

Accommodation Guide

2020/21



Welcome	6
Useful contacts	6
Accommodation Office contact details	7
Security	8
Code of Practice	10
Welfare and support	12
Student Wellbeing Officers	13
Flat Reps	13
Chaplaincy	14
Health and wellbeing	14
Medical or disability needs	15
Sport and Active Communities	16
Fire safety	18
If you discover a fire or see smoke	19
If the fire alarm sounds	19
Fire safety precautions	19
Eviction warning	21
Communication facilities and post	22
Telephone and internet services	23
Notice boards	23
Email	23
Collection of student post	23
Repairs and maintenance	24
Service Level Agreement	25
Infestation and pests	25
Complaints – how to register	26
Electrical appliances	26
Water safety	27

Living in Accommodation	28
What to bring	29
How to be a considerate flat mate	29
Guest policies	29
Loss of keys/Student ID	30
Accommodation fees	30
Insurance	30
Television Licence	30
Accidents and incidents	30
Departure procedure	31
Cooking	32
Oven operation	33
Hob operation	33
Microwave operation	33
Cleaning	34
Cleaning – Student responsibilities	35
2019–20 Resident student cleaning charges	36
Condensation problems in your room	36
Recycling	37
Laundry location	37
Campus and transport	38
Colleges	39
Catering and bars	39
Public transport	40
Local shopping	41
Car parking	41
Cycling	41
Snow and ice clearance	42

Welcome from the Vice-Chancellor, Professor Jean-Noël Ezingeard

One of the best things about living in the University is the opportunity to make friends and meet new people from different backgrounds and with different interests and points of view. Students at Roehampton come from all walks of life and from all around the world – typically we have about 150 different nationalities on campus.

Whatever career you choose after University, I can guarantee that one of the key skills you will need is the ability to get on with other people and work as a team with people from all parts of the world. Living in one of our halls is a great preparation for this, because these are exactly the sorts of skills you learn when living as part of a community – being concerned about others, being tolerant and considerate, being a good flatmate, doing your bit to make things go well, and just generally getting on with people.

I hope you settle in to College life quickly and easily and enjoy your time at Roehampton.



Welcome from the Roehampton Students' Union (RSU)

Roehampton Students' Union (RSU) has a team of Sabbatical Officers (Sabs) and full-time staff. The Sabs are Roehampton graduates who are working full time to make sure your experience here is as great as possible. All the officers and staff are here to support you, through advice, societies, representation and working together to change the University and the world around us. No matter what you need, RSU is here to offer the support and help you need to realise your potential.

We have around 65 student societies as well as tons of volunteering opportunities to get involved in, with a wide range of organisations as well as our own award-winning sustainable Growhampton project. Our Hive Café serves the finest coffee on campus and, for those who enjoy a night out, we've got an amazing entertainment line-up, including our club nights; Grand, Bop and Fez as well as one of the best Summer Balls in the country.

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

Sign up to our website: roehamptonstudent.com

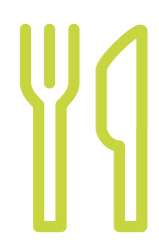
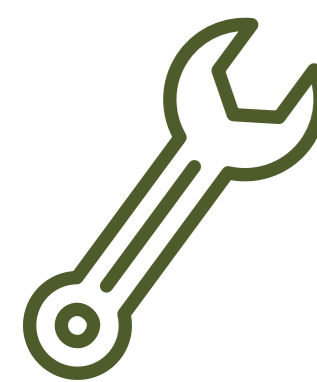
Facebook: [Roehampton SU](https://www.facebook.com/RoehamptonSU)

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

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

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

Farrah Alice Black, Lauryn Fleming, Nicolo Sodaro.
President, Vice President Education, Vice President Community and Welfare
Roehampton Students' Union





Useful contacts

The main accommodation office is situated on the ground floor of the house at Mount Clare. There are also college accommodation offices in Southlands and Whitelands.

In an emergency

Call 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.

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.

Maintenance

Report issues online via our Service Desk
servicedesk.roehampton.ac.uk
 Ext 6000 from the phone in your flat between 8am and 6pm Monday to Friday
 020 8392 6000 from mobile phone.

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	roehampton@roehampton.ac.uk	020 8392 8181
IT Helpdesk	servicedesk@roehampton.ac.uk	020 8392 6000

Accommodation Services contact details

The main accommodation office for on and off campus is situated on the ground floor of the house at Mount Clare. There are also college accommodation offices in Southlands and Whitelands.

We can also be found in Elm Grove reception on Digby Stuart which provides access to a range of services for students. Please check roehampton.ac.uk/accommodation for the specific days and times.

Accommodation Office

Mount Clare House
 Mount Clare
 Minstead Gardens
 London
 SW15 4EE

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.



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 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
- Do not tag your key with your room number and/or name
- Ensure your ID card is with you at all times
- ID cards are not transferable



Code of Practice

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

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

The Student Accommodation Code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your university or college accommodation as well as your responsibilities as a tenant. This includes the following six key areas:

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



Wellbeing and support

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

Student Wellbeing Officers (SWO)

Are here for:

- Students experiencing difficulties which may affect their studies

Are here to:

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

Offer students:

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

Contact your Student Wellbeing Officer

You can contact the SWO for the College where you study or where you live.

Digby Stuart College:

Humanities, Social Sciences, English and Creative Writing, Drama, Theatre and Performance.

Emily Cookson-Williams, emily.cookson@roehampton.ac.uk 020 8392 3167

Froebel College:

Education, Dance

Sophie Cutforth, sophie.cutforth@roehampton.ac.uk, 020 8392 3304

Southlands College:

Business, Media, Culture and Language

Jo Eskdale, j.eskdale@roehampton.ac.uk, 020 8392 3402

Whitelands College:

Life Sciences, Psychology

Gloria Williamson, gloria.williamson@roehampton.ac.uk, 020 8392 3502

Student Wellbeing Officers (SWO) are available by appointment and have daily drop-in times throughout term-time at 1–2pm in the Wellbeing Centre, Richardson Building.

Flat Reps | Residential Support

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

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

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

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

Chaplaincy

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

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

Health and wellbeing

Student Medical Centre (GP services on campus)

The Student Medical Centre is your on-campus GP surgery and as such we are uniquely placed to help you manage your healthcare needs. This academic year it is more important than ever that you register online prior to your arrival to ensure that your health care records can be transferred from your current practice in good time. In line with current Covid-19 management we will be offering a mixture of face to face, telephone and video consultations as appropriate and electronic transfer of prescriptions to local pharmacies to reduce the number of times students need to attend the medical centre. We will not be able to offer you an appointment unless you are registered.

www.putneymead.co.uk/smc-home

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

The Medical Centre is located in Froebel College at Old Court, the surgery is open 9.30am to 5pm Monday to Friday during term-time. During Easter, Christmas and Summer breaks, patients are seen at Putneymead Group Medical Practice in Putney.

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

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

www.putneymead.co.uk/smc-international-students

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

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

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

The Student Medical Centre is situated in Old Court, in the grounds of Froebel College and is open between 9.30am and 5.00pm, 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.

Keep healthy

You will find up-to-date advice on Covid-19 and the steps we are taking to keep you safe on our website. <https://www.roehampton.ac.uk/coronavirus/guidance-for-students/>.

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. nhs.uk/live-well/

Medical needs

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

You should also complete and return a self-assessment form, part of which involves obtaining confirmation from a medical professional. You can find the form on our Disability Services webpage.

You can also contact Disability Services directly:

Disability

Tel: 020 8392 3636

Email: disabilities@roehampton.ac.uk

Mental Health Advisers

Our mental health advisers can support you if you are experiencing difficulties related to a mental health diagnosis. This can involve providing intervention, offering advice and guidance, signposting to specialist support and working with students to strengthen self-management strategies. To make an appointment, please contact your Student Wellbeing Officer.

Counselling

We provide a range of confidential counselling to help you address personal or emotional problems and help you develop emotional resilience. If you, or someone you know, needs counselling support please email health&wellbeing@roehampton.ac.uk

Financial support

The Student Finance Team is based in the Richardson Building in Digby Stuart College. You can contact the team by emailing studentfinance@roehampton.ac.uk or calling 020 8392 3090 for guidance and advice. If you need help financially or help with Student Finance England, you are encouraged to come to the office between 9.30am and 3.30pm, Monday to Friday.

More information about all of the support available can be found on our Student Portal. <https://portal.roehampton.ac.uk/information/student-support/>

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

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

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

Sport and Active Communities – Something for everyone in our community

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

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

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

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

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



ANNUAL MEMBERSHIP

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

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

📷 @sportroe and @gymroehampton

🐦 @sportroehampton

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





Fire Safety

Get to a safe place away from the fire and dial the University's emergency number 3333 or (020 8392 3333 on your mobile phone) and report the location and nature of the fire

Fire is a significant hazard in residential accommodation. Most people underestimate the rapid speed at which fire, smoke and toxic gases spread through a building during a fire. It is important that you read the Fire Action Notice by the red 'Break Glass' Fire Alarm Call Points in your accommodation or academic building, detailing what to do if there is a fire or emergency.

COVID-19 Fire Safety Amendments: For the most up to date Fire and Emergency Procedures that help prevent the spread of COVID-19 please visit the Fire Safety intranet page on the Student Portal.

Please email healthandsafety@roehampton.ac.uk if you have any questions or concerns about fire safety at the University.

If you discover a fire or see smoke:

- Find the nearest **fire alarm 'break glass' call point** (usually next to escape route doors and exits) press the middle, which will activate the fire alarm and alert campus security
- Get to a safe place away from the fire and dial the University's emergency number **3333** or **(020 8392 3333)** on your mobile phone) and report the location and nature of the fire
- Then go quickly to the Assembly Point and wait for further instructions
- If it is safe to do so before you go to the Assembly Point, check for other people at risk near the fire (they may be asleep or need help to escape), and close doors and windows

If the fire alarm sounds:

- Immediately stop whatever you are doing
- Switch off any cooking equipment and close the door of your flat or floor behind you
- Do not stop to collect personal belongings
- Leave immediately by the nearest emergency exit, go to the assembly point and stay there until you receive further instructions from Security, fire wardens or emergency services
- If you have visitors make sure they leave with you
- Do not re-enter the building until instructed to do so
- Report any important information to the person in charge, for example if you know someone hasn't evacuated

Fire safety precautions

The following precautions will reduce the likelihood of fire starting and will protect against its consequences.

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

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

Cooking

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

- Make sure you give your cooking your full attention. There have been four serious kitchen fires over the past two years because students left their cooking unattended for a short time.
- Never use a traditional chip pan or deep fat fryer – they are not permitted in our kitchens.
- If you are called away from the cooker, even briefly, always turn off the cooker, hob or microwave and take pans off the heat source.
- Keep the oven and hob clean to prevent a fire. You may be charged to clean it if

Fire doors prevent the spread of fire and smoke. Fire doors (bedroom, kitchen and front doors) must never be wedged or propped open. Some of our kitchens are fitted with 'door watchers' which will sound an alarm if the kitchen door is held open for too long.

Do not leave any cooking appliance, toaster, kettle, iron, etc. unattended while being used. Always make sure they are switched off when you have finished using them.

cleaning operatives deem it too dirty.

- 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.
- Disposable barbecues are strictly forbidden indoors. If you would like to have a barbecue outside, you must complete a booking form which can be found on the Information for Students in Halls page on the Student Portal.

Escape routes

You need to be familiar with the escape routes in your accommodation building. Consider the alternative escape routes in case your normal route is unavailable. Throughout the University there are Fire Action notices in the exit routes of the buildings. The Fire Action notices are usually located next to the fire alarm 'break glass' call points. As well as the emergency instructions, the notice shows the location and number of the Assembly Point for the building. Fire exit routes are marked by the green and white 'running man' exit signs above doors.

Fire safety equipment

Do not tamper with, obstruct or remove any notice or equipment provided for fire safety – it is a criminal offence to do so and puts your life and others at risk. Each residence has a comprehensive fire safety system of smoke and heat detectors, fire extinguishers and fire blankets. Any person who knowingly or recklessly misuses the fire safety equipment, or who sets off any fire alarm without good cause will be subject to disciplinary action which may result in you being evicted from your accommodation. Be aware that false or malicious calls to the Fire Brigade can lead to criminal proceedings. You will be charged with the costs to replace equipment and to reimburse the University for fees charged by the London Fire Brigade for a false attendance.

Keep all fire doors closed

Fire doors prevent the spread of fire and smoke. Fire doors (bedroom, kitchen and front doors) must never be wedged or propped open. Some of our kitchens are fitted with 'door watchers' which will sound an alarm if the kitchen door is held open for too long.

Do not obstruct fire routes or doorways

If you find routes blocked in any way inform Campus Security immediately. Do not leave any rubbish or belongings outside your bedroom door or in any corridors and escape routes as they can cause obstruction and are combustible. Please contact the University's helpdesk if you need to dispose of large boxes or a large number of bags.

Detectors are sensitive – carelessness could cause a full-scale alarm

Take care – the alarm system is very effective and very sensitive. Detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking, aerosol sprays or hair dryers and hair tongs. Keep kitchen and bedroom doors closed to restrict the escape of shower and cooking steam, and normal cooking smoke.

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.

Unattended appliances

Do not leave any cooking appliance, toaster, kettle, iron, etc. unattended while being used. Always make sure they are switched off when you have finished using them. Smoke of any kind will trigger the alarms and inconvenience many people, especially those with disabilities.

Disability

If you have a disability, for example a hearing or vision impairment, or reduced mobility, that may put you at risk in the event of an emergency, please notify Accommodation Services and Disability Services. An appropriate Personal Emergency Evacuation Plan (PEEP) will be created with you.

Do not use lifts

If you see smoke or fire you should immediately get out and raise the alarm then go to the Assembly Point.

During a fire alarm you must not use the lifts. Residents (and guests) who have difficulties using stairs should make themselves known to Disability Services when they first arrive, so that additional assistance can be provided in the event of an evacuation of the building.

Fire alarm testing and drills

It is a legal requirement that all fire alarms are tested regularly. The University is also obligated to test each detector every year. There will be unannounced fire drills and you must respond appropriately to the fire alarm.

Using fire extinguishers

Appropriate fire extinguishers are provided in communal areas but they are only for the use of trained people. If you see smoke or fire you should immediately get out and raise the alarm then go to the Assembly Point.

Eviction warning

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

- Covering or tampering with a smoke detector
- Misuse or tampering with fire safety equipment such as manual call-points or fire extinguishers
- Possession, use, creation or dealing of illegal drugs
- Smoking, using candles, incense sticks or any other type of burning or smouldering item
- Using, or threatening to use, physical violence
- Possession or use of a firearm or other offensive weapon
- Misuse of a balcony



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 and a public pay phone available on Froebel campus.

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.

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.

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

- Service Desk servicedesk.roehampton.ac.uk
- Call us on ext 6000 or 020 8392 6000 between 8am and 6pm Monday to Friday

Information is also available on the Student Portal.

Notice boards

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

Email

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

Collection of student post

The University has a centralised student post room located at Stuart lodge, with the exception of 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 5PU

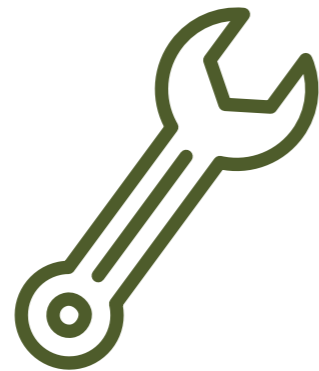
DSPS Digby Stuart
EGPS Elm Grove
FCPS Froebel
CHPS Chadwick Hall
MCPS Mount Clare
SCPS Southlands
WCPS Whitelands

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



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, or you can call us between 8am and 6pm Monday to Friday.

Go to the ServiceDesk homepage:
<https://servicedesk.roehampton.ac.uk>
 Email: servicedesk@roehampton.ac.uk
 Phone: 020 8392 6000

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

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

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

Category	Example (not exhaustive)	Initial inspection and/or initial repair(3)	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%

Service Level Agreement

The table on page 25 shows the residential maintenance service level agreement. It will act as a guideline to the response times you can expect once a job has been reported.

Infestation and pests

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

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

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

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

Complaints – how to register

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

Your complaint should include:

- The helpdesk 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 Estates and Facilities 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 hand it to the College Accommodation Officer who will notify you of the removal.

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

If you are an International student please note:

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

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

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

Instructions

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

The following electrical items are not allowed in bedrooms

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

Fairy lights

Fairy lights are permitted in your room only if you follow these points:

- Fairy lights must be LED type
- Sourced from a reputable supplier and CE marked
- Maintained in good condition and inspected for damage before use
- The lights must be used appropriately and according to the manufacturer's safety instructions
- Lights must be turned off and unplugged when the room is unoccupied

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 to check and replace showerheads. Notification is given in advance.

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



Living in Accommodation

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

Kitchen

We provide:

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

You will need to bring:

- Cooking utensils
- Cutlery
- Crockery
- Tea towel

Alternatively you can purchase a kitchen pack through the Roehampton Estore.

Bedroom

For your room you will need to bring:

- Bedding (unless you have purchased a pack or the bedding and linen change service)
- Towels (unless you have purchased the bedding and linen change service)
- Cleaning products for your room (unless you have purchased a room cleaning service)
- One or more pillows

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

How to be a considerate flat mate

- Be respectful and considerate to fellow residents, accepting that everyone is individual and you all need to live together.
- Avoid creating noise at any time which disturbs others.
- Keep your room and all shared areas tidy (including the kitchens) and do not obstruct communal areas. Failure to do so will lead to a warning by cleaning staff, 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 2am if staying on campus or they must leave the campus by 2am. 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.

The Accommodation terms and conditions under COVID-19 allow the University to restrict the attendance of visitors to the Accommodation.

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

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

Loss of keys/Student ID

You are urged to take care of your Student ID and keys at all times. We recommend that for security purposes, you remove any identification from your room key. If you have lost your key please visit the Roehampton Estore to pay the replacement fee. The receipt for this payment should then be brought to the Accommodation Office in Mount Clare. If you lose your Student ID please go to Security Services, Stuart Lodge, Digby Stuart College. If you have lost your key or Student ID outside working hours, call Security on 020 8392 3140 and they will give you access to your room. You must show some ID to security to confirm your identity.

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 provided by Endsleigh 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 through Endsleigh 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.

endsleigh.co.uk/reviewcover

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 £157.50 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.

Lock your door before you return the key (if you have one). Return all keys and key cards to the College Accommodation Officer or Security Services at Stuart Lodge in Digby Stuart College.

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.
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 of the original inventory 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.

Lock your door before you return the key (if you have one). Return all keys and key cards to the College Accommodation Officer or Security Services at Stuart Lodge in Digby Stuart College. If you fail to hand in your keys you will be charged the replacement cost and this amount will be deducted from your deposit.

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



Cooking

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

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

Oven operation

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

Hob operation

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

If the markings are not clear please report to Maintenance.

Hob hints

Saucepans for use on hobs should:

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

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

Important reminders when cooking

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

Microwave operation

1. Place the food or liquid into a single microwave-safe container. Ensure that the container is covered with a microwave-safe cover to avoid splatter and close the appliance's door. Many non-microwave containers can crack, warp, shatter, bend or otherwise rupture 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 3pm – 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

Hallway (cleaned daily)

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

Shared bathrooms (cleaned daily)

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

Staircases (cleaned daily)

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

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

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

Cleaning – Student responsibilities

Kitchen

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

Bedrooms

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

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

En suite bathrooms

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

Staircases and corridors

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

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

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

Condensation problems in your room

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

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

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

Signs of condensation

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

Where does the moisture in your room come from?

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

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

Personal washing/bathing = 1kg

Breathing while asleep = 0.3kg

Breathing while awake = 0.85kg

Cooking = 3kg

Washing and drying clothes = 5.5kg

Causes of condensation

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

Preventing condensation in your room

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

Recycling

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

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

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

Outside your flat:

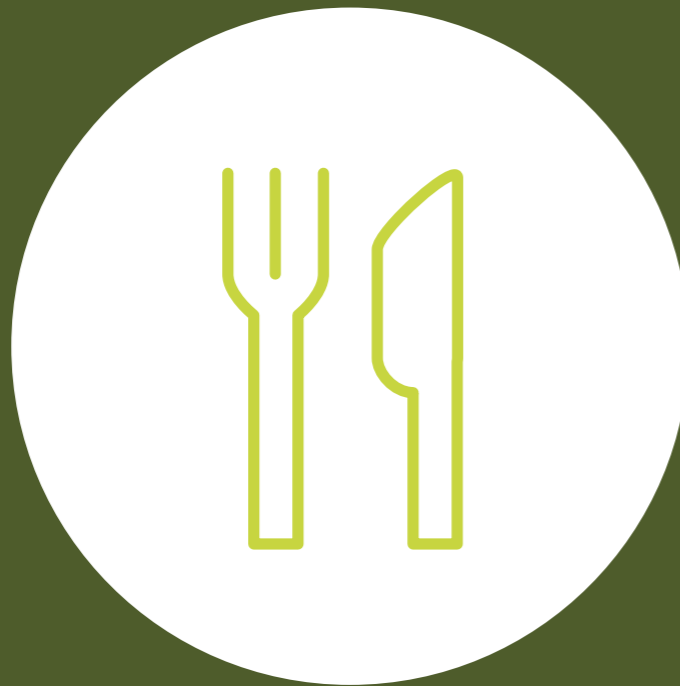
- Clothes and Shoes: in SCOPE recycling bank at Froebel College.
- Save 10 pence on hot drinks at all cafes on campus if you bring your own reusable mug.
- Say no to plastic. Bring your own reusable bags.
- Choose loose fruit and vegetables rather than packaged ones.
- Reuse and save – FreeCycle, charity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

Laundry location

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

- Whitelands: basement of Beverley
- Southlands: ground floors of Blocks B and D
- Digby Stuart: basement of Lee House, Newman Soap and Suds, the Hirst Building and two outside machines between Elm Grove and Lee House
- Froebel: ground floor of Aspen
- Chadwick: basement of South building
- Mount Clare: ground floor of Picasso

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



Campus and transport

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

Colleges

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

Digby Stuart College

Digby Stuart was established in 1874 as a teacher training college for Roman Catholic women. The College owes its existence to the vision of the Society of the Sacred Heart, whose members continue to support the College and the University.

Froebel College

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

Southlands College

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

Whitelands College

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

Catering and bars

The University 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.

The Union Bar

The Union bar is the University's main social hub with a fully stocked bar, a variety of food available at 'PubGrub' and a popular schedule of events including but not limited to quiz nights, resident DJs and cocktail nights throughout the week. The Union Bar and adjoining Monte Hall is also home to popular club night THE BOP, held every Friday night throughout the term. With something for everyone it is the perfect place to meet friends and relax after a long day!

Froebel Diner

The Froebel Diner serves hot food Monday – Friday ranging from roast dinners to our interchanging specials counters which includes curries from the Urban Rajah! Fancy something lighter? We also have a salad and sub bar where you can choose exactly what you want and get your lunch made right in front of you.

Starbucks

Located in Froebel Diner you will also find our very own Starbucks, where you will be able to pick up a nice cold iced coffee in the summer and a warming hot chocolate in the winter and drinks for all moments in between!

Hive Café

The Hive Café is run by Growhampton, the Student Union's social enterprise. The café hosts regular events, including film screenings, a pop-up thrift shop, bike workshop, live music and more. It serves fresh produce grown on campus at a weekly Market Day. The Hive is in Digby Square, which has outdoor seating and a table tennis table.

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

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

The Digby Den and Diner

The Digby Den is a social space that includes sofas, large-screen TVs, kitchen space to allow students to warm their own food and a small stage area that student societies often use to hold events. The Diner serves seasonal main meals including warming stews, pies and pasta to name just a few. It's the perfect place to find that home cooked meal that you're missing. We also have a salad/soup bar for those days when you need something a bit lighter.

The Digby Coffee Shop

Located just inside the Den, it's the perfect place to catch up with friends over a cup of tea or grab a toastie and a soft drink on the way to your lecture.

Digby Shop

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

Library Café

Located in our award-winning Library, why not take a break from studying and have a restorative coffee with cake or a panini and snacks if you fancy something more substantial.

Quad Café and Coffee Bites

The Quad in Southlands serves up a range of different hot food and salads daily but we are known for our great range of chicken from hot wings to peri-peri bites. Next door is the student social space The Reef where you will find Coffee Bites. Here you can grab a coffee with friends or a sandwich and snacks.

The Sett

The Sett is a social space located in Whitelands College. To keep you going throughout the day it is a coffee shop selling all your favourite snacks but by night it really comes to life turning into a bar, with a pool table, a big screen and the perfect views of sunsets over Richmond park – what more could you want?

Whitelands Canteen

The Whitelands Canteen, with views over the extraordinary grounds where you can pick up all your favourite home cooked meals which change daily and vary from Piri-Piri Chicken, Thai curries and of course your traditional fish and chips Friday.

Please be aware that any guests must be signed in at the bar you are using and are your responsibility while on site. Remember, drink sensibly and make yourselves aware of the Alcohol Policy which can be found on the University website.

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.

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. There is also a branch of Santander on campus.

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.

Car parking

The main gates at Digby Stuart and Southlands close at 8pm and re-open at 5am. Between these times they will only open for the Emergency Services.

The Froebel gates are on a time lock and will close as follows:

Clarence Lane Entrance – 6pm and Roehampton Lane Entrance – 8pm

Pedestrian gate can still be accessed with student ID card.

Students cannot park on campus between 8:30am and 4.30pm (Monday to Friday) during term time. The University advises resident students not to have a car. Everything you need is available locally or is easily accessible by public transport and parking in the locality is best left for students who live a distance away, or perhaps have children and need to drive.

Only registered students with specific requirements or a medical condition will be considered for a parking permit to allow them to park on-campus during the week. Parking permits are made available at the discretion of Disability Services and only to students with exceptional medical needs. Students in possession of a disabled blue badge or those with health difficulties that significantly affect mobility may be granted a parking permit.

In all such cases, a current consultant's letter is required. The letter needs to clearly state the restrictions the medical condition places on mobility and capacity to walk to and from parking spaces that might be available in the local vicinity.

There is some parking along Roehampton Lane. Students can bring their cars on to campus overnight between 4.30pm and 8:30am – you must park in a parking bay and remove your car before 8:30am. All guest vehicles must be signed in with Security. Any vehicle not showing a valid permit during the hours of 8:30am and 4.30pm is at risk of being issued with a parking fine by Security through a third party administrator. Please be aware that your vehicle details will be obtained from the DVLA.

Students can also purchase a day permit to park within Queen Mary's Hospital. The permit can be purchased for £5 from the Security Services, Stuart Lodge, Digby Stuart College and must be returned the same day. It must be returned to Security by 11pm or the student is liable for an additional charge of £5.

Enforcement

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

Cycling

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

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

The University advises resident students not to have a car. Everything you need is available locally or is easily accessible by public transport and parking in the locality is best left for students who live a distance away, or perhaps have children and need to drive.

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. We recommend you insure your bike.

Bicycles security advice

- Always lock your bicycle, even if you are just leaving it for a couple of minutes
- Avoid isolated places; leave your cycle where it can be seen
- Hardened steel D-shaped locks are recommended as the minimum lock standard; check out Sold Secure for certified locks, or ask your local bicycle dealer
- Lock your bicycle frame to an immovable object – a bicycle rack or ground anchors; thieves can remove drainpipes and lift bikes off signposts
- Make the lock and bicycle hard to manoeuvre when parked – stop thieves smashing it open by keeping the lock away from the ground; keep the gap between bike and lock small
- Secure removable parts; lock both wheels and the frame together
- Take out insurance, either by extending your home contents insurance or through a separate policy. Bicycle organisations and bike shops may offer specialist cover
- Security-mark the frame

Snow and ice clearance

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

Steps – Slopes – Entrances – Paths

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





