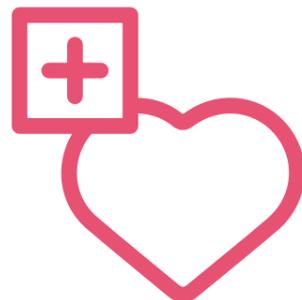
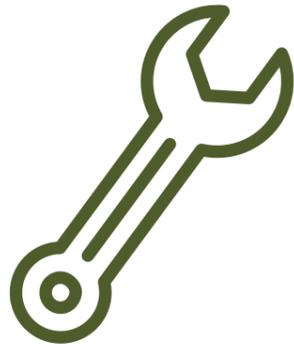


# Accommodation Guide

2024/25

<b>Welcome</b>	<b>6</b>
<b>Useful contacts</b>	<b>6</b>
Accommodation Office contact details	7
<b>Security</b>	<b>8</b>
<b>Code of Practice</b>	<b>10</b>
<b>Welfare and support</b>	<b>12</b>
Student Wellbeing Officers	13
Flat Reps	13
Chaplaincy	14
Health and wellbeing	14
Medical or disability needs	15
Sport and Active Communities	16
<b>Fire safety</b>	<b>18</b>
If you discover a fire or see smoke	19
If the fire alarm sounds	19
Fire safety precautions	19
Eviction warning	21
<b>Communication facilities and post</b>	<b>24</b>
Telephone and internet services	25
Notice boards	25
Email	25
Collection of student post	25
<b>Repairs and maintenance</b>	<b>26</b>
Service Level Agreement	27
Infestation and pests	27
Complaints – how to register	28
Electrical appliances	28
Water safety	29

<b>Living in Accommodation</b>	<b>30</b>
What to bring	31
How to be a considerate flat mate	31
Guest policies	31
Loss of keys/Student ID	32
Accommodation fees	32
Insurance	32
Television Licence	32
Accidents and incidents	32
Departure procedure	33
<b>Cooking</b>	<b>34</b>
Oven operation	35
Hob operation	35
Microwave operation	35
<b>Cleaning</b>	<b>36</b>
Cleaning – Student responsibilities	37
Condensation problems in your room	38
Recycling	39
Laundry location	39
<b>Campus and transport</b>	<b>40</b>
Colleges	41
Catering and bars	41
Public transport	42
Local shopping	43
Car parking	43
Cycling	43
Snow and ice clearance	44



## Welcome from the Roehampton Students' Union (RSU)

Roehampton Students' Union (RSU) has a team of Sabbatical Officers (Sabbs) and full-time staff. The sabbatical officers are Roehampton students that have been elected to work full-time to represent the student population and help make sure your experience here is as great as possible. All the officers and staff are here help you thrive when at Roehampton, through advice, societies, representation and working together to change the University and the world around us. No matter what you need, the RSU is here to offer the support and help you need to have the very best possible university experience.

We have around 65 student societies as well as tons of volunteering opportunities to get involved in, with a wide range of organisations. Our Hive Café serves the finest coffee on campus and, for those who enjoy socialising and making new friends, we've got an amazing entertainment line-up, including our day and late night events programme at venues on campus and across London, as well as one of the best Fresher's Week's.

If you want more up-to-date information keep in touch through our website and social media channels:

Sign up to our website: [roehamptonstudent.com](http://roehamptonstudent.com)

Facebook: [Roehampton SU](https://www.facebook.com/RoehamptonSU)

Twitter: [@roehamptonSU](https://twitter.com/roehamptonSU)

Instagram: [@roehamptonSU](https://www.instagram.com/roehamptonSU)

Welcome to Roey... I'm sure we'll see you around!

**Imran Shafiqi** – RSU President

**Irene Reynolds** – Vice President (Education)

**Adam Robert Fewster** – Vice President (Welfare)



## Useful contacts

**Contact the  
Accommodation Team  
on [accommodation@  
roehampton.ac.uk](mailto:accommodation@roehampton.ac.uk)  
or call 020 8392 3166**

### In an emergency

Call 999 (for police, fire or ambulance) before alerting campus security so they can direct the emergency services to your location. In an emergency you can contact security by calling 3333 or 020 8392 3333 from an external phone.

### Security (non-emergency)

Security staff are always available on campus and can be contacted at Campus Services in Digby College or by calling 020 8392 3140 or 3140 internally. You can also email [roehampton.security@roehampton.ac.uk](mailto:roehampton.security@roehampton.ac.uk) with any queries.

### Maintenance

You can report a Maintenance issue using the Service Desk, please submit a ticket using the link <https://servicedesk.roehampton.ac.uk/support/home>

<b>Student Medical Centre</b>	<a href="mailto:studentmedicalcentre@nhs.net">studentmedicalcentre@nhs.net</a>	020 8392 3679
<b>Roehampton Students' Union</b>	<a href="mailto:rsu@roehampton.ac.uk">rsu@roehampton.ac.uk</a>	020 8392 3221
<b>Library</b>	<a href="mailto:library@roehampton.ac.uk">library@roehampton.ac.uk</a>	020 8392 3770
<b>Roehampton Gym</b>	<a href="mailto:roehampton.gym@roehampton.ac.uk">roehampton.gym@roehampton.ac.uk</a>	020 8392 8181
<b>Nest</b>	<a href="mailto:nest@roehampton.ac.uk">nest@roehampton.ac.uk</a>	020 8392 3100

### Accommodation Services contact details

The accommodation office for on and off-campus accommodation is on the ground floor of the Lawrence building (room 003) in Froebel College by the RSU.

Accommodation Services staff are responsible for:

- Allocating and offering rooms to students who apply to live in on-campus accommodation
- Ensuring that residents are invoiced correctly for their accommodation, taking deposit payments and notifying students of payment dates
- Offering support regarding accommodation throughout the year, to students living or seeking to live in Halls of Residence or in an off-campus property.

Tel: 020 8392 3166 for general enquiries | 020 8392 3110 for accommodation finance  
Email: [offcampus@roehampton.ac.uk](mailto:offcampus@roehampton.ac.uk) | [accommodation@roehampton.ac.uk](mailto:accommodation@roehampton.ac.uk)  
Opening hours: 9am–5pm, Monday–Friday.

Accommodation Terms and Conditions  
[www.roehampton.ac.uk/accommodation/contracts/](http://www.roehampton.ac.uk/accommodation/contracts/)

University policies, regulations and procedures  
[www.roehampton.ac.uk/Corporate-Information/Policies/](http://www.roehampton.ac.uk/Corporate-Information/Policies/)



## Security

---

**If you require the emergency services, contact them by calling 999 before alerting campus security so they can direct the emergency services to your location.**

**In an emergency you can contact security by calling 3333 or 020 8392 3333 from an external phone.**

---

**Campus Safety and Security staff are on duty 24 hours a day, 7 days a week. They are here to help provide a safe environment and to respond to emergency situations across all sites.**

---

### **In an emergency**

If you require the emergency services, contact them by calling 999 before alerting campus security so they can direct the emergency services to your location. In an emergency you can contact security by calling 3333 or 020 8392 3333 from an external phone.

It is an emergency if:

- a crime is being committed, or has just been witnessed
- if there is a risk of injury
- or if there is a risk of serious damage to property

You can also contact the Security control room in the event of a non-emergency from your mobile phone on 020 8392 3140 or 3140 from internal phone.

---

### **CCTV**

Regulated CCTV is in use across campus and in some buildings to support the security of students, staff and property, for crime prevention and to assist in detection where this may be necessary. Appropriate signage will be displayed; CCTV is only used in entranceways to residential buildings and not in the flats (including not in shared areas) or in students' rooms.

CCTV footage will be retained for a limited period in accordance with the Security Policy. Concerns should be raised in the first instance with the Data Protection Officer.

---

### **Tips for keeping safe on campus**

- Never allow access to anyone you do not know
- Refer unknown visitors to Security
- If you suspect that someone on site is an intruder, contact Security immediately
- Ensure any communal entrances and your room are properly secured when you enter or leave the building
- Ensure your ID card is with you at all times
- ID cards are not transferable



## Code of Practice

---

**The Student Accommodation Code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your university or college accommodation as well as your responsibilities as a tenant.**

**Following the change in the Housing Act 2004 all UK universities were required to sign up to an approved code of practice. The code of practice provider for Roehampton is the Student Accommodation Code from Universities UK. For more information refer to [thesac.org.uk](https://thesac.org.uk)**

The Student Accommodation Code has been developed by Universities UK and GuildHE to make sure you get the best out of your time living in university or college accommodation. The Student Accommodation Code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your university or college accommodation as well as your responsibilities as a tenant. This includes the following six key areas:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord (the university)
- Access to health and wellbeing services
- A living environment free from anti-social behaviour



## Wellbeing and support

**Each residence for first years has a Flat Rep. This is a more experienced student who helps all members of the flat to learn to live together constructively, understand College and University procedures and find out where help is available when needed.**

### Student Wellbeing Officers (SWO)

Are here for:

- Students experiencing difficulties which may affect their studies

Are here to:

- Support students through their difficulties and help them to achieve their qualifications
- Raise awareness and understanding of the difficulties experienced by students at university
- Offer advice to academic staff on how to support students experiencing difficulties

Offer students:

- Emotional and psychological support for a range of issues
- Support for students with disabilities and/or learning difficulties
- Assistance with relationship difficulties
- Support through disciplinary procedures and appeals
- Advice on physical and mental health issues
- Support with accommodation issues
- Guidance with academic issues, changes to the programme of study and appeals
- Monitoring of vulnerable students and under-18s
- Signposting to other services in the University and relevant external agencies

### Student Wellbeing Officers (SWO) Support

Based in each of our four Colleges Student Wellbeing Officers (SWOs) offer support to students experiencing difficulties with their wellbeing. Our SWOs are friendly, supportive staff who can help with any doubt or question around wellbeing resources or issues. They can refer and signpost you to a range of mental wellbeing support services both within the University and externally, depending on your needs and specific context.

The SWOs offer in-person appointments as well as online (via phone or Microsoft Teams) during the week. You can book a first appointment with them for a quick query or check-in to have a brief conversation and see what next steps can be most helpful.

Find on the NEST student portal all their contact information and booking links.

If you want to speak to a member of the Wellbeing Team, you can email [HealthandWellbeing@roehampton.ac.uk](mailto:HealthandWellbeing@roehampton.ac.uk) or call 020 8392 3653 between 9am–5pm Monday to Friday.

### Flat Reps | Residential Support

Each residence for first years has a **Flat Rep**. This is a more experienced student who helps all members of the flat to learn to live together constructively, understand College and University procedures and find out where help is available when needed.

Flat Reps are there to act as a liaison between students, the Students' Union, the College Team and Accommodation Services. The College Life Development Officers are responsible for the co-ordination of the flat reps.

Each College is also assigned a **College President of the RSU**, who is a resident. You can also approach other officers in the Students' Union, or the College Life Development Officer.

**College Wardens (CW)** are on call throughout the night to help provide support if an emergency arises. If you need their support, please contact Security on their emergency number by dialling extension: 3333 (020 8392 3333 from an external phone) and they will contact the CW for you.

### Chaplaincy

The University of Roehampton is a diverse community of students and staff. Within that diversity are people of different faith backgrounds and those with no faith, including agnostics, atheists and humanists. The University acknowledges the contribution that all make to the enrichment of its community. The University works with its Colleges and with a number of faith groups to provide pastoral support for all who seek it through Chaplaincy.

For further information about the services offered by the Chaplaincy and for the contact details of the chaplains and advisers visit the Chaplaincy page on our website.

### Health and wellbeing

#### Student Medical Centre (GP services on campus)

The Student Medical Centre is your on-campus GP surgery and as such we are uniquely placed to help you manage your healthcare needs. This academic year it is more important than ever that you register online prior to your arrival to ensure that your health care records can be transferred from your current practice in good time. We will be offering a mixture of face to face, telephone and video consultations as appropriate and electronic transfer of prescriptions to local pharmacies to reduce the number of times students need to attend the medical centre. We will not be able to offer you an appointment unless you are registered.

[www.putneymead.co.uk/smc-home](http://www.putneymead.co.uk/smc-home)

Public Health England advise all students who are starting university in September to ensure that their immunisation schedule is up to date, specifically this includes having had 2 doses of the MMR vaccine and a Meningitis ACWY vaccine. If you are unable to obtain these prior to your arrival, please book an appointment as soon as possible when you are on campus.

The Medical Centre is located in Froebel College at Old Court, the surgery is open 9.30am to 4.30pm Monday to Friday during term-time. During Easter, Christmas and Summer breaks, patients are seen at Putneymead Group Medical Practice in Putney.

You do not have to live on campus to register with us, simply register by clicking on this link and completing the form: [www.campusdoctor.co.uk/roehampton](http://www.campusdoctor.co.uk/roehampton)

If you are an international student please see our website regarding NHS services.

[www.putneymead.co.uk/smc-international-students](http://www.putneymead.co.uk/smc-international-students)

If you have a medical condition that may require you to alert a first aider, you should brief the Security staff as a precaution. It is also advisable to tell your Student Wellbeing Officer or Disability Services.

You will need to register for dental services separately as they are not part of GP services. You can find local dentists on the NHS Choices website.

If you need medical help or advice when the centre is closed please call the NHS 111 service by dialling 111 (free from landlines or mobile phones) or online at <https://111.nhs.uk/>.

#### Keep healthy

It is important that your diet contains a balance of protein, fruit and vegetables. Ready-made meals and takeaways are the easiest options, but they are a fast way to go broke. Think about looking for recipes online or invest in a cook book – there are a number out

**The Student Medical Centre is situated in Old Court, in the grounds of Froebel College and is open between 9.30am and 4.30pm, Monday to Friday during term-time only. Outside term-time please call or visit the main site, Putneymead Group Medical Practice. Contact info, opening hours and other details can be found at: [putneymead.co.uk](http://putneymead.co.uk).**

there specifically aimed at students and student budgets. If you can read, you can cook!

There is useful advice on the NHS website regarding healthy living and food safety. <https://www.nhs.uk/live-well/>

### Specific Requirements

If you require any adjustments in your accommodation (e.g. ensuite; ground floor; lift access) due to a disability, health condition or mental health condition, please include this information when you apply for accommodation.

We have 41 rooms with adapted facilities for students with physical disabilities however, wherever possible, the University will adapt facilities to suit individual requirements.

For disability-related needs and preferences to be considered students will need to complete an accommodation self-assessment form, which can be found on the website. This will then be considered alongside supporting evidence.

Please contact the Disability & Dyslexia Service to arrange an appointment to discuss how to access adjustments for both accommodation and teaching and learning.

Email: [disabilities@roehampton.ac.uk](mailto:disabilities@roehampton.ac.uk)  
Tel: 020 8392 3636

### Mental Health Advisers

Our mental health advisers can support you if you are experiencing difficulties relating to a mental health condition. This can involve providing advice and guidance, signposting to specialist support and supporting you to build effective coping strategies. To discuss the possibility of meeting with a Mental Health Adviser, please contact your Student Wellbeing Officer.

### Counselling

We provide confidential counselling to help you address personal or emotional problems and develop emotional resilience. If you, or someone you know, needs counselling support please email [HealthandWellbeing@roehampton.ac.uk](mailto:HealthandWellbeing@roehampton.ac.uk)

### Support

There is information available on Nest (student portal) about the varied support available to our students. This includes academic, finance and wellbeing.

[www.roehampton.ac.uk/student-support/nest/](http://www.roehampton.ac.uk/student-support/nest/)

**If you have a medical condition or disability which means you need a particular room type, any adaptations or are unable to live off campus, please include this information when you apply for accommodation.**

**Our mental health advisers can support you if you are experiencing difficulties related to a mental health diagnosis.**

**Play Roehampton offers lots of exciting social activities and new things to try.**

### **Sport and Active Communities – Something for everyone in our community**

**Sport Roehampton** – for sporty students and those wanting to compete, with over 30 clubs and sports. Teams play in BUCS (British Universities and Colleges Sport) and other regional competitions. Access to excellent local facilities including the National Tennis Centre and Bank of England Ground.

**Play Roehampton** – lots of exciting social activities and new things to try. Great way to socialise and be active to support your physical and mental wellbeing. Play offers 'Learn To' programmes where you can learn new skills and have fun.

**Gym Roehampton** – on-campus gym managed by Nuffield Health. Newly expanded space is well stocked with a great selection of equipment and machines as well as a state of the art range of virtual fitness classes with Les Mills.

Expert staff offer services for students including massage, health MOTs and a variety of flexible payment and membership options.

For more information please visit the Sport and Active Communities tab on the Student Portal.



# ANNUAL MEMBERSHIP

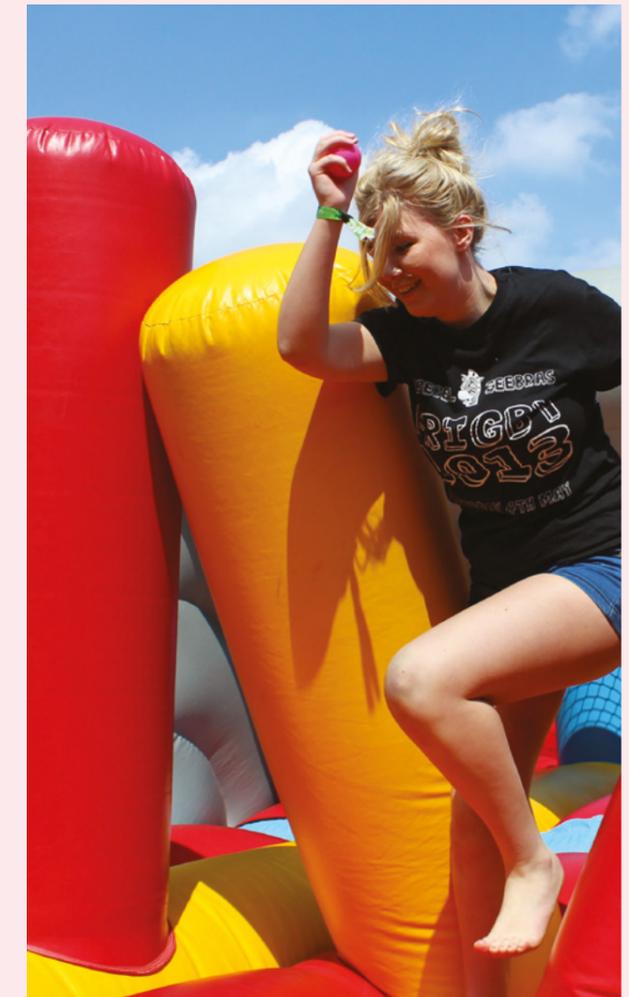
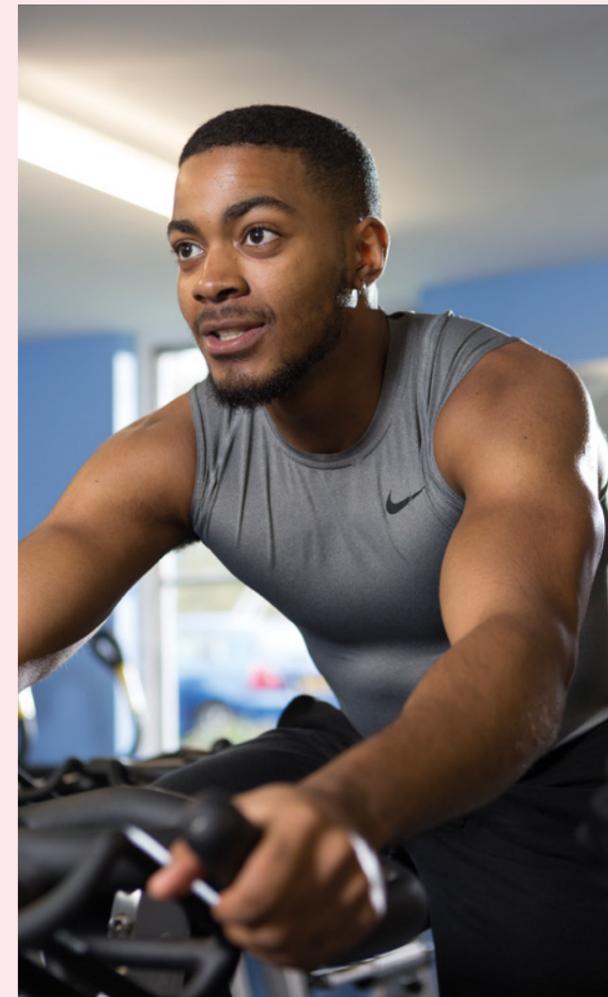
**We have a range of flexible memberships on offer for all our programmes and activities. Look out for lots of taster sessions, free activities and subsidised memberships across the year.**

Follow us on social media and or head to our webpage for latest info and membership details.

Instagram: @sportroe and @gymroehampton

Twitter: @sportroehampton

<https://www.roehampton.ac.uk/student-life/sport-roehampton/>





# Fire Safety

Ensure you complete your mandatory Fire, Health and Safety Student Induction eLearning.

## Fire Alarm rules.

1. **You MUST evacuate and go to the Fire Assembly Point if you hear a continuous fire alarm.** Never think it is a false alarm, test or fire drill.
2. **If you cause a fire, or discover fire or smoke, you MUST sound the fire alarm** from the nearest Fire Alarm 'Break Glass' Call Point and **evacuate immediately.** Do not try to fight the fire.
3. **Stay at the Fire Assembly Point.** NEVER re-enter the building until Security or the Fire Brigade tell you to. The silencing of the fire alarm is NOT a signal to re-enter.



Ensure you complete your mandatory Fire, Health and Safety Student Induction eLearning. Read the fire safety information on the Student Portal, and email [healthandsafety@roehampton.ac.uk](mailto:healthandsafety@roehampton.ac.uk) if you have any questions or concerns about fire safety at the University.

## Fire alarms

Fire alarms are vital to preserve life safety by alerting occupants to evacuate. They are normally sirens and should be loud enough to wake you when you are sleeping. You are strongly advised not to sleep wearing headphones. Some fire alarms also have flashing red beacons, for example in the dance studios and event halls where there may be loud music.

### If a continuous fire alarm sounds:

1. **Stop whatever you are doing**, switch off any cooking appliances or other equipment you might be using.
2. **Leave the building quickly** by the nearest emergency exit. Do not use the lifts, you must use the stairs. Do not delay your escape.
3. **Go quickly to the Fire Assembly Point** and stay there until you receive further instructions from Security or emergency services. If you need assistance to evacuate, go to the nearest Refuge Point and call Security.
4. **Report any useful important information to Security**, for example if you know anything about the fire or smoke or if you know someone has not evacuated.
5. **Do not re-enter the building** until instructed to do so. The silencing of the fire alarm is NOT a signal to re-enter the building.

**Unwanted fire alarms cause significant disruption and discomfort. Unwanted alarms can also cause building occupants to believe that genuine fire alarms are probably false and there is no need to evacuate.**

**Keep all fire doors and kitchen doors closed, especially when you are cooking.**

**If you cause a fire, or discover fire or smoke, do not attempt to extinguish it. Do this instead:**

1. **Shout 'Fire! Fire! Fire!'** to alert others while you leave the area.
2. If it is safe to do so, **switch off any cooking appliances or other equipment** you might be using and close doors and windows behind you.
3. **Activate the nearest red box fire alarm 'break glass' manual call point** (usually next to escape route doors and exits) press the middle firmly, this will activate the fire alarm and alert Security, then leave the building immediately. Do not delay your escape.
4. **Get to a safe place** outside the building and call the University's emergency number **020 8392 3333** on your mobile phone and report the location and nature of the fire or smoke.
5. **Go quickly to the Fire Assembly Point** and stay there until you receive further instructions from Security or emergency services. **If you need assistance to evacuate**, go to the nearest **Refuge Point** and call Security.
6. **Do not re-enter the building until instructed** to do so. The silencing of the fire alarm is NOT a signal to re-enter the building.

### Personal Emergency Evacuation Plans (PEEPs)

If you need assistance to evacuate a building in an emergency because of an injury, or a physical or mental disability, please notify Accommodation Services, Disability Services, or the Health and Safety Team. A Personal Emergency Evacuation Plan (PEEP) will be created with you so that Security can assist your evacuation appropriately. Fire Refuge Points are in every building that needs them.

### Unwanted (False) Alarms

Unwanted fire alarms cause significant disruption and discomfort. Unwanted alarms can also cause building occupants to believe that genuine fire alarms are probably false and there is no need to evacuate. This is a serious threat to life. Preventing unwanted alarms is a high priority for the University. Smoke Detectors are very sensitive, and carelessness can cause unwanted alarms.

- Fire drills are normally only once per year in each building which is a legal requirement.
- Fire alarm tests happen once per week in the day time, the alarms should last only a few seconds. Again, this is a legal requirement.
- Most of the serious fires on campus were caused by students leaving their cooking unattended, usually involving cooking oil that caught fire.
- Almost all our unwanted fire alarms happen in student accommodation. Causes are:
  - excessive shower steam allowed to escape into areas with smoke detectors
  - excessive aerosol spray, hair dryers and hair tongs used near smoke detectors
  - propping kitchen fire doors open while cooking
  - leaving cooking unattended allowing it to burn
  - vaping and smoking inside buildings
  - other prohibited activities such as using kitchen appliances and humidifiers in bedrooms, using candles and incense
- Sometimes fire alarms are activated maliciously, this is a criminal offence under the Fire and Rescue Services Act 2004 and can result in a fine or imprisonment.
- Some unwanted alarms are caused by excessive dust and occasional system faults, but these are uncommon and usually in unoccupied buildings.

### Preventing unwanted (false) fire alarms is easy:

1. Keep all fire doors and kitchen doors closed, especially when you are cooking.
2. Never leave your cooking food unattended. If you need to leave the kitchen you must turn off the cooker or microwave.
3. Keep bathroom doors closed when showering or using aerosol sprays. If you need to clear shower steam or aerosol spray from the bathroom, open a window to ventilate the room, don't open the door.
4. Don't use air freshener or deodorant spray near smoke detectors.
5. Don't use hair dryers, hair straighteners and curling tongs near smoke detectors.
6. Kitchen appliances and humidifiers are not allowed in student bedrooms.
7. Candles and incense are prohibited in all buildings, except in the chapels where there are strict risk controls.
8. Smoking and vaping is strictly prohibited inside all campus buildings.

**Smoking and vaping inside any University building is strictly prohibited. Smoking inside any building is a criminal offence and will result in disciplinary proceedings and eviction from your accommodation.**

**Because of significant fire risks the University has banned all personal electric vehicles inside any of our buildings. These include e-Scooters, e-Bikes, e-Hoverboards, e-Skateboards and e-Unicycles.**

### Fire safety precautions

Smoking and vaping inside any University building is strictly prohibited. Smoking inside any building is a criminal offence and will result in disciplinary proceedings and eviction from your accommodation.

**The University has banned all personal electric vehicles inside any of our buildings.** These include e-Scooters, e-Bikes, e-Hoverboards, e-Skateboards and e-Unicycles. The ban applies both to students and University employees.

**Fires involving personal electric vehicles** are becoming increasingly common and are banned on London Transport and in many other universities. Lithium battery fires release large quantities of highly toxic smoke and are difficult to extinguish.

- Any such vehicle or large lithium battery found inside any University building will be removed and the owner will face disciplinary action.
- All personal e-Vehicles should be safely secured in outside facilities such as bike sheds.

Non-LED fairy lights, candles, incense, oil burners and similar items are prohibited and using them will breach your Accommodation Agreement. There will be a financial penalty and students risk losing the right of residence.

Do not display festive or party decorations or decorative lights in your student kitchen, corridors or other communal areas.

### Cooking safely

**You must be careful and attentive when you cook. To prevent fires follow the advice below:**

- Make sure you give your full attention to your cooking. We have had serious kitchen fires recently because students left their cooking unattended. If you are called away from the cooker, even for a short time, always turn off the cooker or microwave and take pans off the heat source.
- Never put oil into a hot pan. Heat cooking oil gently and turn the heat off if it starts to smoke.
- Deep fat frying is not permitted in student kitchens because of the significant fire risk.
- Keep the oven and stove top clean to prevent grease, oil and food deposits igniting.
- If the cooker control knobs are difficult to turn report this to Maintenance.
- Metal and foil must never be put in a microwave oven. Never operate your microwave if there is nothing inside it. Do not store anything on top of or behind your microwave, keep the vents clear of obstructions.
- If you would like to have a barbecue, you must complete a BBQ booking form which can be found on the on the Student Portal. Disposable barbecues are not permitted.
- Avoid cooking if you are tired, or are under the influence of alcohol or medication that may affect your alertness.

### Never obstruct fire escape routes or fire exits

Do not leave any rubbish, shoes, mats or belongings outside your bedroom door, or in any corridors and escape routes. Please contact the University's helpdesk if you need to dispose of large boxes or a large number of bags.

### Keep all fire doors closed

Fire doors prevent the spread of fire and smoke through a building, most doors in our buildings are fire doors. Fire doors must never be wedged or propped open.

**If you see smoke or fire you should immediately sound the fire alarm using the nearest break glass fire alarm manual call point, then go straight to the Fire Assembly Point. Call Security on 020 8392 3333 and tell them everything you know about the fire or smoke.**

### Fire safety equipment

Do not tamper with, obstruct or remove any signs or equipment provided for fire safety, it is a criminal offence and puts lives at risk. For everyone's safety, each building has a comprehensive fire safety system of smoke and heat detectors, fire alarms, fire extinguishers, fire blankets, fire safety signs, and emergency lighting. Any person who knowingly or recklessly misuses the fire safety equipment, or who sets off any fire alarm without reasonable cause will be subject to disciplinary action which may result in you being evicted from your accommodation. Malicious false alarms or calls to the Fire Brigade can lead to criminal proceedings, fines and prison terms.

### Electrical equipment

Electrical appliances should be switched off at the mains and unplugged after use. Only good quality CE-marked and correctly fused electrical equipment may be used. Always check the equipment for any damage before you use it. The University can safety test your equipment for you.

Do not use unauthorised portable heaters. If your room is cold please raise this issue on ServiceDesk for the Maintenance Team.

**Important information for overseas students from countries that use a lower voltage mains electrical supply than the UK 240 Volt AC.** Please do not connect your lower voltage appliances directly into a UK power supply as this will most likely damage your appliance and create a fire risk.

### Fire extinguishers

Appropriate fire extinguishers are provided in all campus buildings, but they **are only for the use of trained staff.**

If you see smoke or fire you should immediately sound the fire alarm using the nearest break glass fire alarm manual call point, then go straight to the Fire Assembly Point. Call Security on **020 8392 3333** and tell them everything you know about the fire or smoke.

### Eviction warning

Certain activities in accommodation are so serious they are dealt with under the Student Code of Conduct and Disciplinary Policy. Under your accommodation contract, the following could lead to eviction from your flat:

- Refusal to evacuate during a fire alarm
- Covering or tampering with a smoke or heat detector
- Misuse, removing or tampering with fire safety equipment such as fire alarm manual call-points, fire extinguishers, fire safety signs, and emergency lights
- Smoking and vaping, using candles, incense sticks or any other type of burning or smouldering items
- Possession, use, creation or dealing of illegal drugs
- Using, or threatening to use, physical violence
- Possession or use of a firearm or other offensive weapon





## Communication facilities and post

On arrival you will be provided with an ethernet cable and information on how to connect. In addition, 24-hour computer suites are available across the campus and Wi-Fi is available across the campus including the Library and catering areas.

### Telephone and internet services

There are internal phones in each flat/hall of residence.

Wi-Fi is available in all bedrooms and communal areas including kitchens.

Connecting to the Internet via a cable (ResNet) is available in every student bedroom.

In addition, 24-hour computer suites are available across the campus and Wi-Fi is available across the campus including the Library and catering areas.

If you have a problem with the connection report it through:

- Service Desk [servicedesk.roehampton.ac.uk/support/home](https://servicedesk.roehampton.ac.uk/support/home)

Information is also available on the Student Portal.

### Notice boards

Remember to look at notice boards regularly. A lot of information is posted on them.

### Email

From time to time we may need to contact you to pass on important information. Once in residence, this will be sent to your University email address, so please check this regularly.

### Collection of student post

The University has a centralised student post room in Richardson, Digby Stuart College, except for Whitelands.

During your stay you should use the address shown below.

**Full Name/DSPS (please use the initials that relate to your residence and make sure they follow your name)**

University of Roehampton  
Room & Block  
Roehampton Lane  
London  
SW15 5PH

**DSPS** Digby Stuart

**EGPS** Elm Grove

**FCPS** Froebel

**CHPS** Chadwick Hall

**SCPS** Southlands

**WCPS** Whitelands

When parcels are processed you will receive an email from Pitney Bowes telling you your item is ready for collection. ID must be shown at all times.

Post and parcels should be collected ASAP, failure to do so could result in items being returned to sender as uncollected.

Whitelands students should use the address below: Whitelands post is collected from the main reception.

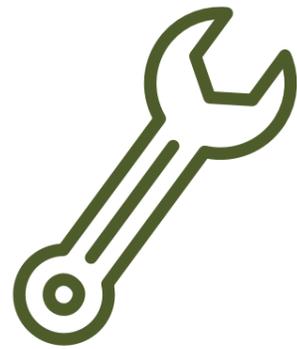
**Full Name/WCPS**

University of Roehampton  
Whitelands College  
Holybourne Avenue  
London  
SW15 4JD

We do not forward mail once you have left accommodation and any mail received will be returned to sender. It is your responsibility to update senders of your change of address.

Amazon 6 digit security codes need to be emailed to the [postroom@roehampton.ac.uk](mailto:postroom@roehampton.ac.uk) as soon as you receive them. Whitelands students need to email [nest@roehampton.ac.uk](mailto:nest@roehampton.ac.uk) or pass onto Whitelands reception staff.

Valuable items will not be delivered without us receiving these codes.



## Repairs and maintenance

For planned maintenance seven days' notice will normally be given, although this will not always be possible with unplanned (reactive) maintenance.

All maintenance jobs should be reported online via our Service Desk, please ensure to log each issue as a separate job. Go to the NEST homepage and click on the link at the bottom of the page [Get help with an issue](#).

<https://www.roehampton.ac.uk/student-support/nest/>

For out-of-hours emergencies (such as a flood, electrical faults or fire) call Security on extension 3333 from an internal phone or 020 8392 3333 from a mobile.

From time to time maintenance work may need to be undertaken while students are still in residence. In such instances inconvenience to residents will be minimised. For planned maintenance seven days' notice will normally be given, although this will not always be possible with unplanned (reactive) maintenance. For urgent work the minimum notice period should be 24 hours unless an emergency requires immediate action.

If you report a maintenance problem with your room you can expect us to enter your room to make the necessary repairs. You do not have to be present.

Category	Example (not exhaustive)	Initial inspection and/or initial repair	Full repair or replacement	Target to achieve within SLA
<b>Critical</b> Work which if not carried out immediately will endanger the health and safety of people and/or causing major damage to buildings or affecting building security.	Gas leak Loss of electrical supply to a building Loss of heating to a building Major water leaks Person trapped in lift/room Blocked toilets Fire	1 hour between the hours of 8am and 4pm Monday to Friday 2 hours outside of above	5 working days provided parts are available	95%
<b>High</b> This is work which does not present an immediate threat to the health and safety of people but which requires a swift response to prevent deterioration in services or increased damage.	Blocked drains Broken window (where security/heat loss issue) Loss of heating, water or power to a room/flat Room security – lock broken, no key No power/lighting to communal areas (within flat)	1 working day	5 working days (windows 30 days) provided parts are available	95%
<b>Routine</b> This is work, which if not attended to, could result in a reduction in the quality of the service provided or presents inconvenience.	Loss of electrical supply – single socket One light out (of several) in a single room One radiator not working Dripping taps Pests e.g. rodents, insects Removal of mould Loss of internet in bedroom	5 working days	30 days	90%
<b>Low</b> This is work of a routine nature or which is desirable but not essential to health and safety or comfort	Minor decoration Replacement of damaged floor covering Other minor repairs/planned maintenance Damaged/missing furniture	30 days	90 days	90%

### Service Level Agreement

The table on page 27 shows the residential maintenance service level agreement. It will act as a guideline to the response times you can expect once a job has been reported.

### Infestation and pests

The University grounds are home to a wide range of wildlife and the close proximity to humans makes them quite tame.

Residents can take action to avoid pest problems developing; the most effective of these is avoiding leaving food around on worktops or food debris/sugary drinks on floors in kitchens or bedrooms.

Pest problems can be reported online via our Service Desk, or you can call us on ext 6000 or 020 8392 6000 between 8am and 6pm Monday to Friday. This includes ants, wasp nests and any other pest issues that may be noticed.

Urgent issues will be reported to our pest control company straight away on a weekday and will generally be dealt with the same day. If this is not possible due to the time of reporting, domestic staff will usually be able to take some corrective action until the specialists can attend.

### Complaints – how to register

If you have a complaint, you should let us know as soon as possible within four weeks of the event or action. In the first instance you can make your complaint by email to [accommodation@roehampton.ac.uk](mailto:accommodation@roehampton.ac.uk).

Your complaint should include:

- Ticket number issued at the time of logging your complaint (if it relates to maintenance issues)
- Nature of complaint
- Date issue first arose
- Building and room number
- Your contact details.

Your complaint will be acknowledged within two working days.

We aim to respond fully to your complaint within five working days of acknowledgment but will keep you informed if our investigations take longer.

If you are dissatisfied with the outcome of the complaint you can resubmit your complaint in writing to the Director of Campus Operations for review.

If, after completing the above process, you are not satisfied, you can make a Stage 3 formal complaint under the University of Roehampton Student Complaints Procedure.

If you need help with making your complaint you can contact an adviser at the Students' Union or if your complaint relates to a service or treatment from an office or department outside of Estates and Campus Services, please read the University's Student Complaints Procedure.

### Electrical appliances

#### Portable appliance testing for electrical items.

All electrical portable appliances will be Portable Appliance Tested (PAT) by an external, qualified electrical engineer, appointed by the University, at the start of your stay in residence.

This testing is an important part of any health and safety policy. It will include your personal items as well as those provided by the University. You will be notified of the date and procedures involved. If the tester finds that an item of equipment is potentially unsafe, they will remove this equipment and it hand it to the Accommodation Officer who will notify you of the removal.

Likewise if any member of staff expresses concerns over the safety of a piece of personal electrical equipment, they will notify Accommodation Services who will arrange to have it removed and notify you of its removal.

If you are an International student please note:

It is a requirement of the British Standards Association (BSA) that all electrical equipment used in this country conforms to these standards. To ensure that you are compliant you need to use a fused adapter. Please ask and we will assist you if necessary.

**We aim to respond fully to your complaint within five working days of acknowledgment but will keep you informed if our investigations take longer.**

**All electrical portable appliances will be Portable Appliance Tested (PAT) by an external, qualified electrical engineer, appointed by the University, at the start of your stay in residence.**

### Instructions

Instructions on the operation of appliances supplied by the University such as heaters and ovens will be available online or in your kitchen.

#### The following electrical items are not allowed in bedrooms

- Fridges (including mini coolers) unless required for medicine storage
- Electric fires and fan heaters
- Microwave ovens
- Electric or gas ovens
- Kettles
- Toasters
- Toasted sandwich makers
- Rice cookers
- Any other cooking appliance

Posters, photographs or any other decorative items may only be affixed to pin boards. All costs reasonably incurred by the University for extra cleaning or decorating because of a breach of this will be charged to the Resident.

### Voltage

**Important information for overseas students from countries which use lower voltage mains electrical supply than the UK 240 Volt AC.** Please do not connect your lower voltage appliances directly into a UK power supply as this will most likely damage your appliance and create a fire risk.

If using an electrical item designed for other voltages (eg an item from the USA where the standard voltage is 110V) you must use a suitable transformer.

### Water safety

Please be aware that throughout the year, maintenance staff will be carrying out routine water safety testing and monitoring such as showerhead cleaning.

This will involve staff visiting en suite bedrooms and shared bathrooms to check and replace showerheads. Notification is given in advance.

Shower heads and hoses fitted by the University should not be replaced by student purchased showers heads. All shower heads are cleaned via contractor every 3 months as per ACOP L8 HSG 274 part 2.

ACOP L8 is the shortened acronym for the approved code of practice "Legionnaires' disease: the control of legionella bacteria in water systems".

### Drinking Water

All cold-water **kitchen** taps are drinking water. The taps in your bedroom are not drinking water.

**Please be aware that throughout the year, maintenance staff will be carrying out routine water safety testing and monitoring such as showerhead cleaning.**



## Living in Accommodation

**One overnight visitor (over the age of 18) at a time is permitted in the University of Roehampton accommodation, but as their host you will be responsible for their conduct and behaviour at all times.**

### Kitchen

We provide:

- A microwave
- Kettle
- Toaster
- Iron
- Ironing board
- Hoover
- Mop and bucket

You will need to bring:

- Cooking utensils
- Cutlery
- Crockery
- Tea towel

### Bedroom

For your room you will need to bring:

- Bedding
- Towels (unless you have purchased the bedding and linen change service)
- Cleaning products for your room
- One or more pillows
- Toilet roll if in ensuite room.

Bedrooms will contain a bed, mattress and mattress cover, desk with drawers, desk chair, curtains, wardrobe, shelving and a waste bin.

### How to be a considerate flat mate

- Be respectful and considerate to fellow residents, accepting that everyone is individual and you all need to live together.
- Avoid creating noise at any time which disturbs others.
- Keep your room and all shared areas tidy (including the kitchens) and do not obstruct communal areas. Failure to do so will lead to a warning, which could lead to you being charged for a deep cleaning service.
- Do not share your room. Comply with the guest policy which allows for only one overnight guest (who must be over 18) at a time for no more than three consecutive nights.
- It is your responsibility to always lock the building front door and flat entrance door when leaving or entering your accommodation, and to lock your bedroom door when it is unoccupied.

### Guest policies

One overnight visitor (over the age of 18) at a time is permitted in the University of Roehampton accommodation, but as their host you will be responsible for their conduct and behaviour at all times. All guests must be booked in with Security by midnight if staying on campus or they must leave the campus by midnight. Residents who wish to have an overnight visitor must sign the visitor in and give their name and room number along with the name and address of their guest. It is essential for Security staff to know who is staying on campus in case of a fire or other emergency. Resident students may not entertain overnight guests for more than eight nights in any one calendar month or three consecutive nights, with exceptions only with prior approval from Accommodation Services.

It is not permitted to give your student ID card to a guest in any circumstances.

**We recommend that for security purposes, you remove any identification from your room key. If you have lost your key please visit the Roehampton Estore to pay the replacement fee.**

**If you watch BBC programmes on iPlayer, or watch any live TV, then you need to be covered by a TV Licence. This applies to any device you use, including a computer, laptop, mobile phone or tablet. It's the law.**

### Loss of Student ID

You are urged to always take care of your Student ID. If you lose your Student ID outside working hours call Security staff on 020 8392 3410 and they will let you into your room. You will need to show some ID to security to confirm your identity. If you have lost your Student ID please visit the student portal for information on getting a replacement. <https://portal.roehampton.ac.uk/information/health-and-safety-and-security/Pages/id-card.aspx>

### Accommodation fees

Fees are due at the beginning of each term. If you find yourself in a situation where you think you have a problem in meeting your payments, notify Accommodation Services immediately and we will work with you to find a solution. You can also contact a Student Wellbeing Officer for advice and support. You are at risk of being evicted if you do not pay. We will chase debtors who fail to notify us of difficulties or who make no attempt to meet agreed payment plans.

### Insurance

Block insurance is included for all campus accommodation. This covers you for loss or damage to your contents and portable computer equipment while in your room and for emergency accommodation if your room can't be lived in. You can arrange extra insurance if required. The University of Roehampton does not accept liability for the loss of, or damage to, personal property (of students, staff, visitors and other persons), while on University and College premises. Vehicles (and contents) parked on the campus are at the owner's risk and the University accepts no responsibility for any damage or losses sustained by such vehicles.

### Television Licence

If you watch BBC programmes on iPlayer, or watch any live TV, then you need to be covered by a TV Licence. This applies to any device you use, including a computer, laptop, mobile phone or tablet. It's the law. A TV Licence costs £159 a year. You can pay in one go, or spread the cost weekly, monthly or quarterly

[tvl.co.uk/uni](http://tvl.co.uk/uni)

### Accidents and incidents

All students are advised that they have a responsibility to be mindful of the need to maintain a safe environment and to protect others who may need to enter the premises.

All Security Officers have training in First Aid. Should you need a First Aider, please contact Security Services.

All accidents and other serious incidents involving damage to persons or property should be reported to Security and an Accident/Incident Report Form should be completed. Online reporting is on the Student Portal or by contacting [healthandsafety@roehampton.ac.uk](mailto:healthandsafety@roehampton.ac.uk).

It is important that all residents take their obligation to each other seriously and assist staff by not infringing or seeking to avoid security measures and by reporting any concerns as soon as possible.

### Departure procedure

The following procedures should be followed carefully when you leave your accommodation:

1. Remove all personal items and effects from your room, kitchen and bathroom.

**Specific arrangements must be made for shipping of any goods on departure. We are unable to store any items before collection.**

Ensure that you recycle where possible. Skips and recycling points are located around the Halls at the end of the year to help you easily dispose of unwanted items. Please note, computers and electrical equipment must be kept separate. Anything left behind may be disposed of without further notice and the costs of disposal will be charged to you.

2. Remove all rubbish and unwanted items from the accommodation.
3. Ensure that all areas of your accommodation are left clean and in good condition. This includes communal areas. Failure to maintain the property in good order will result in charges for cleaning, repairs or redecoration being deducted from your deposit.
4. Check that all items that were there when you moved in are present and in an acceptable working condition. Any item found in an unsuitable condition for future use will be replaced and you may be charged for the cost of replacement or the cost may be taken from your deposit.
5. Lock your door before you leave.

Specific arrangements must be made for shipping of any goods on departure. We are unable to store any items before collection.

### Electoral roll

You should register to vote in local or national elections if eligible, to do this you need to register at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

The Electoral Register Commonwealth and Republic of Ireland citizens are entitled to register and vote in all elections in Britain. Citizens of European Union states are entitled to register and vote in local and European elections. To register from your Halls of Residence address you need to apply individually. In order to register, you are required to complete a self-registration form on the Government website <https://www.gov.uk/register-to-vote>.

### Storage

The University does not provide storage for any belongings. You can find local storage companies online that offer storage or shipping for students.

### Room checks

Room are flat checks are undertaken termly. These checks are to ensure that rooms and communal areas are being maintained and there are no health and safety issues. Following these checks you will be given notice to remove any other unauthorised items or risk having them confiscated.



## Cooking

**As soon as the liquid starts boiling, turn down the control knob. You can switch off the hob plate a short while before you finish cooking and the final stage will be completed on the accumulated heat.**

**Metal objects of any sort are not to be used in the microwave.**

### Oven operation

- The oven temperature selection dial allows you to adjust the oven temperature as required for the food you are cooking
- Check the food packaging for correct temperature and cook times
- The most common temperatures used to cook will be between 180°C to 220°C
- For fan ovens set the oven temperature 20–40°C lower than when using conventional ovens

### Hob operation

To switch on a hotplate, turn the relevant control knob to the required heat setting. The control knob can be numbered or have an image showing maximum and minimum settings.

If the markings are not clear please report to Maintenance.

### Hob hints

Saucepans for use on hobs should:

- Be fairly heavy duty
- Fit the heat area exactly, or be slightly larger for efficient use, NEVER use smaller pans on a larger burner
- Should have a flat base to ensure good contact. This is particularly important when using pans for high temperature frying or pressure cooking

As soon as the liquid starts boiling, turn down the control knob. You can switch off the hob plate a short while before you finish cooking and the final stage will be completed on the accumulated heat. Similarly stews etc. cooked in well-covered saucepans cook at lower temperatures which are more economical.

### Important reminders when cooking

- NEVER leave cooking unattended, even for very short durations, this includes using a microwave
- Never obstruct the ventilation on the microwave or put anything combustible on top of or behind it
- Keep combustible items away from your cooking appliances and toaster
- Ensure pans are large enough to avoid liquids being spilt onto the hobs
- Never leave the hobs switched on without a pan on them or with an empty pan on them
- Never use a traditional chip pan or deep fat fryer – they are not permitted in our kitchens
- Take care to never lean/reach over a hot electric hob. Always point pan handles inward or over the work surface to avoid accidentally knocking over a pan as you pass by
- Take care when frying food in hot oil or fat, as the overheated splashed oil/fat could easily ignite and start a fire, or result in yourself or others being burned
- If the control knobs become difficult to turn, please contact Maintenance and do not use the cooking unit

### Microwave operation

1. Place the food or liquid into a single microwave-safe container. Ensure that the container is covered with a microwave-safe cover to avoid splatter and close the appliance's door. Many non-microwave containers can crack, warp, shatter, bend or otherwise rupture or burn during cooking.
2. **Metal objects** of any sort are not to be used in the microwave.
3. Set cook or reheat time as suggested for the particular food or drink. Press the 'START' button to begin the microwaving sequence. Do not set microwave for excessive cook times.
4. The oven will chime when it is finished. Always use a pot holder or oven mitt when removing containers from the microwave. Open all containers carefully and be aware of any **steam** that may have been released during heating.
5. When cooking, reheating and defrosting pre-packaged foods in the microwave, use only those foods marked 'microwavable' by the food manufacturer. Be sure to remove packaging from the food as recommended by the manufacturer. Check contents periodically and (turn or stir) to ensure even cooking.



## Cleaning

**In order to help you to keep your flat clean, we will supply you with: A dry Hoover, a dustpan and brush, and a mop and bucket. Any other cleaning materials for your room are your responsibility.**

**Communal areas of all flats are cleaned as stated below. Cleaners will carry out this work between 9am and 2pm – Monday to Friday. The following is a list of what will be done:**

### **Kitchen** (cleaned weekly)

- Remove rubbish from your domestic/general waste bin (black bin liner) and recycling bin (clear bin liner), this will happen daily
- Wipe down kitchen surfaces – if there are dirty dishes or pots and pans in the way, the surfaces will not be cleaned
- Wipe the inside of your microwave
- Wipe the top of your stove
- Sweep and mop your kitchen floor
- Vacuum any carpet space in your kitchen area
- Students must maintain cleaning standards between use

### **Hallway** (cleaned daily)

- Vacuum the carpet or sweep and mop floors – nothing should be left in corridors as they are all fire exits

### **Shared bathrooms** (cleaned daily)

- Clean the lavatories
- Clean the showers and bath – please ensure all shampoos/shower gels/razors etc. are removed so this can be done
- Mop the floors

### **Staircases** (cleaned daily)

- Sweep or vacuum the staircases as appropriate – nothing should be left on staircases as they are all fire exits
- Clean the windows on interconnecting doors

There have been a number of occasions where the vacuum cleaners provided in halls have been used to clean up liquid spills. This is very dangerous as they are not designed for liquids. The provided mops should be used to clean-up liquids. If a vacuum in your flat is damaged by incorrect use residents will be charged for the replacement.

**In order to help you to keep your flat clean, we will supply you with:** A dry Hoover (NOT for picking up liquid spillages), a dustpan and brush, and a mop and bucket. Any other cleaning materials for your room (or bathroom if en suite) are your responsibility.

## **Cleaning – Student responsibilities**

### **Kitchen**

- To ensure all rubbish is bagged appropriately, using the recycling guidance posters provided in your flat
- To do your own washing up regularly and put items away
- To clean the inside of your oven and fridge
- To keep the communal areas clean for all other users
- At weekends, you need to remove your rubbish from the kitchen and place it in the appropriate bin outside your building. **Should there be excessive rubbish bags – that is, more than would normally be expected daily – then you will be charged for their removal**
- Please do not put anything sharp like broken glass, crockery or knives into rubbish bins. There have been incidents where staff have been injured when removing the rubbish bags from kitchens. If you have any items like this you should make a cleaning request on the Service Desk and the items will be collected.

### **Bedrooms**

- To remove rubbish and place in the appropriate bins in the kitchen. Sanitary waste should be put into a small bin liner or carrier bag first.
- To keep all floor space vacuumed
- To keep all walls and surfaces clean – dusting or damp wiping
- To report to your cleaner any spillages on your carpets so that we may try and remove them before they stain
- To allow access to bedrooms when required, for domestic and maintenance staff

**Please respect each other's property; this includes food. Taking food that is not yours is theft and could result in student disciplinary action.**

#### En suite bathrooms

- To keep the shower, lavatory and sink clean and free of soap scum and limescale (no bleach should be used)
- To regularly clean the tiles, mirrors and chrome with an appropriate bathroom cleaner
- To wash the shower curtain (where appropriate)

#### Staircases and corridors

- To keep corridors and staircases free from your property or any rubbish

Sharps boxes for containing hypodermic needles can be obtained on prescription (using an FP10 form) and the individual is required to arrange appropriate disposal. If you need a fridge in your room for medical reasons please contact Disability Services for approval.

Students who regularly leave their kitchens in a mess and do not clean their fridges and ovens may find themselves facing a charge for deep cleaning from Accommodation Services. Please respect each other's property; this includes food. Taking food that is not yours is theft and could result in student disciplinary action.

#### Condensation problems in your room

The amount of water in the air is dependent on the air temperature or its relative humidity. The warmer the air the more moisture it will contain so more often than not, hot air is relative to humidity.

When air is saturated it will form beads of water on any non-absorbent surface that is colder than the saturated air. **This is condensation.**

The lower temperature air is unable to retain moisture so the extra moisture is released, forming condensation on walls, window panes, metal window frames and other surfaces. As condensation generally forms on non-absorbent surfaces, often condensation is not noticed until mould and mildew is formed.

#### Signs of condensation

Condensation is different to damp, though they are similar in some respects. They are both 'wet'. Damp can cause salt residue on walls, stained decors and walls, rusting and breakdown of plastering. On the other hand, condensation will present on wet curtains or carpets and window sills. Check window and sills and it is likely if condensation is present that water will be found. Black mould usually appears when there is a high incidence of condensation.

#### Where does the moisture in your room come from?

A person can produce 2kg of moisture a day, without any form of heating.

Moisture produced in a normal activity 1kg = 1ltr condensation

Personal washing/bathing = 1kg

Breathing while asleep = 0.3kg

Breathing while awake = 0.85kg

Cooking = 3kg

Washing and drying clothes = 5.5kg

#### Causes of condensation

The root cause of condensation is poor ventilation. By making buildings more airtight, installing double glazed windows and modern insulation has become a major cause of condensation build up in properties. As buildings became more airtight, which is a great move towards energy conservation, the downside is poor circulation that is an ideal condition for condensation build up.

#### Preventing condensation in your room

- Improving the ventilation in your room will prevent and remedy condensation
- Ventilate your room when using the hand basin by opening the window slightly
- Don't dry clothes in your room
- Keep the furniture a few inches away from the walls so air can circulate

#### Recycling

**You can put the following in the Mixed Recycling (clear bags)**

- Clean cans
- Tins
- Plastic (bottles, trays and pots)
- Paper
- Cardboard
- Clean food and drink cartons
- Glass

**General Waste (Black bags)** takes everything else but not electrical equipment. Electrical waste removal needs to be booked so appropriate disposal can be arranged. You can request this online via our Service Desk.

#### Outside your flat:

- Clothes and Shoes: in SCOPE recycling bank at Froebel College.
- Save 10 pence on hot drinks at all cafes on campus if you bring your own reusable mug.
- Say no to plastic. Bring your own reusable bags.
- Choose loose fruit and vegetables rather than packaged ones.
- Reuse and save – FreeCycle, charity shops and eBay.

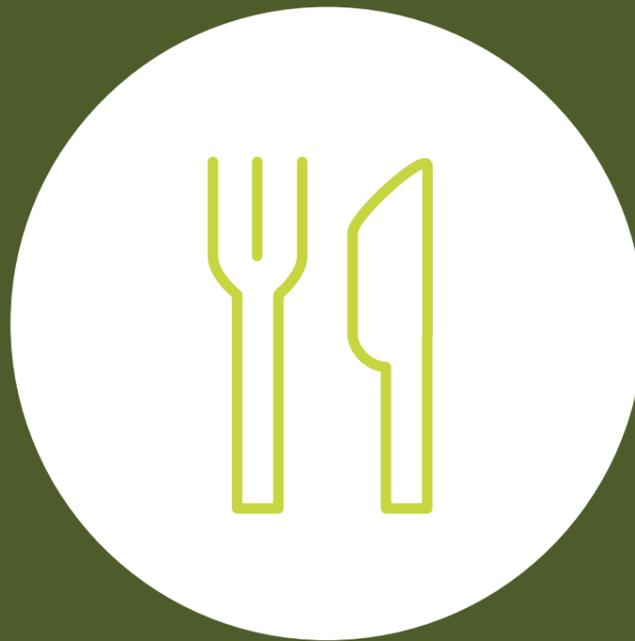
#### Laundry location

There are laundries (£2.20 a wash and £1.20 per 50 minute dry) with washers and dryers located as follows:

- Whitelands: basement of Beverley
- Southlands: ground floors of Blocks B and D
- Digby Stuart: Newman Soap and Suds and two outside machines between Elm Grove
- Froebel: ground floor of Aspen
- Chadwick: basement of South building

Before using a tumble dryer please clear any lint or fabric fibres from the filter at the front of the drum.

**The root cause of condensation is poor ventilation. By making buildings more airtight, installing double glazed windows and modern insulation has become a major cause of condensation build up in properties.**



## Campus and transport

**The University of Roehampton has a range of bars, social spaces and catering outlets to suit all tastes. Our venues host events including club nights, live music and weekly markets. Our outlets include various non-alcoholic spaces.**

### Colleges

**Students at Roehampton benefit enormously from belonging to one of our four Colleges. Studying at a collegiate university gives you a sense of community; you are not only part of the University, but will also have an instant identity within the smaller world of your College.**

#### Digby Stuart College

Digby Stuart College was established in 1874 by the Society of the Sacred Heart as a teacher training college for young Catholic women. Today, the life and ethos of the College is shaped by the five Goals of Sacred Heart Education - Active Faith, Valuing Intellect, Social Awareness, Community Building, and Personal Growth.

#### Froebel College

Founded in 1892, the College was established to further the values of Friedrich Froebel, the German educationalist who pioneered a holistic view of child development. It is one of Britain's major centres for initial teacher training.

#### Southlands College

Founded in 1872, the College offers an open, valuing, challenging and learning community for all of its members. The College ethos derives from and is sustained by its Methodist foundation. It offers a range of events and activities to help build and support the community.

#### Whitelands College

Founded in 1841, the College is one of the five oldest higher education institutions in England. The flagship women's college for the Church of England, it was the first college of higher education in the UK to admit women. It occupies a 14-acre site overlooking Richmond Park.

### Catering and bars

The University has a range of catering outlets to suit all tastes and diets, the outlets can also be used for social spaces and society gatherings. We have something for everyone no matter your budget.

#### Froebel Diner

Froebel Diner, where culinary delights from around the globe meet under one roof! Step into a world of flavour, from cuisines all around the world, our menu caters for all taste buds and all menus rotate weekly.

#### Costa

Located near Froebel Diner, you will find our very own Costa, serving all your favourite Costa beverages, both hot and cold. Enjoy freshly baked pastries and a selection of hot and cold grab-and-go items.

#### Library Café

Located on the ground floor of the award-winning building, this café is the perfect place to take a break from studying. Enjoy the comfortable booth seating and large tables while savouring a freshly made coffee paired with a cake, pastry, homemade panini, or breakfast muffins. The café also offers a selection of cold drinks and grab-and-go items. Also, we have our Let's Pizza Vending Machine in just three minutes, this innovative vending machine transforms simple ingredients into a piping hot, delicious pizza. With Let's Pizza, satisfaction is just moments away. Whether it's a quick lunch break or meal, this concept ensures that freshly baked pizza is always within reach.

#### Digby Shop

Digby Shop, located in Digby Square, is the university's student store. It offers a variety of items, including food for cooking in halls, sandwiches, hot and cold snacks, and a wide range of student essentials such as stationery, painkillers, toiletries, and so much more.

#### Digby Den

Digby Diner offers sensational main meals throughout the day and into the evening, featuring cuisines from around the world. We serve a variety of hot meals,

**Digby Shop, located just off Digby Square, is the University's student shop, selling food to cook in halls, sandwiches and hot snacks, confectionary and a range of student essentials.**

**Barnes Station is about 15 minutes' walk from the main campus on Roehampton Lane or a short bus ride on the free University bus or bus No. 265. Trains from Barnes go to Clapham Junction, Waterloo, Kingston and Richmond among many other places.**

complemented by both hot and cold drink options. Enjoy our excellent selection of homemade meals and freshly prepared salads.

#### Whitelands Diner

Whitelands Diner offers stunning views of Richmond Park, where you can enjoy your favourite homemade hot meal menus that change weekly, alongside our regular favourites. We also provide a variety of salads, cakes, and a full grab-and-go range.

#### Whitelands Café

The Whitelands Café on the first floor, stands as a bustling social hub, drawing in locals and visitors alike with its inviting atmosphere and tempting offerings. There's an aroma of coffee and freshly toasted paninis on offer, alongside some grab and go items. Whether seeking a quick bite on the go or a leisurely afternoon spent chatting with friends, the Whitelands Café proves to be the perfect spot to unwind.

#### Quad Café and Coffee bites

The Quad in Southlands offers a diverse selection of hot dishes from Southeast Asia, including vegan options and salads. However, it is especially renowned for its excellent variety of chicken dishes, ranging from hot wings to piri piri chicken. Nearby, you can relax at Coffee Bites in The Reef, a perfect spot to hang out with friends and enjoy coffee and delicious treats.

#### Food Delivery Service and Breaz

Experience the convenience of RoeEats, our cutting-edge food delivery service operated by our Ottonomy robot. Seamlessly delivering Pub Grub straight to student halls and lecture rooms, seven days a week. Whether you're craving a hearty meal during a study session or a quick bite between classes, RoeEats has you covered. Additionally, indulge in our Breaz offerings available at the Union Bar, Pub Grub, as well as in select canteen spaces, earn loyalty points with every order, making your dining experience even more rewarding and earning free meals and alcoholic/non-alcoholic drinks. RoeEats ensures that delicious food is always just a click away, enhancing your university experience one meal at a time.

#### The Union Bar

Come join us at The Union Bar, your go-to spot for all things sports, food, and entertainment! With live streaming of BT and Sky Sport, you won't miss a moment of the action while having our fast food Pub Grub menu featuring burgers and pizzas. The fun doesn't stop there – we're also your destination for exciting events like Lights N' Lyrics Karaoke and our by-weekly NOVA club night. Whether you're looking to catch up or unwind with friends, The Union Bar is the perfect place to chill and enjoy good times.

#### Local shopping

The University's student shop, Digby Shop sells food to cook in halls, sandwiches and hot snacks, confectionery and a range of student essentials.

The nearest large supermarket is ASDA on the A3 just a few bus stops from the University. Take the 265 bus from the opposite side of the road to the main campus or the 85 near Whitelands.

There are a number of shops you can walk to in Danebury Avenue (near Whitelands) including a Co-op, a pharmacy, a post office, Subway and Greggs. There is a Londis opposite the Southlands entrance in Aubyn Square.

#### Public transport

There is a wide range of public transport within easy reach of the University.

##### Train

Barnes Station is about 15 minutes' walk from the main campus on Roehampton Lane or a short bus ride on the free University bus or bus No. 265. Trains from Barnes go to Clapham Junction, Waterloo, Kingston and Richmond among many other places.

##### Underground

The nearest London Underground stations to the University are Putney Bridge, East Putney and Hammersmith.

#### Bus

The University is well served by local buses:

265	Tolworth, New Malden, ASDA, Roehampton, Barnes, Putney Bridge.
493	Richmond, East Sheen, Roehampton, Southfields, Wimbledon, Tooting.
85	Kingston, Kingston Hill, ASDA, Roehampton, Putney.
170	Roehampton, Putney Heath, Wandsworth, Clapham, Victoria.
430	Roehampton, Putney, Fulham, South Kensington.
419	Roehampton, Sheen, Richmond.

#### Car parking for students on-campus

All vehicles parking on campus must now be registered 24/7, there is no longer any exempt period.

The University does not accept responsibility for any damage or theft from any vehicle whilst parked on campus. All vehicles must be taxed and insured.

Gate opening and closing times are as below:

- Digby Stuart Gates (on Roehampton Lane) open at 5am and close at 8pm. Students can access the main campus after 8pm, through the Digby Stuart gates, which are controlled by access card.
- Froebel Gate opens at 5am and will close as follows: Clarence Lane Entrance - 6pm; Roehampton Lane Entrance - 8pm
- Whitelands 5am – 6pm

#### Enforcement

Drivers of vehicles parked in breach of the Car Parking Policy are liable to receive a charge notice. Cars parked for more than 48 hours without prior arrangement may receive a charge notice and removal from the University estate.

#### Cycling

The University is surrounded by quieter roads and routes signed for cyclists. There is easy and partially traffic free access by bicycle over Richmond Park and Wimbledon Common to Richmond, Kingston and Wimbledon. You can order free London cycle maps online. Visit the Transport for London website to order map no. 9 for routes covering Roehampton.

To cycle to Putney you can use a cycle path through the parking in Queen Mary's hospital. To exit the hospital you will need to ride through a gate that is only open at specified times.

You can find local walking and cycling routes here: <https://www.sustrans.org.uk/>

#### Bicycle parking

The University has bicycle shelters on each campus. Bicycles must not be kept in your accommodation.

There are bike racks across the campus and there is a covered cycling storage facility located between Lee House and Elm Grove on Digby Stuart. This is accessible with a staff or student ID card and has room for 100 bikes. Although you need an ID card to access this area, please still lock your bikes.

Anyone leaving a bicycle on University premises should be aware of the importance of having a robust lock and knowing how to use it effectively.

**A Penalty Charge Notice (PCN) fine may be issued for breaches of parking policy regardless of whether your car is registered.**

---

**Anyone leaving a bicycle on University premises should be aware of the importance of having a robust lock and knowing how to use it effectively. We recommend you insure your bike.**

**Bicycles security advice**

- Always lock your bicycle, even if you are just leaving it for a couple of minutes
- Avoid isolated places; leave your cycle where it can be seen
- Hardened steel D-shaped locks are recommended as the minimum lock standard; check out Sold Secure for certified locks, or ask your local bicycle dealer
- Lock your bicycle frame to an immovable object – a bicycle rack or ground anchors; thieves can remove drainpipes and lift bikes off signposts
- Make the lock and bicycle hard to manoeuvre when parked – stop thieves smashing it open by keeping the lock away from the ground; keep the gap between bike and lock small
- Secure removable parts; lock both wheels and the frame together
- Endsleigh insurance (which is included in your accommodation fee) provides covers for bikes stole from designated storage areas
- Security-mark the frame

---

**Snow and ice clearance**

During periods of snow and icy conditions, the University follows procedures to ensure that the risks of slips and falls are minimised as far as practicable. The most risky areas are attended to first and at present the priority is as follows:

Steps – Slopes – Entrances – Paths

Please be aware that the grounds are extensive and that full clearance is not possible, as such a normal level of care will need to be taken when walking around the campus in periods of ice and snow.



