

CONNAUGHT HALL

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LONDON, WC1H 9EX

UNIVERSITY OF LONDON

September 2005

Dear Resident,

IMPORTANT! WELCOME MESSAGE AND REMINDER OF THINGS TO DO

We should like to extend you a very warm welcome to Connaught Hall and remind you about some important things you need to do in your first few weeks here.

RESIDENT'S HANDBOOK: Take a few minutes to look through your *Resident's Handbook*; (the pink booklet accompanying this letter) then keep it where you can find it, as you may wish to refer to it during the year. It explains many of the Hall's procedures, including where to find help should you need it, and outlines our expectations of your behaviour. You should also read through the *Intercollegiate Halls of Residence Regulations* (green booklet); the *Resident's Handbook* and *ICHR Regulations* together form your contract of residence in Hall. **We particularly ask you to be familiar with the action to take in the event of fire.**

ACCOMMODATION FEES: You will soon receive an invoice for your accommodation fees. Your fees for the year are divided into three. You must pay the first instalment within the **first two weeks of October**. You can pay by cash, cheque, or credit card in the General Office during office hours. If you arrived before the official start of your college term, you will receive a separate invoice for that period. It is important that you tell the Bursar or Deputy Bursar **immediately** if you are likely to have problems paying your fees on time: we can usually find a way around any problems – but only if you talk to us!

MEDICAL DETAILS: It is a **condition of residence** that you register with a local GP (i.e. a family doctor in central London) who will visit Connaught Hall in case of medical emergency. Along with this letter you will find a Medical Details form; complete it and return it to the Office **within 21 days** of your arrival. Failure to do so may result in termination of your contract.

HALL ID CARD: Once we have received your deposit, passport-size photographs, and Medical Details form, we will issue you with a Hall ID Card. From mid-October you *must* show this card every time you eat in the Restaurant, otherwise you will not be served; you also need your Hall Card in order to request a packed supper and to claim a food rebate during vacation periods (for more details, see your *Residents' Handbook*).

INTERNET: Your room has a data socket for connection to the University JANET system; if you want to make use of this facility, you must register for it in the General Office. You will need a suitable cable (provided) and a LAN card. Full instructions are available from the Office. See the *Intercollegiate Halls of Residence Regulations* for JANET conditions of use.

_____ e-mail: info.connaught@lon.ac.uk _____

TELEPHONES: You can use the telephone in your room to call internal extensions free of charge. If you wish to make external calls or access the voicemail facility, you will need to register for a “pay as you go” account. You can register and top up your account at the General Office, where details of call charges and instructions on how to use the service are also available. If you do not know your extension / direct-dial numbers, ask at Reception.

ROOM CONTENTS INSURANCE: The University has made arrangements with Endsleigh to provide basic personal property insurance for all residents. Please be aware that not all your possessions may be covered for all eventualities, and you may need to take out additional cover: you must read the insurance documents carefully. All insurance claims and queries should be made direct to Endsleigh.

BEDDING PACK: In your room, you will find a set of bed linen (sheet, pillow, pillowcase, duvet, and duvet cover); this is yours to keep. You are responsible for washing your bed linen; the Hall does not provide a laundering service. Note that towels are *not* provided.

PERSONAL MUG: At the beginning of the year you will be given a mug for hot drinks. You must take this to the Restaurant at meal times as no cups or mugs are provided in the Restaurant. You are responsible for looking after and cleaning your own mug. You can buy a replacement from the General Office if yours is lost or broken.

THE WARDENIAL TEAM: The Warden, Vice-Warden, and Senior Members take care of the social, pastoral, and disciplinary issues that arise in Hall. They can help with problems both inside and outside the Hall, including academic difficulties, medical or emotional problems, social concerns, and problems with neighbours or other Hall residents. They are here to offer support, help, and guidance if you need it, so please do contact them if you have any queries or problems during the year.

SOCIAL ACTIVITIES: This is a good time to start thinking about the social life of the Hall – it’s in your hands! The elected Residents’ Club Committee, supervised by the Warden and Vice-Warden, runs the Hall Bar and organises many of the social, sporting, and entertainment events in the Hall. Elections will be held in October, so look out for notices explaining how to join in. You should also think about setting up your own social events and clubs, even if you don’t want to join the Residents’ Committee; feel free to contact the Warden or Vice-Warden if you need help or advice with any such ventures.

If you have any questions or problems, please talk to a member of staff. We will try to help you to sort out any difficulties; but we cannot help if we do not know there is a problem! All the staff wish you a very happy and successful time here, and hope that you will quickly settle into Connaught Hall as your home for the year. We look forward to meeting you all.

With very best wishes for the year ahead,

Prof. John Brodholt
Warden

Lesley Oliver
Bursar