

# How can we help you?

## CONNAUGHT HALL



### Emergencies

A member of staff available 24 hours a day to help if you have an emergency of any kind. Ask at reception first (**020 7756 8200**). Security will contact the best person to help you. The duty Senior Member can contact the Warden for help or advice any time.

Responsibility: **Warden** | [warden@connaught-hall.org.uk](mailto:warden@connaught-hall.org.uk)



### Personal welfare

Talk to the Warden or a Senior Member if you are worried about your studies, health, or welfare – including stress-related problems, feeling isolated, disputes, or equality issues. To get in contact with the Warden, visit: [warden-contact.connaught-hall.org.uk](http://warden-contact.connaught-hall.org.uk).

Responsibility: **Warden** | [warden@connaught-hall.org.uk](mailto:warden@connaught-hall.org.uk)



### Maintenance

Report routine maintenance requests in the book at reception. If it's an emergency (e.g. flood or electrical fault), ask security to contact the on-duty staff member immediately. Talk to the Hall Manager about any persistently unresolved maintenance problems or email [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk).

Responsibility: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Noise complaints

Noise is a common cause of dissatisfaction with Hall life. We have a highly effective policy for responding to noise problems. If your own attempts to deal with the noise have not succeeded, then please follow our noise reporting procedure at [noise.connaught-hall.org.uk](http://noise.connaught-hall.org.uk). We can only help effectively if you follow this procedure fully.

Responsibility: **Warden** | [noise@connaught-hall.org.uk](mailto:noise@connaught-hall.org.uk)



### Lost room keys & property

If you lose your room key, security staff at reception can replace it 24/7 for a fee. If you find any lost property, hand it in at reception. If you have lost something, ask the Hall Manager during normal working hours if it has been handed in.

Responsibility: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Social & recreational

Your elected Residents' Club Committee run the Hall bar, provide leisure facilities in the common rooms, and organise most of the social & recreational programme for the year, with guidance from the Warden. Contact them with any ideas, suggestions, or complaints at [committee@connaught-hall.org.uk](mailto:committee@connaught-hall.org.uk).

Responsibility: **Warden** | [warden@connaught-hall.org.uk](mailto:warden@connaught-hall.org.uk)



### Housekeeping

Speak with the Hall Manager about any housekeeping or cleaning concerns – including waste disposal and recycling – or email [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk).

Responsibility: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### References for banks & landlords

The Hall Management team can provide reference letters as proof of address or tenancy history. Simply email your request to [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk).

Responsibility: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Catering

Ask to speak with the chef immediately if you think there is a problem with the food, or if you need to know about allergens. To make any other comments or suggestions, email [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk).

Responsibility: **Aramark** | [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk)  
Send any formal complaints to: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Internet

If there is a problem with your Hall internet connection (wired or wireless), call Network Services on **020 7862 8092** or email [swan.support@london.ac.uk](mailto:swan.support@london.ac.uk).

Responsibility: **Network Services** | [swan.support@london.ac.uk](mailto:swan.support@london.ac.uk)  
Send any formal complaints to: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Fees & invoices

Fees must be paid within the first two weeks of October, January, and April. Pay online at <https://epay.london.ac.uk>. If you have problems with payment contact the Finance team at [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk) or call **020 7862 5772** as soon as possible.

Responsibility: **Accommodation Finance Office** | [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk)  
Send any formal complaints to: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)



### Room & contract

All room swaps and contract issues are dealt with by the centralised Housing Services team. We regret that Hall staff here at Connaught Hall are unable to authorise any room swaps. Email Housing Services at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) or call **020 7862 8881**.

Responsibility: **Housing Services** | [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk)  
Send any formal complaints to: **Hall Manager** | [info.connaught@london.ac.uk](mailto:info.connaught@london.ac.uk)

