



University of
Roehampton
London

Accommodation Guide

2026/27



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Welcome from the Roehampton Students' Union (RSU)

Roehampton Students' Union (RSU) is a student-led organisation that exists to make student life better at Roehampton. We are led by a team of full-time staff, and Sabbatical Officers (Sabbs) who are 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 on the issues that matter most to you.

Our 45 student societies provide the perfect space to make incredible memories, build a community, gain new skills and even do some networking depending on the type of society you join. And whilst many societies are already available and ready to welcome you with open arms, if you can't find the right one, you can always create your own!

Our on-campus outlet - The Hive Café - serves the finest barista coffee on campus and, for those who enjoy socialising and making new friends, we've always got some fantastic entertainment opportunities, including our day and late-night events programme at venues on campus and across London. If you the latest on what your SU are up to, you can keep in touch through our website and social media channels:

Website: roehamptonstudent.com

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

Tiktok: [@roehamptonSU](https://www.tiktok.com/@roehamptonSU)

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

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 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>

Student Medical Centre	studentmedicalcentre@nhs.net	020 8392 3679
Roehampton Students' Union	rsu@roehampton.ac.uk	020 8392 3221
Library	library@roehampton.ac.uk	020 8392 3770
Roehampton Gym	roeactive@roehampton.ac.uk	020 8392 8181
Nest	nest@roehampton.ac.uk	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 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 | accommodation@roehampton.ac.uk
Opening hours: 9am–5pm, Monday–Friday.

Accommodation Terms and Conditions
www.roehampton.ac.uk/accommodation/contracts

University policies, regulations and procedures
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 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 is there to protect your rights to a safe, good quality place to live.

UUK/GuildHE Accommodation Code of Practice

The University of Reoampton is signed up to the UUK/GuildHE Accommodation Code of Practice. 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 is there to protect your rights to a safe, good quality place to live.

What is the Code?

CUBO is the home of the UUK/GuildHE Accommodation Code of Practice for university owned/managed accommodation. With 144 member organisations and covering over 262,000 bed spaces throughout England, Wales and Northern Ireland, The Code is legislated by Parliament to assure the provision of a high-quality residential experience that is safe, secure, sustainable and supportive for students.

www.accommodationcode.ac.uk



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 live together constructively, understand College and University procedures and find out where help is available when needed.

Student Wellbeing Officers (SWO)

Student Wellbeing Officers (SWOs) offer support to you if you are experiencing difficulties or in need of support around your wellbeing. SWOs can refer and signpost to a range of support services. You can book a 30 minute 1:1 appointment, online or in-person. Alternatively, you can book a same day 15-minute online Wellbeing Quick Query appointment.

Based in each of the four colleges our SWOs, can offer support to students experiencing wellbeing difficulties which may affect their studies, and in multiple areas whilst you are living on campus, including:

- Emotional and psychological support for a range of issues
- Support and guidance on relationship difficulties
- Support through disciplinary procedures and appeals
- Support with accommodation issues
- Additional support and guidance for students who are under 18, care leavers, estranged students or carers
- Signposting to other services in the University and relevant external agencies

If you want to speak to a member of the Wellbeing Team for more information, you can email wellbeing@roehampton.ac.uk or call **020 8392 3653** between 9am–5pm Monday to Friday. Or to access support please contact your SWO directly:

- Digby Stuart DigbyWellbeing@roehampton.ac.uk
- Froebel FroebelWellbeing@roehampton.ac.uk
- Southlands SouthlandsWellbeing@roehampton.ac.uk
- Whitelands WhitelandsWellbeing@roehampton.ac.uk

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 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.

The Student Medical Centre is situated in Old Court, in the grounds of Froebel College and is open between 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.

Health and wellbeing

All students are required to register with GP practice (Doctor) in the UK and should register with the Student Medical Centre on campus at the earliest opportunity – do not wait until you become unwell.

Student Medical Centre (GP services on campus)

The Student Medical Centre (SMC) is your on-campus NHS GP surgery and as such we are uniquely placed to help you manage your healthcare needs. We help students thrive in health and wellbeing, working with the university for your success and best possible experience.

The SMC is part of one of the largest NHS GP practices in Wandsworth, Putneymead, which offers the full range of NHS medical services covering physical and mental health, sexual health and contraception, health checks and dressings, injections and immunisations. We can offer face-to-face, telephone and video consultations depending on your preference and electronic transfer of prescriptions to local pharmacies to reduce the number of times students need to attend the medical centre.

This service is free to UK students, but you must be registered before we can offer you an appointment.

Please register on line, by clicking on the link below, and completing the form.

www.campusdoctor.co.uk/roehampton

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.

If you are an international student, please see the link on our website regarding NHS services.

If you take regular medication, please ensure you bring enough with you for the first couple of months after you arrive in the UK.

As healthcare embraces the greater use of technology the NHS will often send appointment details through by text messaging, they are only able to do this if you register with a UK mobile number - SIM cards are available through NEST, please be aware that many services will be unable to contact you if you do not provide a UK mobile number when you register with the Medical Centre.

The Medical Centre is located in Froebel College at Old Court, the surgery is open 9.30am -1pm Monday to Friday during term-time. Outside of these times and during Easter, Christmas and Summer breaks, patients can seen in person at Putneymead Group Medical Practice in Putney or via online consultations.

Mental Health Advisers

Our Mental Health Advisers can support you if you are experiencing difficulties related to your mental health. This can involve providing advice and guidance, signposting to specialist support and supporting you to build effective coping strategies. To discuss accessing this service, please book in with your Student Wellbeing Officer.

Counselling

The Wellbeing service at Roehampton includes a team of professional Counsellors, who provide a range of short-term individual psychological interventions to support you to understand and work through various emotional issues. The Counselling service can support you in more than one way and depending on your assessed needs, you will have free access to solution-focused counselling sessions or a short course of up to 6 sessions. Counselling sessions can be held in-person, at the Wellbeing Centre, in the Richardson Building, via Microsoft Teams or via telephone (for assessments).

For more information or to self-refer please email: wellbeing@roehampton.ac.uk or ask your Student Wellbeing Officer if you would like to know about accessing this service.

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 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.

www.nhs.uk/live-well

Management of infectious diseases

All students are required to report any infectious notifiable diseases to URStudenthealth@roehampton.ac.uk within 24 hours of having a diagnosis confirmed. This applies to resident and non-resident students.

Students must co-operate with university staff supporting their case and must adhere fully to all actions that are advised by the University and external agencies.

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 & Neurodiversity Service to arrange an appointment to discuss how to access adjustments for both accommodation and teaching and learning.

Email: disabilities@roehampton.ac.uk
Tel: 020 8392 3636

www.roehampton.ac.uk/student-life/accommodation/specific-requirements

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 wellbeing@roehampton.ac.uk or submit a self-referral form via the link on the NEST student portal.

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

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.

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

Active 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.

Active 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 including our on-campus Gym. Look out for lots of taster sessions, free activities and subsidised memberships across the year.

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

Instagram: @sportroe and @gymroehampton
Twitter: @sportroehampton

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 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.

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.

- 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.

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:

- Always keep the kitchen fire door closed. Never prop or wedge it open.
- All kitchen and cooking appliances must be kept and used in the kitchen only.
- The University now provides air fryers in all student kitchens.
 - Please do not use your own air fryer.
 - Do not use greaseproof or baking paper in the air fryer.
 - Clean the air fryer after each use.
- Keep combustible items such as packaging, bags, tea towels, plastics, etc. well away from the cooker, toaster, and other heat sources.
- 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.
- Disposable barbecues are not permitted anywhere on campus.
- Avoid cooking if you are tired, or are under the influence of alcohol or medication that may affect your alertness.

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.

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.

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.

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:

<https://servicedesk.roehampton.ac.uk/support/tickets/new>

Information is also available on the Student Portal.

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 as soon as you receive them. Whitelands students need to email 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](#).

www.roehampton.ac.uk/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. Your room must always be in a safe condition for staff to enter.

Category	Example (not exhaustive)	Initial inspection and/or initial repair	Full repair or replacement	Target to achieve within SLA
Critical 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%
High 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%
Routine 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%
Low 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%

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.

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. We recommend that food is stored in sealed containers and in higher cupboards. When you leave the room or kitchen you should close the windows to mitigate pest access.

Pest problems should be reported online via a Service Desk ticket. <https://servicedesk.roehampton.ac.uk/support/tickets/new>

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.

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.

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

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.

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.

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:

- Air Fryer
- 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. Your bed will be provided with a mattress protector. The resident is expected to wash this during the period of their tenancy.

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.

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

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.

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. 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.

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

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

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.

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.

Sustainability

Living sustainably in halls is a great way to reduce your environmental impact, save resources, and help keep our campus community clean and green. Small actions can make a big difference!

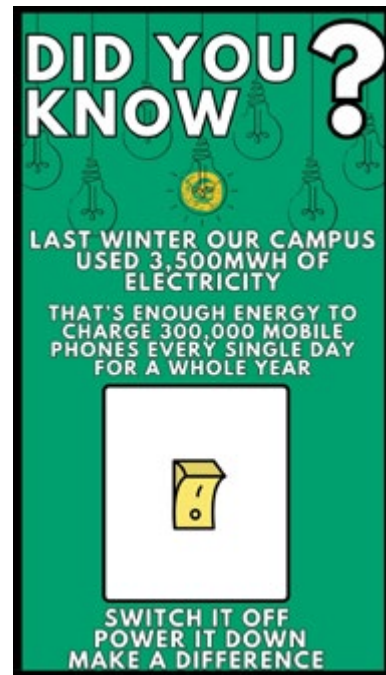
Your actions also help us keep accommodation fees affordable for you. As energy and water costs are rising, if utilities demand increases as well due to behaviour and unreported leaks, this ultimately affects our rental charges.

Save Water

Water is a valuable resource, so please help us reduce unnecessary waste.

- Keep showers short where possible: Can you shower in 4 songs?
- Turn taps off fully after use.
- Report dripping taps, faulty showers, leaking toilets and pipes, and any other water usage issues to the Service Desk as soon as possible so they can be repaired quickly.

Report a maintenance issue:
<https://servicedesk.roehampton.ac.uk/support/tickets/new>



Save Energy

Reducing energy use helps lower carbon emissions and supports the university's sustainability goals.

Please remember to:

- Turn off lights when leaving a room.
- Use natural light where possible.
- Switch off appliances and chargers when not in use.
- Avoid leaving windows open when heating is on: 15min a day is enough to ventilate a bedroom for air quality.
- If your room has a thermostat, keep this to 21C max in winter, and lower it when you are not in your room for prolonged periods: every additional 1C adds +7% on the heating bill!

Small actions across campus can collectively make a significant difference.

Look at some of the invest-to-save projects we do, to reduce our carbon footprint and increase your comfort:

<https://www.roehampton.ac.uk/sustainability/net-zero-and-energy>

Travel and Transport

There are lots of sustainable ways to travel to, from, and around campus.

Where possible, consider:

- Walking
- Cycling or using e-bikes
- Taking the bus
- Travelling by train
- Car sharing/carpooling with others

Choosing sustainable transport can help reduce congestion, improve air quality, and lower carbon emissions.

Read more about sustainable travel here:

www.roehampton.ac.uk/sustainability/travel-and-transport

Biodiversity and Green Spaces

Our campus is home to a variety of green spaces and wildlife, and we encourage students to enjoy and help protect these areas.

You can support biodiversity by:

- Respecting planted and natural areas
- Avoiding littering
- Taking part in volunteering opportunities such as litter picks or gardening events
- Helping keep outdoor spaces clean and welcoming for wildlife and the wider community

Find out more about campus biodiversity here:

www.roehampton.ac.uk/sustainability/campus-environment-and-biodiversity

Get Involved

There are plenty of opportunities to get involved in sustainability activities and events throughout the year:

- Check the Student's Union "What's on" page or NEST portal for events. Grow veg and help care for our chickens with Growhampton!
- Email us at Sustainabilityteam@roehampton.ac.uk

Look at our website to see what we do to be a sustainable university:

www.roehampton.ac.uk/sustainability



Recycling and Waste

Information on general waste and recycling can be found on [page 39](#).

You can also help reduce waste by:

- Avoiding single-use items where possible.
- Reusing bags, bottles, and containers.
- Donating unwanted items at the end of term instead of throwing them away.

Food Waste

Please use the designated food waste bins in accommodation kitchens where provided. Food waste collected on campus is processed separately from general waste.

Examples of food waste include:

- Fruit and vegetable peelings
- Leftovers
- Tea bags and coffee grounds
- Bread, rice, and pasta
- Compostable packaging: look for the Vegware brand used on campus

Battery Recycling

Batteries should never be placed in general waste bins as they can cause fires and environmental harm: Just one small button battery can contaminate up to 600,000 litres of clean water (about the volume of 3 swimming pools).

Battery recycling points are available at:

- The diners, library, the post-room and near photocopyers.



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.

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
- If the cooking appliance’s control numbers or markings are worn or missing, please contact Maintenance
- It is safest to turn off your cooking appliance at the wall switch after use

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

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.

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.

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.

Food waste

Food waste is now collected from student halls meaning less waste sent to landfill and greener waste disposal.

What goes in?

- Fruit & veg peels
- Leftover food (cooked & raw)
- Tea bags & coffee grounds
- Vegware Packaging

What stays out?

- Packaging
- Liquids
- Non-food items

All residents must ensure that out of date food is disposed of immediately. It must not be left in shared fridges or freezers.

Laundry location

From September 2025, accommodation fees will cover up to 2 washes and 2 dries per month with the option to top up as needed.

There are laundries with washers and dryers located as follows:

- Whitelands: basement of Beverley
- Southlands: ground floors of Blocks B and D
- Digby Stuart: Erasmus laundry by the Student Post Room and Newman Soap and Suds
- 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.

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

Roehampton Food has a range of catering outlets to suit all taste and diets, the outlets can be used as social spaces, society gatherings and event spaces. We cater for everyone no matter your budget.

Look out for our coffee and food reward programme, StampMe, which will have a loyalty scheme, competitions and prizes. We also champion sustainability, with all our disposables being compostable, with rewards for reuseable cup usage.

Follow us **@RoehamptonFood** on Instagram for daily updates on all the food offers across campus, events and competitions.

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.

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.

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, 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.

The Union Bar

Come join us at the Union Bar, your go-to-spot for all things sports, food and entertainment. With live steaming of TNT Sport, Sky Sports and all major events you won’t miss a moment of the action.

With various food offers available from burger and fries, pizza and much more the Union will service all your social needs Monday to Friday until late. The bar is the perfect place to chill and see friends, whether you are looking for a non-alcoholic cocktail, a slice of pizza or a gin and tonic.

Vending

24/7 food - with various vending options across site you are always able to fulfil that craving. Whether it is coffee at 3am from the library or pizza from the Digby square machine we have you covered. Ask in any of the catering locations for information as well as following [@RoehamptonFood](#) on Instagram.

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.

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.

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

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 5am – 6pm
- Whitelands 5am – 6pm

Drivers leaving on cars on campus for extended periods (2 weeks plus) should speak to security to arrange a suitable long term space.

Enforcement

Drivers of vehicles parked in breach of the Car Parking Policy are liable to receive a charge notice of £85.

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: www.sustrans.org.uk

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.

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.

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

Gritting and snow clearance

It is important to the University that in periods of snow and ice, safe access to all areas of the University estate is maintained. The university uses a contractor who is a suitably qualified, and experienced gritting and snow clearance contractor. The service is set-up so that a forecast overnight temperature of 0C or below shall automatically trigger a visit from the contractor to grit roads, paths and entrances.

The contractor is responsible for making sure suitable quantities of salt and grit are maintained and securely stored on site and that all salt and grit bins are kept topped up, clean and tidy.

During periods of snow and ice the contractor and/or our In-House Cleaning team also provide suitably trained and equipped on-site staff to spread grit and clear snow from the following areas:

- Main gate entrances, building entrances, steps, gullies and decking.
- Footpaths that are not highlighted on the plans.

As a note, the local authority does not have any responsibilities to clear/grit the site. They only will do the pavements/roads outside the university.

External area cleaning

With over 54 acres of grounds, maintaining external areas to a high standard is very important to the University. Working closely with the grounds maintenance team, the Cleaning team ensure areas are maintained to the following standards, recognising the need to adjust the frequency of cleaning in response to weather conditions, particularly during Autumn and Winter months when excessive rain, frost, snow and leaves can significantly increase dirt levels at the entrances to buildings.

Litter picking

- All entrances, disabled access areas, steps, gullies, paths, roads, decking, external furniture, green areas including floral display beds, free from litter and debris.
- All litter bins emptied and re-lined as required.
- Waste removed to nearest waste yard and disposed of in appropriate waste stream container or other specified location for collection.

Building entrances and exits

- The ground around entrances and exits kept free from litter, build-up of dirt, soil, grit and debris.
- Signage kept free from visible loose debris, dust and cobwebs.

Signage

- All external signage around the campus kept clean and free from visible loose debris, dust, engrained dirt and cobwebs.

Smoking & bicycle shelters

- Areas kept free from litter (including cigarette butts), build-up of dirt, soil, grit, and debris.
- Cigarette bins emptied and where applicable, refilled with sand.

Leaf removal

- Grounds kept free from build-up of leaves, using blowers as appropriate.
- Drain areas kept free from leaves and other debris.

Dog fouling removal

- Dog waste removed from across the University grounds.

Chewing gum removal

- Areas kept free from chewing gum deposits.

External cleaning – periodic activity

Bin washing:

- Weekly - litter and cigarette bins washed thoroughly inside and out.

Jet washing:

- Monthly - decking outside Student bars (Whitelands and Froebel) jet washed.
- Quarterly (or as agreed) – all public entrances to buildings jet washed.
- Quarterly (or as agreed) – all campus bike sheds / smoking shelters jet washed.
- Quarterly (or as agreed) – all external areas to be treated as required for gum removal.

