Street WH Smith's</b>  Mon-Sat: 09:00 - 17:30 Sun: 11:00-15:00	16-17 George Street Richmond Surrey TW9 1JS
<b>Sheen Road</b>  Mon-Fri: 09:00 - 17:30 Sat: 9:00-13:00	90 Sheen Road Richmond Surrey TW9 1UF



## Banks

<p><b>Barclays</b></p> <p>Mon-Tue + Thu-Fr: 09:00 – 17:00 Wed: 10:00 – 17:00 Sat: 10:00 – 16:00</p>	<p>8 George Street Richmond TW9 1JU</p>
<p><b>NatWest</b></p> <p>Mon-Tue + Thu-Fr: 09:00 – 17:00 Wed: 10:00 – 17:00 Sat: 10:00 – 16:00</p>	<p>22 George Street Richmond TW9 1JW</p>
<p><b>Lloyds</b></p> <p>Mon-Tue + Thu-Fr: 09:00 – 17:00 Wed: 9:30 – 17:00 Sat: 9:00 – 16:00</p>	<p>19-21 The Quadrant, Richmond TW9 1BP</p>
<p><b>Santander</b></p> <p>Mon-Tue + Thu-Fr: 09:00 – 17:00 Wed: 10:00 – 17:00 Sat: 10:00 – 16:00</p>	<p>35-38 George Street Richmond TW9 1HY</p>
<p><b>HSBC</b></p> <p>Mon + Wed-Fr: 09:00 – 17:00 Tue: 9:30 – 17:00 Sat: 9:00 – 14:00</p>	<p>67 George Street Richmond TW9 1HG</p>
<p><b>Nationwide</b></p> <p>Mon-Tue + Thu-Fr: 09:00 – 17:00 Wed: 9:30 – 17:00 Sat: 9:00 – 12:00</p>	<p>3 The Square Richmond TW9 1DY</p>

## Pharmacies/Chemists

<p><b>Boots</b></p> <p>Mon- Fr: 08:00 – 19:00 Sat: 8:00 – 18:30 Sun: 11:00 – 17:00</p>	<p>60-64 George Street Richmond TW9 1HF</p>
<p><b>Nima Chemist</b></p> <p>Mon- Fr: 09:00 – 18:00 Sat: 9:00 – 17:30</p>	<p>50 Friars Stile Road Richmond TW10 6NQ</p>

## Doctors & Dentists

<p><b>Doctors: Seymour House Surgery</b></p> <p>Mon- Fr: 08:30 – 13:00 Sat: 9:00 – 12:00 (by appointment)</p>	<p>154 Sheen Road Richmond TW9 1UU    Tel. 0208 940 2802</p>
<p><b>Dentist: Tudor Lodge</b></p> <p>Mon: 9:00 – 13:00, 14:00 – 17:00 Tue: 8:30 – 13:00, 14:00 – 17:00 Wed: 9:30 – 14:00, 15:00 – 19:30 Thu: 8:30 – 12:30, 14:00 – 19:00 Fri: 8:30 – 17:00 Sat: 9:00 – 16:00 (by appointment)</p>	<p>239 Petersham Rd Richmond TW10 7DA    Tel. 0208 948 5863</p>

## School supplies/books

<p><b>WH Smith</b></p> <p>Mon- Sat: 09:30 – 19:30 Sun: 11:00 – 17:00</p>	<p>16-17 George Street Richmond TW9 1JW</p>
<p><b>Waterstones</b></p> <p>Mon- Sat: 09:30 – 18:30 Sun: 11:30 – 17:30</p>	<p>2-6 Hill Street Richmond TW10 6UA</p>
<p><b>The Open Book</b></p> <p>Mon- Sat: 09:30 – 18:00 Sun: 11:00 – 18:00</p>	<p>10 King Street Richmond TW9 1ND</p>