

UNIVERSITY OF LONDON  
**CONNAUGHT HALL**

# WELCOME

*September 2013*



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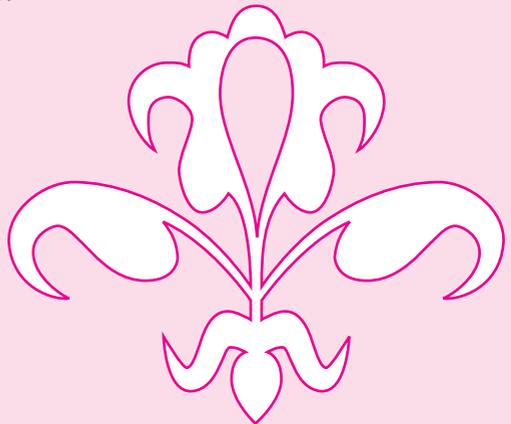
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# FROM THE WARDEN

## WELCOME!

All of us at Connaught Hall want to extend you a very warm welcome. We hope you will settle in quickly and that you will very soon be calling Connaught Hall "home".

All the staff are here to make your time in Hall as comfortable, safe, and enjoyable as possible so please come and talk to us any time you need help or even just for a chat.

We wish you a happy and successful year at Connaught Hall and we all look forward to meeting you soon.

With this letter you will find a room inventory and medical details form. Please complete and return these to the Hall Office within 14 days of arrival.

## GET TO KNOW CONNAUGHT HALL

Visit the Connaught Hall website at [www.connaught-hall.org.uk](http://www.connaught-hall.org.uk).

Take a few minutes to look through the Residents' Handbook, which explains what you can expect from us and what we expect from you. Go straight there: [handbook.connaught-hall.org.uk](http://handbook.connaught-hall.org.uk).

Also available through the website are the Licence Agreement and Supplementary Regulations. These constitute your contract of residence in Hall.

It is especially important that you to know what to do in the event of the fire alarm sounding, and that you are aware of at least two fire escape routes in case the main exit is unavailable.

## MEET THE TEAM

As your Warden, I am responsible for welfare & pastoral support, discipline & conflict resolution (including noise complaints), and the community & social life of the Hall, including the bar and Residents' Club.

I am a full-time hospital accident & emergency doctor at University College Hospital; I am available in Hall most evenings and weekends. Five Senior Members assist me in my Hall duties; they are experienced, usually postgraduate, students.

The Senior Members and I are here to offer support, help, and guidance in case of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents. We will be glad to make ourselves available for you to discuss absolutely anything that is bothering you - nothing is too big or too small - you only have to ask.

Feel free to approach me or a Senior Member whenever you see us in the Hall; attend one of my open office sessions, advertised at [openoffice.connaught-hall.org.uk](http://openoffice.connaught-hall.org.uk); or email [warden@connaught-hall.org.uk](mailto:warden@connaught-hall.org.uk). I can usually arrange an appointment within a few days.

There is always a Duty Senior Member (DSM) on call at evenings & weekends to help in case of emergency. You can contact the DSM via reception. In a serious emergency, the DSM can contact me for help any time.

# FROM THE WARDEN

## CONSIDERATION FOR YOUR NEIGHBOURS

Life in a hall of residence can be very rewarding and offers the chance to meet many people whilst giving a degree of security and assistance that is not found in the private sector.

But living in a community of mixed ages and attitudes requires flexibility on the one hand, and on the other an acceptance of rules that protect the community by limiting behaviour that adversely affects the experience of other residents. By signing your contract of residence, you have accepted these rules and we expect you to be considerate of your neighbours at all times.

The Senior Members and I aim to help and guide the Hall community to live together peacefully and with respect for one another. Usually we can offer a friendly word of advice to point residents on the right track, but sometimes disciplinary measures are sadly unavoidable.

In particular, please respect others' needs for quiet time, especially 11 pm to 7 am. Sometimes it's loud music, tv, or voices from rooms, but conversations in the corridor and slamming doors can also disturb lots of people.

The walls between rooms are quite thin and noise travels easily to neighbours on your own floor and also to those living above and below you. It's easy to underestimate how much noise you might be making, so please make a conscious effort to think about your neighbours if you have visitors in your room at night.

## WELCOME / ORIENTATION SESSIONS

I will host a series of talks for new residents in September / October. Look out for posters for dates and venues. International students, in particular, asked for sessions like this, so there will be some information about orienting yourself in London and the UK as well as Hall-specific information.

## SOCIAL ACTIVITIES

This is a good time to start thinking about the social life of the Hall this year – it's in your hands!

My team and I have organised a programme of welcome events. See the last page of this welcome letter for a list of dates, or check [freshers.connaught-hall.org.uk](http://freshers.connaught-hall.org.uk). We hope to see you at as many events as possible.

Think about how what you want out of the social life in Hall for the rest of the year and get involved to make it happen.

You can even set up your own organised social events and clubs or societies, and request funding for your ventures from the Residents' Club. Contact me or email [committee@connaught-hall.org.uk](mailto:committee@connaught-hall.org.uk) if you need help or advice with any such activities.

## FACEBOOK, TWITTER & WARDEN'S BLOG

To make the most of your year in Hall, you need to keep up to date with what's going on. Like us on Facebook, follow us on Twitter, and subscribe to my blog - links all on the front page and at [www.connaught-hall.org.uk](http://www.connaught-hall.org.uk).

# FROM THE WARDEN

## RESIDENTS' CLUB

The elected Residents' Club Committee runs the bar and organises most of the social, cultural, sporting, and entertainment events in Hall. They also provide the newspapers, magazines, games, and sports equipment that you can borrow from reception.

The annual income of the Residents' Club from subscriptions is around £6500. In addition, the bar may make a small profit and this is added to the Club account.

Joining the Committee is a great way to get to know people and looks really good on your cv!

Members meet regularly with members of staff so it can also help you to get involved in the Hall beyond just organising social events.

## ELECTIONS

Elections to the Residents' Club Committee will be held on Tuesday 8 October. There are five elected positions and any resident can stand.

For details, visit the Club web page at [committee.connaught-hall.org.uk](http://committee.connaught-hall.org.uk) and see the relevant section of the Residents' Handbook ([handbook.connaught-hall.org.uk](http://handbook.connaught-hall.org.uk)). I am the Returning Officer for the elections, so ask me if you have any questions.

## THE BAR

Our friendly Hall bar is run by the Residents' Club Committee and staffed by student residents. There is a wide range of drinks at reasonable prices. The grand opening night this year is on Sunday 22 September. But the bar will be open every night from Sunday 15 September to clear stock left over from the summer.

Working behind the bar is a very good way of getting to know people in the Hall and earns you a bit of extra cash, so look out for recruitment advertisements early in term 1 if you think you might be interested, or email [bar@connaught-hall.org.uk](mailto:bar@connaught-hall.org.uk).

## FACILITIES COMMITTEE

I established the Facilities Committee to allow you to meet with staff who provide Hall services such as catering, health & safety, housekeeping, maintenance, security, and reception. If you want to join, simply email [facilities.committee@connaught-hall.org.uk](mailto:facilities.committee@connaught-hall.org.uk). There are four meetings a year, each lasting about an hour, so it's not a massive time commitment.

## MULTICULTURAL STUDENTS' FORUM

The MCSF is a group set up to advise the Hall staff and Residents' Club Committee on the needs and expectations of our considerable community of international, overseas, and ethnic minority students. Anyone can join - including "home" students. Visit [bit.ly/connaughtmcsf](http://bit.ly/connaughtmcsf) for more info.

# FROM THE MANAGEMENT TEAM

## HALL FEES

We will email you an invoice for your Hall fees. You must pay the first instalment within the first two weeks of October. If you arrived before the official start of term, you will be invoiced separately for that period.

Please pay your Hall fees online at <https://epay.london.ac.uk>. If you cannot pay online, or if you anticipate any problem with paying on time, you must visit the accommodation finance office at International Hall, or email [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk). We will help as much as we can, but be warned that we will pursue debts rigorously.

All fees matters must be dealt with by the office at International Hall; we do not handle any money in the office at Connaught Hall.

## 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. Towels are not provided.

## ID CARD

We will issue you with a Hall photo ID card. You must show this card every time you eat in the dining hall or request a packed supper. The catering staff are not allowed to serve you meals if you don't have your card with you, so please do remember to carry it.

## ROOM INVENTORY

In your welcome pack you will find a room inventory which you must complete, sign, and return to the office within 14 days of your arrival in Hall.

You must check the contents of your room against the inventory list, making a note of any problems. Please include any stains or marks on furniture or carpets and also any damage to the outside of your door. If you do not complete and return your inventory, deductions may be made from your deposit for existing defects: for if you do not tell us about the problem, we must assume that you were responsible for it.

Where possible any damage or missing items that you report on your inventory form will be rectified.

On your departure, we will check your room and you will be held responsible for any damage not listed on the inventory.

## MEDICAL DETAILS & GP REGISTRATION

You must complete a medical details form and return it to the office within 21 days of your arrival in Hall.

The Warden very strongly advises you to register with a local doctor within central London who will visit you at Connaught Hall in an emergency. This advice is based on national guidance from Universities UK. Students who do not register with a local doctor often encounter problems and delays in obtaining treatment.

# FROM THE MANAGEMENT TEAM

## YOUR EMAIL ADDRESS

All correspondence relating to your accommodation will be by email, so it is crucial that you tell us if you change your email address. If you get a new email address, please send notification to [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk).

## INTERNET & WiFi

Your room has a data socket for free connection to the University network. You need a suitable cable (which we will provide – ask at reception) and a LAN card on your computer. Full instructions are available from the office. Report any problems to the helpline on 020 7862 8092.

WiFi is available in the reception lobby, dining hall, and common rooms. You will need to log in using an EduRoam account, available from your college.

## TELEPHONE

You can use your room telephone to receive calls and to call internal extensions free of charge. Ask at reception for your extension number and direct-dial telephone number.

## CONTENTS INSURANCE

Basic insurance is included in your Hall fees, but not all items are covered for all eventualities so you may need to take out extra cover (now - not after something happens!); visit [www.blockhalls.co.uk](http://www.blockhalls.co.uk). The insurance is provided by Endsleigh and all questions and claims should be made direct to them.

## ROOM SWAPS

Any requests for room changes or swaps, and any requests to end your contract early, must be made to the accommodation reservations office at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk).

If the reason you want to swap is a disability or a problem with your neighbours, you should also inform the Warden. In cases of medical problems, he may be able to help expedite your move, and if your neighbours are the problem, he may be able to resolve the issue without you having to move.

The accommodation office will not approve any room changes until mid-October, unless required because of a disability.

## SECURITY

To protect your belongings, please remember to lock your door whenever you leave your room - even if only to visit the bathroom. If your room is on the ground or lower-ground floors, try not to leave valuables near the window, as we have unfortunately had thefts through open windows when valuable items were left within arm's reach.

Always be prepared to show your Hall ID card to the receptionist when you enter the building, and make sure you sign in any guests you bring into the Hall.

CCTV is in operation at all entrances and exits, and in some common areas on the ground and lower ground floors.

# FROM THE MANAGEMENT TEAM

## IN THE DINING HALL

Meal times are published in the Residents' Handbook.

Remember to take your Hall ID card to every meal. The kitchen staff are not allowed to serve you a meal without seeing your ID.

For hygiene, and to prevent embarrassment, we ask that you dress appropriately at all meal times: this means no bare feet, dressing gowns, pyjamas, etc. The catering staff are instructed not to serve anyone who is inappropriately dressed.

There's more information about our catering service here: [bit.ly/connaughtcatering](http://bit.ly/connaughtcatering).

## CATERING COMMENTS & COMPLAINTS

The catering service is contracted to a company called Aramark. The catering manager will write to you separately to introduce you to the catering service. You can comment on the service they provide via the email suggestion box at [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk).

If there is a problem that requires immediate attention, please tell the duty chef.

## DON'T STEAL OUR CUTLERY!

Please do not remove knives, forks, plates, cups, etc., from the dining hall. The more we have to spend replacing these items, the less we can spend on your food!

## TALK TO US!

If you are unsure about anything, or if you have any problems, talk to us.

The Hall Office is located behind reception on the ground floor and open 8 am to 6 pm Monday to Friday. Just knock and come right in. And if we can't help directly, we will put you in contact with someone who can.

The Hall Management Team email address is [info@connaught-hall.org.uk](mailto:info@connaught-hall.org.uk).

We are committed to making every effort to improve the student experience at Connaught Hall. The Warden has set up a single email address where you can send your suggestions or complaints about *any* aspect of Hall activities, services, or facilities: [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk).

Emails to this address will be read by the Warden, Hall Manager, and Catering Manager. The Warden will forward your email to any other relevant office or person if required.

## FINALLY...

We cannot stress enough the importance of reading the Residents' Handbook at [handbook.connaught-hall.org.uk](http://handbook.connaught-hall.org.uk). The Warden has extensively revised the Handbook this year to include answers to the questions most commonly asked by residents, and a whole new section about your first week in Hall.

We all hope you have a really great year with us!

# EVENTS CALENDAR

Mon	Tue	Wed	Thu	Fri	Sat	Sun
9 Sep	10	11	12	13	14	15 <b>Afternoon tea with the Warden</b> 2.30 till 5.30 pm <b>Connaught Bar open</b> (stock clearance) 8-10.30 pm
16 Sep <b>Tour of London</b> 2pm <b>Connaught Bar open</b> (stock clearance) 8-11 pm <b>Night out at Moonies</b> 9pm	17 <b>Early arrivals curry night</b> in the dining hall with wine & beer. 6-7 pm <b>Welcome / orientation evening with the Warden.</b> 7.30-8.00 pm <b>Connaught Bar open</b> (stock clearance)8-11 pm	18 <b>Visit to the British Museum</b> 2 pm <b>Pool tournament</b> 8 pm <b>Connaught Bar open</b> (stock clearance) 8-11 pm	19 <b>Lunch at Bloomsbury Farmers' Market</b> 1 pm <b>Connaught Bar open</b> (stock clearance)8-11 pm	20 <b>Trip to Borough Market</b> 2 pm <b>Connaught Bar open</b> (stock clearance)8-11 pm	21 <b>Trip to Spitalfields Market</b> 2 pm <b>Connaught Bar open</b> (stock clearance) 8-11 pm	22 <b>Trip to Columbia Road Flower Market</b> 11 am <b>Afternoon tea with the Warden</b> 2.30 till 5.30 pm <b>Grand bar opening</b> 8pm till midnight
23 Sep <b>Tour of London</b> 2pm <b>Connaught Bar open</b> 8-11 pm <b>Night out at Moonies</b> 9pm	24 <b>Lunch at ICCO</b> (pizza) 1 pm <b>Connaught Bar open</b> 8-11 pm	25 <b>Picnic &amp; football in Regent's Park</b> 1 pm <b>Connaught Bar open</b> 8-11 pm <b>Bingo</b> 8.30 pm	26 <b>Visit to the National Portrait Gallery</b> 2 pm <b>Connaught Bar open</b> 8-11 pm <b>Night out at Proud</b> 9pm	27 <b>Connaught Bar open</b> 8-11 pm <b>Night out at ULU</b> 9pm	28 <b>Treasure Hunt around Bloomsbury</b> 1.30 pm <b>Welcome / orientation afternoon with the Warden &amp; local area tour.</b> 3.30-5.30pm <b>Connaught Bar open</b> 8-11 pm	29 <b>Trip to Brick Lane Market</b> 10.30 am <b>Afternoon tea with the Warden</b> 2.30 till 5.30 pm <b>Senior Members to host floor parties</b> <b>Connaught Bar open</b> 8-10.30 pm
30 Sep <b>Senior Members to host floor parties</b> <b>Connaught Bar open</b> 8-11 pm	1 <b>Welcome dinner</b> with wine & beer and Warden's welcome speech 6-7 pm <b>Senior Members to host floor parties</b> <b>Late night walk around London</b> 10 pm	2 <b>Welcome / orientation evening with the Warden.</b> 7.30-8.00 pm <b>Pub quiz</b> 8.30 pm <b>Connaught Bar open</b> 8-10.30 pm	3 <b>Speed meeting</b> 8 pm <b>Connaught Bar open</b> 8-10.30 pm	4 <b>Welcome party</b> in the bar 8 pm till 1 am	5 <b>Close of nominations for Residents' Club elections</b> <b>Connaught Bar open</b> 8-11 pm	6 <b>Connaught Bar open</b> 8-10.30 pm
7 Oct <b>Connaught Bar open</b> 8-11 pm	8 <b>Residents' Club elections</b> at dinner time	9 <b>Connaught Bar open</b> 8-11 pm	10 <b>Connaught Bar open</b> 8-11 pm	11 <b>Connaught Bar open</b> 8-11 pm	12 <b>Connaught Bar open</b> 8-11 pm	13 <b>Connaught Bar open</b> 8-10.30 pm
14 Oct <b>Connaught Bar open</b> 8-11 pm	15 <b>Connaught Bar open</b> 8-11 pm	16 <b>Connaught Bar open</b> 8-11 pm	17 <b>Connaught Bar open</b> 8-11 pm	18 <b>Connaught Bar open</b> 8-11 pm	19 <b>Connaught Bar open</b> 8-11 pm	20 <b>Connaught Bar open</b> 8-10.30 pm