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CALENDAR

The following dates were correct at the time of printing, but are subject to change.

Fall Semester

Moveóin Day for New Residential Students Tuesday September 1
Orientation (checkóin from 9:00 A.M.) Wednesday September 2 ó Sunday September 6
Registration Thursday September 3 ó Friday September 4
Residences open for continuing students Saturday September 5
First day of classes Monday September 7 Add/drop period Monday September 7 ó Friday September 11
Priority registration for spring and summer 2010
(registration after this week will incur a late fee) Monday October 12 ó Friday October 16
Fall break Monday October 26 ó Friday October 30
Last day to withdraw from a course Monday November 30
Last day of classes Friday December 11
Study days Saturday December 12 ó Sunday December 13
Examinations Monday December 14 ó Friday December 18
Residences close Saturday December 19

Spring Semester

Moveóin Day for New Residential Students Tuesday January 12
Orientation (checkóin from 9:00 A.M.) Wednesday January 13 ó Sunday January 17
Registration Thursday January 14 ó Friday January 15
Residences open for continuing students Saturday January 16
First day of classes Monday January 18 Add/drop period Monday January 18 ó Friday January 22
Priority registration for fall and summer 2010
(registration after this week will incur a late fee) Monday February 22 ó Friday February 26
Spring break Monday March 8 ó Friday March 12
Easter break Friday April 2 ó Monday April 5
Last day to withdraw from a course Monday April 12
Last day of classes Tuesday April 27
Study days Wednesday April 28
Examinations Thursday April 29 ó Friday April 30
Study days Saturday May 1 ó Monday May 3
Examinations Tuesday May 4 ó Thursday May 6
Residences close for nonógraduating students Friday May 7
Commencement Thursday May 13
Residences close for graduating seniors Saturday May 15

WELCOME TO RESIDENCE LIFE AT RICHMOND



Hello, and welcome

to the University Residences for the 2009 -2010 academic year
-- it's great to have you here!

Living in the halls is a unique experience; you'll be living and learning with people from a variety of backgrounds who have different interests, pursuits and aspirations.

Like any experience, college is what you make it. There are lots of things to do at Richmond and in London itself. We encourage you to meet new people and try new things. Get involved. It's fun! You'll learn things about yourself, about others and you may even gain skills that will help you in your future career.

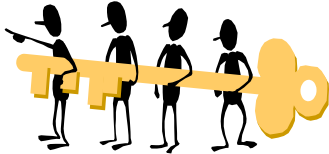
We strive to provide a living environment that is comfortable, safe and conducive to everyone's academic and personal growth. Our staff is here to assist in meeting your needs. Constructive feedback is always welcome, so please feel free to share your suggestions and concerns.

The information in this manual is designed to help you get to know the people and the services which will make your stay in University housing a positive living and learning experience. We encourage you to read it thoroughly and ask questions about anything that you do not understand. Although Richmond has two campus sites, the structure is consistent for both the lower and the upper division.

We hope in this year that you find great joy as you broaden your understanding of people, the world, and life. May your experiences here bring warm memories in the years to come!

The Residence Life Staff-Team

RICHMOND HILL CAMPUS: RESIDENCE LIFE STAFF



Residence Life staff at the Hill Campus report to Stuart Mallen, ***RESIDENCE LIFE COORDINATOR, RICHMOND***. HIS office is located next to the Student Affairs Reception on the ground floor. Stuart is supported by a number of staff who live in University residences.

Four ***RESIDENT DIRECTORS*** serve the residential students living in the Main Building, Red House and at Montford (the Hill Campus main satellite building.)

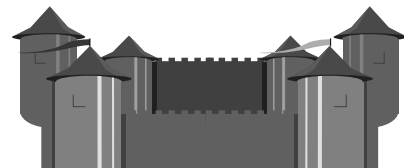
- **Christian Villasenor** room ***MB 66***
- **Ashley Barronette** room ***MB 34***
- **Emily Bowler** room ***Red House 11***
- **Mayur Patel** room ***Montford C1***
- **Andy Terrell** room ***Parkview 3***

Reporting the RDs are the following ***RESIDENT ADVISORS***:

- **Piet Coelewij** room ***Parkview 14***
- **Tanisha Greene** room ***MB 85***
- **Caitlin Morton** room ***MB GH2***
- **Arjun Pillai** room ***MB 104***
- **David Hunter** room ***MB G04***
- **Erica Sirgo** room ***MB 142***

Resident Advisors (R.A.s) are assigned to specific corridors in the building and are the first point of contact for students in a particular area.

RICHMOND HILL CAMPUS: BUILDING PROFILES



Main Building

The Main Building can accommodate up to 191 students. The facilities in the Main Building include 24 hour Security / Reception, the Technology Centre, Cafeteria, Computer Labs, the Campus Store and Mailroom, a Coffee shop, most classrooms and administrative offices, a student gym and Common Room with cable TV and a conservatory lounge.

Montford House

The Hill Campus's satellite residence is located on the corner of Queens Road and Marlborough Road and houses approximately 40 students. There are 10 small flats for 4-5 people and kitchens and bathrooms.

Red House

Red House can accommodate up to 11 students. It is located across from the Main Building, and is one of our newly remodelled residences.

Longley House

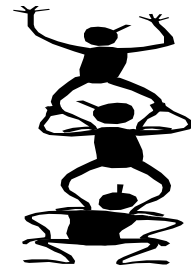
The Longley House can accommodate up to 5 students. It is located across from Red House, and is the home of the Art Department, as well as, newly refurbished student rooms.

Parkview

Parkview is located next to Montford House on Queens Road and houses 30 students. It has a common room with a partial kitchen and lounge, single and double bedrooms with shared facilities and wireless internet access.

The University may take on more satellite residences as the need for more university housing arises.

RICHMOND HILL CAMPUS: SUPPORT STAFF & SERVICES



Counselling and Health Services

Within the department of Student Affairs, there is a counsellor available on an appointment only basis. She is available on Wednesday and can be reached through Heather DuCharme, Student Affairs Coordinator, within the department of Student Affairs.

Although there is no nurse on campus, general health care questions and referrals to area doctors can be answered and made through Residence Life staff and Security Staff. All live-in members of staff are first-aid trained and can help in the event of an emergency.

Security

The Richmond Hill campus offers 24-hour security in the Main Building and a patrol of area satellite residences. The staff-team includes:

- Geoff Piper: Security Manager
- Colin Gardener: Senior Security Officer

Security Officers:

- Bob
- Akmal
- Ismail
- Terry
- Khalid
- Nassr
- Lenny

Housekeeping

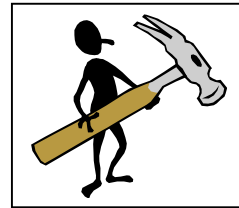
Rooms are cleaned upon request, but at a maximum of once per week. In order to put in a request, pick up paperwork from security. This will cost the student a small fee. There will be two sets of bedding for students, which the students must clean themselves. Garbage is removed daily if left outside rooms. Bathrooms and shower rooms are cleaned daily. For all questions concerning housekeeping in the Main Building and Montford House, contact:

- Cheryl Goodyear: Domestic Bursar, or via internal e-mail address:
DOMESTIC BURSAR

Cheryl has a large staff of cleaners who support her. See the notice boards in the main building for housekeeping staff's pictures and names.

Certain satellite residences leased by Richmond at both campuses employ their own housekeeping and Maintenance personnel. In the additional building information supplied by the Resident Directors in these residences, all relevant staff will be introduced.

FACILITIES & SERVICES AT RICHMOND HILL



Maintenance Issues

Richmond employs its own maintenance staff who are responsible for the upkeep of its buildings and any necessary repairs - the department of ***Property Services***. They are:

- John McEllistrim: Director of Property Services
- Amanda Holden: Property Service Manager

Richmond Hill Campus

- Gary Ashby: Maintenance Supervisor
- Mark Boule: University Gardener

For all complaints, requests and questions concerning maintenance go to the on-line maintenance request on the home web page.

Telephonist / Receptionist

At the Richmond Hill Campus, all incoming are sent to a switchboard. In addition, security and student staff operate the switchboard phones at both campus site outside of normal office hours. All office numbers can be reach directly if you know the extension number, e.g., for:

Richmond Hill: 0208 332 8 + extension
Kensington: 0207 368 8 + extension

Catering

The University contracts with a national company called Sodexo to offer catering to students in the Main Building at the Hill Campus and Atlantic House on the Kensington Campus.

Richmond Hill Campus

- Chris Hutton: General Manager
- Diana : Dining Room Supervisor
- Karen: Chef Manager
- Sven : 2nd Chef
- Benjamin : Chef
- Myrium: Salad Chef
- Cafeteria Assistants:
Gabriel, Maroosh, Elizabeth, Suna, Rhiannon, Joseph
Café: Paulina & Lucy

The Richmond Hill Campus also has a coffee shop called *Café del Mundo* serving a variety of light snacks and beverages and also offers a large common room above the dining hall with a plasma screen TV and lounge-type seating.

All students who choose to live in University housing are required to have the meal plan which includes 18 meals per week. There are no exceptions to this policy, thus, there are no circumstances when room and board fees can be separated. Students from either campus may eat in any of the dining facilities at each campus site. **There are several options for using your meal allowances throughout the day.** The Dining Hall offers three-meals a day, except weekends when we offer Brunch on Saturday and Brunch and Dinner on Sunday.

Our meal service is itemized and priced as such. Students are given a weekly allotment which turns over on Fridays. This allotment can be used at any of the dining facilities on campus.

All students living in University housing receive a SMARTCARD, which records your meal allowance for each week. This card must be presented every time a meal is purchased from your meal allowance. **No Card, No Meal!!** The card can only be used by the student it is issued to. If your SMARTCARD is lost or stolen, please contact a member of the Security or Catering staff immediately for a replacement. The lost or missing card will be deactivated. Any other student found using the card will be charged for the meal. Please be advised that no take outs are permitted from the dining halls and if you leave the dining hall you may not re-enter.

Meal times are as follows: (times correct at time of printing, subject to change)

Monday to Friday	Breakfast	8:00 a.m - 10:00 a.m
	Lunch	12pm-2pm
	Dinner	5:00 p.m - 7:45 p.m
Saturday	Brunch	12 noon - 2:00 p.m
Sunday	Brunch	12 noon - 2:00 p.m
	Dinner	5:00 p.m - 6:45 p.m

Meal times may change to accommodate campus activities during the year and during study and exam days. Please check the notice boards outside the cafeterias for a weekly menu and any alterations to the schedule.

Want to have your own special dish for dinner? Send a recipe to the catering team at catering-hill@richmond.ac.uk

Common Rooms

Common rooms are areas where students can socialise, relax, and watch TV or videos without disturbing the rest of the residents in the building. In the Main Building at the Richmond Hill campus, there is a games room with billiards, foosball and a movie room with a plasma screen TV with DVD, video and cable. ***In keeping with UK law, all enclosed areas are strictly NON-SMOKING.***

Holidays and Break Periods

University residences do not close during the Fall or Spring breaks or over the Easter weekend. We do close over the Winter break between the end of the Fall Semester and the start of the Spring Semester. Should you require accommodation during this vacation period you will need to ***speak to the Residence Life Coordinator in advance.*** There is no guarantee that we can offer space during periods when classes are not in session.

Housekeeping

Housekeeping staff clean all the common residential areas daily except at weekends. Student rooms are cleaned upon request if you coordinate with your cleaner. However, this will come at a small cost to the student. There are two sets of bedding provided for the student at the beginning of the academic year, which the student is expected to wash. Rubbish bins are emptied daily Monday through Friday if you leave your bin outside your door.

In satellite residences the public areas are cleaned according to the contract arranged with the landlord, which is usually once a week. The RD for your satellite residence will distribute a supplement to this manual, which gives you all the information you need about your specific building.

Laundry

The Main Building, Red House and Montford House all contain free washing and drying facilities. Please consult the posted instructions before use. Other satellite residences have nearby laundry facilities.

PLEASE DO NOT HANG WET LAUNDRY IN YOUR WINDOW OR OVER LAMPS AND HEATERS! THIS IS A FIRE HAZARD!

Maintenance

In the Main Building, there are maintenance personnel available Monday to Friday. There is an emergency call out system during the evenings and weekends. To request repair or maintenance work of any kind you should go online to the University's internal website's instructions on how to use this will be covered in your first residence hall meeting. Alternatively, you can see the Residence Life Coordinator, your Resident Director, or the Security Officer at the reception desk. They will pass on your request to the maintenance supervisor who will schedule the work. In most cases an item should be fixed within a

couple of days. Please see the Associate Dean of Student Affairs if your request is not dealt within a few days.

Maintenance emergencies should be reported immediately to the Security/Reception desk or the Residence Life staff and they will call maintenance directly. Examples of emergencies include:

- a water leak
- an electrical fault
- a problem with a lock
- or something else that poses a threat to physical safety.

In satellite residences maintenance is often carried out by external contractors. All maintenance work should be reported directly to the Resident Director responsible for your residence. They will take care of the matter as quickly as possible. In an emergency where you are unable to contact your RD, **please call the Security desk in the Main Building and they will assist you.**

ResNet Services

Wireless internet services are available to all students who live in University housing. There is a ResNet help desk in the Main Building that runs weekday evenings from 5-10pm. In order to get service, you will need to read through and sign the user agreement on the website. For further questions, contact ResNet at resnethill@richmond.ac.uk or the IT help line at ithelp@richmond.ac.uk

Messages

You can leave messages for students on the notice board in the **Main Building** next to the Dining Hall. This is also where messages can be left for students in satellite residences or who are own-living. Messages can also be left on student room doors.

Staff and faculty have mailboxes located in Repographics where you can leave a message for them or via Reception in an envelope addressed to them.

Post

All residential students at the Hill Campus are allocated a mailbox and a key. Please remember your number and tell people who will be sending you post!

Your address is:

Your Name

Mail Box #

Richmond, the American International University in London

Queens Road

Richmond Upon Thames, Surrey

TW10 6JP

UK

Keys should be returned at the end of the academic year. Failure to return your key will cost you £10.

Notice Boards

There are notice boards in the main entries of residential buildings. Please check them out regularly and make sure you are up-to-date with current information about the campus. We rely on notice boards for communicating with you about events and activities, so please look at them!

Storage

There are no storage facilities for students at the Hill Campus. Information about private companies offering storage space in the area is available through the office of Student Affairs.

Telephones

Outgoing phone service is available to all students either in their residence or in the local vicinity. When you pick up a corridor phone, you will automatically be connected to security. **Incoming phone service is only available in certain residence halls.**

The Main Building at the Hill Campus has phone extensions in residence hall corridors. Students are asked to be thoughtful neighbours and answer the phone or take messages for one another. **In order to minimise noise on residential corridors during Quiet Hours, between 12 midnight and 8:00 a.m. calls will not be transferred.** If you are expecting an emergency call between those times you should make arrangements to take the call at reception.

Calls should be limited to fifteen minutes. Security/Reception will intervene and terminate calls after this period has elapsed. Students who constantly monopolise the telephone system will lose their residential privileges to use the phone. We ask that you speak quietly and keep in mind that smoking is not allowed in the corridors. This includes while using the phone.

Due to the limitations of the system, we cannot provide an incoming phone service in satellite residences. You can make arrangements to receive incoming calls in the Main Building if you inform the switchboard operator that you are expecting and call and what extension you would like it transferred to.

Main University number: (0208) 332 8200

MAIN BUILDING FLOOR EXTENSIONS:

Dial (0208) 3328 and dial the extension

ROOMS	EXTENSION
GH1-GH8	215
G02-G12	335
13 - 18	221
20-26	322
27 - 32	265
34 - 40	225
42 - 49	226
50 - 56	316
58 - 68	226
66A - 66B	226
71 - 78	225
80 - 85	268
89 - 93	228
95 - 101	229
103-110	306
111-117	229

121 - 124	228
125 - 130	268
133 - 138	274
142 - 152	250
4A - 4H, 120	275
5A - 5H	274

MONTFORD HOUSE	
Flats B, C and E	020 8439 9131
Flats A, D, G, H, I and J	020 8948 8454

RED HOUSE	020 8332 8101
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LONGLEY HOUSE	020 8332 8102
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Upper Cottage	020 8332 8104
Lower Cottage	020 8332 8103

**RESIDENCE LIFE
CODE OF LIVING AND LEARNING**

Your choice to live within University housing brings with it exciting opportunities to meet new people and forge new friendships which enhance our experience at Richmond. At the same time, your choice to live in this environment requires each individual to accept certain responsibilities. The following policies and guidelines are designed to create and maintain a safe and comfortable living and learning environment for all at Richmond. These policies and guidelines are designed for the benefit of everyone within a diverse and multi-cultural student atmosphere.

We hope students respond positively to the guidelines presented in this manual. We believe that they are reasonable policies which will promote an enjoyable living environment for as broad a population as possible.

Quiet and Study Hours

'Study Hours' is the term used to describe the time when noise should be kept to a minimum and neighbours should be conscious of the fact that others may be trying to study along their corridor.

- **Study hours in University residences are between 8:00 pm and 12 midnight**

'Quiet Hours' is the term used to describe the time when noise from within a student's room, or noise from the corridor, will not be heard in student room.

- **Quiet Hours are from 12 midnight to 8:00 am**

Noise occurs when people congregate in corridors and while people are talking on the telephone. It travels and echoes and the walls are quite thin. Please be aware of this.

**As a general rule you should never make noise
that extends beyond your bedroom door.**

Common rooms are available for students to socialise in a setting which does not interfere with other students who may be sleeping or studying.

Students living in satellite residences must also be conscientious of neighbours who live next door to your building. **Some of these residences are located in quiet residential areas and disturbing noise from Richmond students reflects negatively on the University, and gives rise to University interest to intervene.**

Security and Residence Life staff monitor Quiet Hours very closely and your co-operation is appreciated. It is expected that during daytime residence will be busy as people go about their business **BUT YOU SHOULD STILL BE CONSCIOUS OF KEEPING NOISE TO A MINIMUM.** Those students who repeatedly ignore these policies face disciplinary measures for the disruption and aggravation caused. Where excessive noise occurs or residents and/or rooms receive repeated verbal warnings an official WARNING will be issued. This will detail the time and date of the incident and allow residents to dispute it if they wish, with their own amended statement. A resident who receives 3 WARNINGS in any one semester will be asked to leave the University residence without refund of remaining room and board. At the Richmond Hill Campus this warning comes in the form of a Residential Record sheet please see copies of these on the following pages. A good faith determination by staff concerning residents and guests shall be conclusive.

Alcohol

The legal drinking age for alcohol in Britain is 18. Students of this age are allowed to drink on this basis. However, the University does not condone the effects of excessive alcohol use. Alcohol is not allowed in common areas such as corridors and common rooms. Students may drink in moderation in their own rooms in such a way that does not adversely affect others. Alcohol must be transported to student rooms in closed, sealed containers.

Parties and Gatherings

As a general policy parties are not permitted in University residences. Student groups and individuals may book classrooms and the Common Room for group activities through the Registrar's Office and the Student Activities Office. Parties and gatherings involving alcohol require the approval of the Vice President for Student Affairs.

Controlled Substances

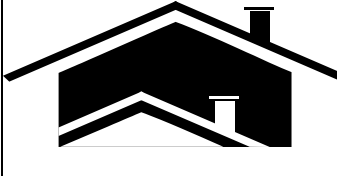
The University enforces a strict drug policy in conjunction with British Law which prohibits both the recreational use and supply of any illegal drugs ranging from cannabis to harder substances such as cocaine and heroin. Richmond will not tolerate the use of any such substances on its premises. Richmond's drug policy is outlined in greater detail in the ***Richmond Student Handbook***. Residence Life staff and Security will respond to any indication of use or possession of illegal substances **and are authorised to carry out room searches where such activity is suspected or where the health or safety of the resident(s), other persons or property seem threatened.**

Smoking

In line with UK law, smoking is not permitted in any enclosed areas of the University; this applies to all dormitory rooms, corridors and the common room. Please respect the university's no-smoking policy. Failure to do so will result in disciplinary action of the following kind. Tampering with fire-related equipment and/or smoking in unauthorized areas will result in an automatic fine of £500 for the first offence, a second offence could result in loss of housing (if you live on campus) or dismissal from the university. Failure to evacuate the building during an alarm will also result in an immediate fine of £500. As smoking in enclosed areas is now also a violation of UK law, you could be penalized further by British police.

Visitors

When entering any University building, students are to show their **Richmond I.D.** which will confirm their status as a registered student. Students who wish to bring a friend or relative into a University residence, but they do not intend to stay overnight, must register their guest(s) in a Visitor's book at the Security/Reception desk. This procedure provides the University information about who is in a building at any given time in line with Fire and Health & Safety requirements. Upon leaving the building, students must sign their guest(s) out in the same way. Students in satellite buildings without a Security/Reception desk must notify the Resident Director/Advisors of their building when they have a visitor. If the Resident Director/Advisor is not present, a written note should be left on the staff person's door.



Residential Record

STUDENT NAME (s)

ID NUMBER (s)

ROOM NUMBER

This *Record Sheet* is used when your actions, or the actions of your guests, should be **commended** or they need to be **reviewed**. Your actions, or those of your guests:

Deserve to be **commended** ó please describe the situation factually and in detail: _____

Deserve to be **reviewed** due to **EXCESSIVE NOISE** at the time and date specified below.

Deserve to be **reviewed** due to **SMOKING IN A UNIVERSITY BUILDING**.

Deserve to be reviewed due to THROWING RUBBISH/TRASH AWAY INAPPROPRIATELY.

Deserve to be reviewed due to DISRUPTION or NUISANCE outlined below. Your actions or the actions of your guests have caused problems for other students or staff of the University. The reason for this is outlined below: _____

Deserve to be reviewed due to other actions outlined in the Residence Life Manual: _____

A copy of this Residential Record will be stored in the Residence Life Office.

THE DIRECTOR OF RESIDENCE LIFE.

DATE ISSUED:

TIME:

Signature of staff-member reporting incident:

**For Residence Life
Office use only**

Received:

Commendation number:

Warning number:

Action Taken:

Residential Records form the basis of a system that recognise your actions - in the form of commendations and reviews. You, or your guests, can receive one of these sheets because of the way you handled a situation, the way you responded in a crisis, or for the way you put your fellow students welfare above that of your own. **Even Students who don't live in University accommodation may be issued with a Residential Record.** All sheets are reviewed and maintained by the Dean of Students Office.

In one sense, the Residence Life Office would like to commend or recognise a positive action. Any commendations that you receive will be kept within the Residence Life Office. They won't form part of your student file, but they can be used to support you in other ways & they can be used to support any Student Affairs or University employment you seek.

In another sense, if your or your guests' actions need to be reviewed, then there was a problem. You need to ask yourself:

Why was there a problem?

All students who live in, or visit, the **Halls of Residence** live very close to one another. Simple things can quickly become a problem. **Especially Noise.** Excessive noise means that you were making noise that extended beyond your room door and / or was of such a volume as to seriously disturb other students. It can cause many problems, since noise easily travels along the corridors in older buildings.

During '**Study Hours**', your fellow students have expectations and rights to study and prepare for classes. If you make noise, you or your guests effect other students. After '**Quiet Hours**' all residents expect to be able to either sleep or study through the night without being disturbed. During the day we expect there will be more noise - but we should all be able to get on with our everyday lives without the intrusion of excessive noise. Noise isn't just about music; it is also banging, slamming and thuds that are made when people leave their rooms and walk along corridors. Think and be aware of the noise you are making when you move around the University at night. **Please remember that during these times, a request by a member of staff or fellow resident for you to be quiet suspends your right to make 'noise'.**

You cannot smoke in your room, or in other parts of the building. Smoking is a **Fire Risk**, and is a major problem for everyone in the building. Fire won't discriminate between the person whose careless action started it, and someone who is innocent. **FIRE CAN AND DOES KILL.**

Rubbish / trash bins are provided for each room, and in the hallway. Throwing rubbish or trash away inappropriately is just selfish. Rubbish / or trash bins are located in your rooms, in the hallways and in the University grounds.

Littering in any form is considered vandalism. Vandalism is an offence against our community and so cannot be condoned or allowed. Your vandalism means someone-else must clear away the problem you created. Rubbish / trash thrown out of windows is a Fire Risk, a health and safety problem, and costs money to clear. The cost of doing this will be charged to you and repeated violation may result in further penalties up to and including loss of housing. Being warned means that you have failed to consider the needs of your neighbours. In the future, Residence Life would like to request that you please:

- Think carefully, and be mindful, about how much of a problem or nuisance your actions are causing others
- Make sure your TV, stereo, or other electronic equipment (e.g. mobile phones) are kept on a low volume
- Think about going into the common room if you have several people in your room late at night. When they leave, make sure they are quiet. The host will be the one issued with a record sheet
- Speak softly & voices carry
- Smoke outside of the building.
- Place your rubbish / trash in a bin, or take it with you to throw away appropriately

BASICALLY, STOP, THINK AND BE MINDFUL OF OTHERS!

Overnight Guests

Students who would like to have an overnight guest have to complete a form. This procedure is designed to ensure that staff know of the whereabouts of people at any given time. Students should complete an *‘Overnight Guest Request form’* which is available from the **Residence Life Office** or from your **Resident Director in satellite residences**.

**You must obtain written authorization from the
Director of Residence Life (or a Resident Director)
at least 24 hours in advance.**

If you have roommates, you also need to have their signature(s) to show that they have agreed to act as a host for your guest. If there are different rules for a satellite residence, your Resident Director will inform you of the specific policies of your building. Please remember, **requests at short notice may be denied.** All guests will be issued with a temporary Guest Paper ID; the paper ID must be carried with the guest at all times during their stay at Richmond.

The University will hold you as the student **responsible for the behaviour of your guests at all times.** Any single guest may stay a maximum of 3 consecutive nights during the Fall and Spring semesters and 1 night during the summer sessions, and no more than one guest per room is allowed. Each resident is allowed a maximum of 7 guest nights total for the fall and spring semesters and 3 for the summer sessions.

Although there is no general restriction on the gender of a guest, certain areas of residences have been designated as "single sex" corridors, in this instance, you must find a friend of the other sex who will host your guest. For insurance purposes, each guest must be at least 18 years of age. At particularly busy periods in the semester, such as mid-semester break, the University reserves the right to restrict the overall number of guests within a particular residence. This policy is designed to recognise the right of students to welcome a friend or relative into their residence while retaining the right of the University to maintain safety and comfort for other residents. **Overnight guests are not allowed during any exam period.**

Litter / Damage

The University invests a lot of time in maintaining and improving the condition and appearance of its residences while understanding that communal living spaces are naturally more prone to *“wear and tear”* over a period of time. We all play our part in this process. Reasonable effort should be made to keep all public areas and student rooms neat and tidy. Garbage cans / litter bins are provided in and around all residences and it takes no extra time to use them properly. Residential common rooms are particularly likely to suffer from excess litter.

Damage to University property is taken very seriously. In recent semesters damage has occurred in bathrooms and shower rooms and on corridor walls. Disciplinary measures will be taken against those found to be responsible. The University reserves the right to charge students for collective damage where responsibility cannot be attached to any particular individual(s). Again, a good faith determination by staff concerning the assessment of individual or collective damages shall be conclusive.

Weapons

Weapons of any kind may not be kept in University residences. This includes such items as guns, bows and arrows, hunting knives, and ammunition. Laser pens used to highlight words for overhead projectors would also be considered a weapon when not used for their intended purpose. Such items will be confiscated by security.

Roofs

Residents are not allowed on the roof of any residence under any circumstances.

YOU AND YOUR ROOM



Room Decoration

Residents are not permitted to:

- paint their rooms
- erect any structure or device which fundamentally alters the design of the room
- hang anything that requires drilling into the wall surfaces
- use lofted beds

Wall surfaces can be damaged when hanging posters with blue-tac. All damages costs will be charged against your security deposit. You are advised to hang any posters and decorations on the notice-boards provided. ***If in doubt ask your RA or RD what is best suited for the walls of your residence.*** We also ask you not to put stickers on your door or affix anything permanently. Extra cleaning or damage as a result of personal decoration will be charged against your security deposit. Message sheets will be provided at the start of the semester and they may be renewed when necessary.

Privacy Policy

The University, respecting the right to privacy for students residing in its residences will not enter student rooms without prior permission, ***except in the following situations:***

- ***for maintenance, inventory and housekeeping staff to carry out required scheduled work***
- ***upon suspicion of illegal activities***
- ***violations of the Student Conduct and Residential Code***
- ***whenever the health or welfare of a student is in jeopardy.***

Cooking Appliances

All students who live in University housing receive a meal plan, based on the amount of . Meals are provided throughout the semester and consequently the University does not provide facilities for personal catering. For health and safety reasons cooking is not permitted in student rooms. Cooking appliances with exposed coils pose a serious safety issue and are therefore not allowed in student rooms. Such appliances including hot plates and toasters will be removed. Acceptable appliances include microwaves (for re-heating food), small refrigerators and kettles. If you have questions about this, please contact a member of the Residence Life staff.

Pets and Animals

The University does not permit residents to keep pets or animals in University residences. Cold water goldfish are permitted in small tanks (less than 1 and a half feet in width).

TV Licence

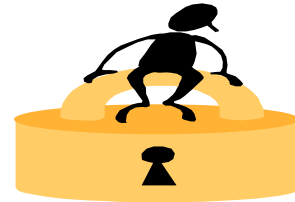
All students who live in University residences and are in possession of a television set, whether purchased or rented, are required to obtain a TV licence.

This is British Law, and not something the University can change. Students are not covered by the University's licence.

**If you are caught without a licence,
you can be taken to court and fined up to £ 1000.**

Licences are available from any post office or on the internet.

SAFETY AND SECURITY



A large number of people live and work in our residence halls. The right to feel secure and comfortable in our living environment is a shared responsibility between us all. The University provides facilities and services designed to maximise the comfort of residents and staff and relies upon us to participate in this objective. The following are some reminders of what we can do to make Richmond a safe and secure place to live.

Personal Security

Get to know the names and faces of the people who live in your residence hall. Regular friends who visit neighbours will soon become familiar, but, don't be afraid to report someone you see who does not live there and who is unfamiliar to you. This is especially true in satellite residences. Also be cautious about who you give your address to or invite home with you. Do you want to wake up to find someone in the hall who just happens to have met a resident in a cafe or pub and come home to chat? Who are they? Who knows anything about them? Play your part and keep your residence safe for all who live there. As a rule do not invite anyone to visit who you would not feel comfortable inviting to your own family home or private residence. Residence halls can often 'feel' anonymous... but they are our homes. **Please note that university staff are authorized to enter your room for maintenance issues when the personal health or safety of one or more of the University's residents or their guests seem to be at risk.**

Keys and Key Codes

The University gives you a key or key code to your room and /or residential area. We only give that key or code to you. You can control who has access to your room by not passing on your key or code to anyone else. The key or code is only good if you actually shut and lock your door. In smaller residences and certain corridors there is also a front door. Here all of you share a common space and control who has access. The University can monitor access and look out for problems, but, your security and safety starts with YOU.

If you lose your key we will issue to you a new key and/or change your lock (£80.00) and charge you for it. If you do not return your key at the end of the semester we will also charge you for a new lock. If you gave someone your key code we will change your code free of charge.

If you lock yourself out of your room Security in the Main Building at the Hill Campus can provide you with a security spare to get back in.

CCTV Cameras

Please be advised that most common areas of residential buildings (including satellite buildings) are monitored by CCTV 24 hours a day. This is for your safety and security. Please report unfamiliar faces, odd or suspicious behaviour, etc. to the security office in the main building.

All Your Worldly Goods

Most of us have personal possessions that we treasure and enjoy or worked hard to buy. We would hate to lose them or have them damaged, yet, we will leave them lying around in unlocked rooms for anyone to pick up or 'borrow'. We also forget to put our money in the bank or building society and carry it around or leave it out in unlocked rooms. We leave the front door of our residence open for a friend to come in and forget that other residents may have forgotten to lock their doors or may have dropped by a friend's room and thought they would not be gone for long.

Think safe and protect your belongings!! Lock doors and windows when you leave your room/residence. Put valuable items out of sight and store them safely in your personal safe. **The University has installed personal safes for each resident of the Main Building, Longley, Red House, Upper and Lower Cottages, Parkview and Montford. Please follow the instructions carefully and ask your RA for help if you need it. Make photocopies of important documents and remember to take out additional personal possessions insurance to protect yourself while travelling and during your time at University.**

Identification Cards

Your ID card issued to you during orientation must be carried with you at all times and presented to University officials upon request. This card may be necessary to gain entrance to your residence after 12 midnight. Additional uses include access to library materials, official letters, student mail and transcript distribution and student body elections. The replacement cost for an ID is £20.00 if your card is lost or stolen, contact Security immediately.



Fires can start very easily and spread rapidly. The greatest danger in buildings of this construction is not from flames but from smoke and heat. Therefore, fire doors in corridors **MUST** be kept closed at all times. All of our buildings meet fire regulations although the facilities available in each will vary depending on its size and design. All satellite residences have fire alarms and fire extinguishers and required entry and exit points. Residence Life and Security staff complete a fire safety training program every year. Please take seriously any instructions or directions from them - they know what they are talking about.

If you smoke, you MUST smoke outside of university buildings.

Do not take any chances with fire; even a small one can get out of control. If you are in a room where a fire starts, leave and close the door to confine the blaze to that room as long as possible. Do not lock the door. If the fire cannot be extinguished with available equipment, activate the nearest fire alarm and report the fire immediately to Security.

Know the location of all fire exits, fire alarms, and fire extinguishers in your corridor or residence.

Fire Safety Equipment

Fire in a student residence can be tragic as well as costly for the residents and the University. Residence Life staff have been directed to strictly enforce all policies pertaining to fire safety. Residents' co-operation is expected.

Fire alarm systems, smoke detectors, fire extinguishers and exit signs located in residences are required by law and are for the protection of all residents. Become acquainted with the location of fire extinguishers and alarms. The University will not tolerate, under any circumstances, the inappropriate use of fire safety equipment. **Any person triggering a false alarm or removing any parts of the fire alarm system, fire extinguishers, or exit signs, or starting a fire in any part of the residence, is subject to eviction from the University housing, possible civil action, as well as further disciplinary action taken.** Please cooperate with University staff during a fire evacuation. Failure to evacuate the building or comply with rules and regulations is a serious violation of University regulations.

Fire Hazards

For your safety and the safety of others, do not decorate/furnish your room with highly combustible materials such as cloth, flags, netting or natural vegetation of a combustible nature.

Candles (lit or unlit), lanterns, incense, and other open flames of any type are not permitted in student rooms, lounges, and other public areas of the residence halls.

The use and storage of flammable materials and explosives is prohibited in University residences.

The possession and use of firecrackers and other fireworks is prohibited.

Residents are required to remove any decorations or furnishings deemed a fire hazard by Residence Life, Security or Property Services staff. Failure to comply with fire regulations could result in University discipline (£500 fine) and / or civil action.

Fire Alarm Tests

The fire alarms in University residences are tested on a periodic basis. Under these circumstances you are not required to evacuate the building. Building occupants will be notified when the alarm is a test.

Fire Evacuation Procedures

Whenever the fire alarm sounds, it is the duty of each individual to vacate the residence in a calm and orderly manner. Fire exits are located on each floor and allow for a safe exit. Fire alarms are activated in serious situations and are not to be ignored by anyone under any circumstance. Your co-operation in following the procedures and standards listed below may be important in saving your life and the lives of other residents if a fire or similar disaster should occur. It is the responsibility of every resident to be familiar with these procedures and standards and to observe them fully when the alarm sounds.

1. Leave your room and close the door
2. Go to the nearest exit
3. Walk swiftly
4. **DO NOT RUN OR PUSH**
5. Assemble outside the residence at a safe distance from the building
6. Keep out of emergency vehicles path
7. Do not return to the residence until notified that it's been declared safe

Horseplay will not be tolerated at the time of an evacuation. Persons refusing to leave the residence during a fire alarm will be subject to University disciplinary action.

KEEP SAFE!!

- Know where your closest fire exits are
- Evacuate quickly by the nearest exit when an alarm sounds
- Always put cigarettes out safely when outside in designated smoking areas
- Do not use candles, incense or anything in your room with a flame or which smoulders
- Do not prop open fire doors in the corridors - they are there to stop the smoke getting to **YOU!**
- Don't leave luggage or rubbish in front of fire doors/exits
- Don't plug too many appliances into one electrical socket
- Don't use electrical appliances brought from outside the UK without checking that they operate on the same current as the UK

Never tamper with or obstruct smoke detectors or misuse fire equipment.

- Don't play with fire..... accidents do happen

Of course it won't happen to you.... **but here are some examples of past 'accidents'**

- A student who fell asleep with a cigarette who woke up choking with his mattress on fire...

luckily his roommate pulled him to safety before they both suffocated

- A student who put a candle on her TV and then went off to visit a friend... the candle burned down... the TV caught light and the smoke damage covered a whole corridor....
- A student who nearly burned her hand using a hairdryer brought from outside the UK and who ignored the burning smell....
- A student who covered his desk lamp with a scarf to create a nice 'mood' the lamp heated the scarf which caught on fire.... he knocked it onto his bed and the blanket caught light.... the damage.... a burnt desk top.... a burnt bedspread and a burnt hand.... luckily they were all repairable... but next time ?
- A student who was just smoking on the way to his room and threw his cigarette into the waste bin without checking that it was out.... and every one had to evacuate again.... in the cold.... at 3 am....

**We could go on but we hope you get the point.
Value yourself & others. Protect against fire !!**

Entrances and Exits

Please use the main building entrance and exit to come and go. People found using any entry or exit point to or from a residence other than the designated door will be treated as intruders and the police will be called---this includes windows, fire escapes, and maintenance/delivery entrances. Residents using this as a method of avoiding restrictions on entry to a residence will be asked to leave University housing and may face further disciplinary action.

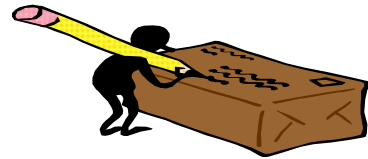
Windows

Please do not throw anything out of your window or store things on your window sill. Litter is a serious issue that detracts from the quality of our environment. Do you really want to have friends and family come to visit you and see the outside of your residence strewn with paper, old food, cotton wool, cans, etc? We have also had some potentially serious damage to people and property caused by things being thrown or accidentally dropped from windows.

First Aid

There is a first aid point at the main reception area in the Main Building (Richmond Hill). All Security and Residence Life staff are first aid trained. They can assist you with an emergency or provide alternative resources for you to use.

HOW TO REGISTER FOR HOUSING NEXT SEMESTER



Every semester there is a designated HOUSING REGISTRATION period. It usually coincides with the Early Registration period. To be sure of obtaining a space in University housing for the next semester you **MUST** submit a request during this period. After this time requests are taken on a first come first serve basis until all available beds are allocated.

A sample of the Housing Request Form is at the back of this manual. The procedures are the same every semester, but, we ask that you read the housing materials carefully each time to make sure you are familiar with the process and contractual details.

Housing Contracts and Payment

To action your housing request you **MUST** pay a £500 housing deposit. Once paid, this deposit is non-refundable if you cancel your housing, but will be returned to you when you move off campus. You will be asked to sign a housing contract and this constitutes a business agreement with the University. Please make sure you read it carefully. The University will enforce it at all times. There is a fee payment deadline for each semester. You must pay your fees by this deadline, otherwise the University reserves the right to cancel your housing.

Can I Cancel My Housing?

You may cancel your housing request **in writing** to the Residence Life Coordinator in the first instance. If you do so, you will be removed from the housing list, your deposit will be retained and you will be liable for full room and board payment unless your room can be resold to another student who does not hold a housing contract and all other places on campus are filled. Only written communication with the University will be accepted.

Protect your interests. Do not commit to any other housing option before making sure you will receive a refund.

What if I need to withdraw from my classes?

Please be advised that if you fall below full time status (9 credit hours) you will no longer be eligible for University housing.

Housing on campus is only available to full time students (students taking 9 academic credits or more).

When a resident's academic credits fall below full time study at any point during the semester the resident will be required to leave the residence hall immediately and will forfeit any housing refund.

Decisions requiring a good faith determination regarding the timing on when a student is to vacate early are made by the Dean of Students in consultation with senior student affairs staff. This may include consultation with resident's family members in making arrangements to vacate the residence hall.

In all instances, the resident must produce evidence of plans to vacate and continue to fully comply with the Student Conduct Code.

Forms, Forms, Forms.....

There are several standard forms that the University uses to administer the Residence Life program. We include samples of some of the important ones here so you can become familiar with them. If in doubt ask your RD for help or see the Residence Life Coordinator.



RICHMOND
THE AMERICAN INTERNATIONAL
UNIVERSITY
IN LONDON
OFFICE OF RESIDENCE LIFE
www.richmond.ac.uk

For Internal Use Only:

Date of Deposit: _____

Signature: _____

Registered for classes: _____

Wait List: _____

RICHMOND CAMPUS

CONTINUING STUDENT HOUSING FORM FOR FALL 2009- SPRING 2010

PERSONAL DETAILS

Name: _____ ID
Number _____
(Family name) (First name)
Nationality: _____ Age: _____ Sex: _____

Permanent Address:

E-mail address: _____ Telephone: _____

Mobile Phone Number: _____ Fax: _____

Credit hours earned by the end of this semester: _____

Please note: In order to accommodate the new freshman class, the University requires that students must reside on the campus where they are registered for 3 or more classes. (For example, if you are taking 3 or more classes at the Kensington campus, you must reside at that campus.)

MEDICAL INFORMATION/SPECIAL NEEDS

Do you have a medical condition or special need that might affect your room/residence assignment? YES NO

If you are requesting a medical exemption, you must see the Dean of Students immediately. Medical records must be updated every semester.

HOUSING PREFERENCES

This information is used in making roommate assignments and to assist in the preparation of the Residence Life staff.

Do you smoke? *Please note that all university residences are strictly non-smoking!* YES NO

Do you often go to bed...? (before 11pm) EARLY
LATE (after 1am)

Do you get up...? (before 7am) EARLY
LATE (after 10am)

Please include any other information that you think might be important in making your housing assignment _____

CURRENT Room Assignment: Building: _____ Room Number: _____

ROOM REQUEST:
Please indicate your 3 building preferences by writing 1, 2, 3 in the boxes below:

MAIN BUILDING: MONTFORD: RED HOUSE:
 PARK VIEW:

LONGLEY HOUSE: UPPER COTTAGE: LOWER COTTAGE:

If you are requesting to live in Montford: flats A, B, D, E, H and J are available for the self catering plan. Please tick if you would like to be on the self catering plan.

Self Catering at Montford

Please indicate your 3 room type preferences by writing 1, 2, 3 in the boxes below:

SINGLE DOUBLE TRIPLE

Requested Room Number if known:

Room Mate Preference:

Note: All rooms are assigned based upon the date this form is received. Requests are not guaranteed to be granted. Room supplements may apply to certain rooms. Some multi-occupancy rooms may also have supplements based on the facilities (i.e. washbasin.)

Please turn over...

RICHMOND

The American International University in London

TERMS AND CONDITIONS

Housing Contract Academic Year 2009-2010 (FALL 2009 and SPRING 2010 semesters)

PLEASE READ CAREFULLY AND SIGN.

I understand that this agreement constitutes a binding contract between Richmond, the American International University and myself. For full details on housing fees, contact the Finance Office by telephone at +44 20 8332 8223, fax at +44 20 8940 7717 or email at finance@richmond.ac.uk. I accept that I am committed to paying for two semesters' housing fees (Fall and Spring) and that my room preferences are not guaranteed.

To initiate the housing registration process I must have a £1,000 non-refundable housing deposit with the University. This deposit is held on my student account until my housing contract expires. At this stage, the deposit will be kept on my student account until graduation or withdrawal from the University unless the fee payer requests earlier repayment.

All housing fees must be paid by each semester's payment due date. It is understood that if my class registration is cancelled due to the non-payment of fees, OR that my fees (including room and board) have not been received by the due date, the University reserves the right to cancel my housing request. I will still be liable to pay all room and board fees unless the space can be resold to another student who does not already hold a housing contract AND ALL bed spaces on the campus where I was to reside are also filled. I understand that my housing deposit is non-refundable if my housing contract is cancelled.

If I should withdraw from the University, take a Leave of Absence or no longer want University housing at any time after signing this contract, I remain liable for the entire academic year's housing fees unless the space can be resold to another student who does not already hold a housing contract AND ALL bed spaces

on the campus where I was to reside are also filled. In all cases, I understand that my housing deposit is non-refundable.

Should my account remain in arrears past the add/drop period for that semester, the University's debt collection agency will be notified and this will incur additional costs for which I will be liable.

I agree that the University reserves the right to change room assignments, consolidate, and make good faith decisions if necessary.

If I have not completed the check-in process by the end of add/drop period, my housing contract will be cancelled and I will be liable for the full room and board costs and forfeit my deposit.

I also agree that I must be a current registered full-time student at Richmond University to be entitled to occupy a University room.

If I am dismissed from University housing or the University for disciplinary reasons, I will no longer be entitled to occupy a University room but I will be liable for all fees under this annual contract and will forfeit my housing deposit. If I am dismissed from the University for academic reasons, I will receive a refund of my housing deposit minus any fees to cover damage to the room and will not be held liable for any subsequent semester's housing fees.

I understand that as I have taken out an annual contract, I may leave personal items in my room at my own risk over the December break without charge; however, items must be packed neatly away, all electronic equipment must be unplugged and all food or perishable items to be removed from the room.

I understand that at the end of the Spring semester I must vacate my room on or before the move-out date and store my personal belongings off campus. Further I understand that I will be charged £50 for failure to check out of my room appropriately and a £220 per week charge for failure to remove my personal belongings from the room after the residence hall closing date. The University reserves the right to remove and dispose of any of my possessions without further notice.

By signing this contract, I agree to abide by all University regulations pertaining to living in halls of residence including the Student Code of Conduct. I accept that I may be charged additional fees for inappropriate behaviour, the details of which are set out in the Student Code of Conduct. Furthermore, I understand that authorised University staff may enter my room if required.

I understand that ultimately any dispute concerning this contract will be settled by the Courts of Law in England.

STUDENT NAME: _____ **DATE OF BIRTH:** _____

If less than 18 years old, name and signature of Fee payer is required:

STUDENT SIGNATURE: _____ **DATE:** _____

SIGNED ON BEHALF OF THE UNIVERSITY: _____ **DATE:** _____

RICHMOND HOUSING REQUEST

To request housing for next semester, you must complete the form overleaf and then follow the instructions below. Your request must be filed during Housing Registration (Dates to be announced.)

HOW TO FILE YOUR REQUEST

- * **STEP 1** Confirm which campus you will be studying at next semester and check your class schedule...make sure you have the correct housing form. You must register for classes **BEFORE** you apply to live in university housing.
- * **STEP 2** Complete your housing form properly. Note that the satellite options listed may or may not be available in the spring/summer.
- * **STEP 3** Take the form to the Accounts Office (Richmond) or the Cashier (Kensington), pay a £500 non-refundable deposit and complete a Housing Contract (Returning Study Abroad students do not have to pay a deposit - your Security Deposit is a retainer). After your form has been approved by the Fees Officer or Cashier (i.e. signed), take the form to the Director of Residence Life at either campus.
- * **STEP 4** Complete all steps by the end of Housing Registration. All students who file a request during Housing Registration will be housed according to the following criteria:

Requests to retain current housing assignments for next semester will be honoured (at the discretion of the Director of Residence Life).

Requests for new assignments will be prioritised on the basis of class/degree status and the date of payment of the housing deposit. This includes single rooms. A request for a single room does not guarantee an assignment of a single room.

A lottery may be used in the Main Building at the Hill Campus where students have an equal number of academic credits.

AFTER HOUSING REGISTRATION - All requests filed after Housing Registration will be dealt with according to date of payment of the housing deposit while housing is available. There is no guarantee that housing will be available to those who miss Housing Registration.

PROBLEMS "I CAN'T PAY MY DEPOSIT ON TIME" - No housing request will be accepted without a deposit. If you have a problem with the deposit, then you should see the Fees Officer as soon as possible to discuss the situation.

HOUSING CONTRACT - When you take your housing form to the Accounts Office (Richmond) or Cashier (Kensington), you will be asked to read and sign a housing contract. You will receive a copy of this contract to keep. This contract will be strictly adhered to.

PAYMENT DEADLINE - Room & Board must be paid on time. (or you must have made arrangements with the Fees Officer or AIFS for a payment plan) or your room request will be cancelled.

MEDICAL PROBLEMS - You must make an appointment to see the University Student Health Adviser/Nurse. The Student Health Adviser/Nurse will make appropriate recommendations to the Director of Residence L

HOW TO PROTECT YOUR SECURITY DEPOSIT



BECOME FAMILIAR WITH THE FOLLOWING PROCEDURES AND PROTECT YOUR SECURITY DEPOSIT

Room Inventories

At the beginning of each semester you will be asked to sign a room inventory which records the condition of your room when you moved in. If you do not remember signing an inventory, check with your Resident Director or Resident Advisor. This inventory is used as the basis for assessing all damage at the end of the semester. If you are occupying the same room as you did last semester, then the previous inventory will still be valid and the final check will be done when you eventually vacate your room.

Getting ready to leave your room

Approximately two weeks prior to the end of term and one week for Summer Sessions, Residence Life staff will call a corridor/residence meeting to discuss check out procedures. This is your opportunity to report any damage you are aware of and to indicate any damage you believe you are not responsible for. You should check your room carefully yourself and look closely at the carpet, curtains and furniture. Damage identified at this stage of the term will be assessed and every attempt will be made to alert you to the charge imposed, prior to your departure. This is also a good time to sort out between roommates who is going to pay for any damage you are aware of in your room. This information should be reported to the Resident Director. Writing a note is a good idea so they will have a record. If there are any disputes ask your RD to assist. If you live in a satellite residence check the public areas and ask the Resident Director about collective charges for damage to the common areas. For example, cigarette burns near phones or items lost from kitchens, often result in charges to residents in the area of the phone or the whole residence.

Check Out Procedures

The final room inspection is carried out when you have vacated your room. If you particularly wish to be present when the final inventory is done you will need to make a prior appointment with your Resident Director to confirm an exact departure time in advance which will have to be adhered to. All damages identified in the final room inspection are double-checked before being assessed for the cost of repair/replacement. In satellite residences the final room inspection is carried out in the presence of the landlord or their agent. Students are e-mailed of damages within 3 weeks of their departure.

On Departure

It is very important that on departure you leave your room in a clean and tidy state. The standard is that you must leave your room as clean as you found it. You are responsible for removing all posters (white tac and sellotape) from your walls. If you do not remove them, you will not know if you have damaged the walls or not. Housekeeping staff do not always have the time to ensure all posters are removed carefully if you have not taken responsibility for taking them down yourself. An untidy room risks a change for extra cleaning! Your housekeeper will place a rubbish bag outside your door during the last week of term. Use it and leave your room tidy! Any items left in your room will be thrown away or donated to charity. Your room should be left in the same state you found it.

How Do I Know if I Have Been Charged For Any Damages?

Charges to your Security Deposit will be processed within 3 weeks of your departure. The damage charge will be added to your student account and you will be informed of this through university e-mail. The next time you pay fees you will have to pay for any charges against your Security Deposit so that it remains at the full amount. Be aware that you may be charged for collective damages, especially if you live in a satellite residence. If you wish to contest fines imposed on you, you must do so in writing within 30 days of the e-mail sent to you.

When Do I Get My Security Deposit Back?

When you leave Richmond for good your Security Deposit, minus any charges, will be forwarded to your billing address 8-10 weeks after the end of term. Questions about refunds should be addressed to the Accounts Office. Any questions about charges should be addressed to the department who processed the deduction.

What Does Damage Cost?

First, you should be aware that many students do not distinguish between 'wear and tear' and 'damage'. Wear and Tear is any change in the condition of your room which is to be expected as a normal result of occupancy. Damage arises from intentional or unintentional usage or acts that affect the fabric of your room or the fixtures and fittings resulting in a need for repair or replacement when we would not normally have expected to carry out such work at that time. For example, burns of any sort are always 'damage'. Graffiti is 'damage'. Marks on walls cause by tape or any other kind of adhesive is 'damage'. New items in your room which are damaged will be replaced with new items.

To give you some idea of the cost of damage here is a list of some 'average' charges imposed:		
EXCESSIVE CLEANING		£70.00
CARPET CLEANING		£75.00
REPLACEMENT OF CARPET		£375.00
REPLACEMENT OF CURTAINS/BLINDS		£125.00
REPLACEMENT OF DOOR NUMBER		£12.00
REMOVAL OF BLUE TAC OR SIMILAR/PER WALL		£45.00
REDECORATION OF WALL		£85.00
REDECORATION OF DOOR/FRAME		£60.00
REDECORATION TO COMPLETE ROOM		£380.00
REPAIR/REPLACE ELECTRICAL SOCKET		£120.00
REPLACE STUDY LAMP		£40.00
REPLACE BED LINEN		£65.00
REPLACE LAMP SHADE		£15.00

FURNITURE DAMAGE/REPLACEMENT COSTS:		
BED	£30.00 /	£160.00
DESK	£50.00 /	£200.00
WARDROBE	£50.00 /	£270.00
CHAIR	£30.00 /	£85.00
CHEST/DRESSER	£30.00 /	£70.00
NOTICE BOARD	£15.00 /	£60.00
IMPROPER CHECK OUT	£100.00	
LOST KEYS	£85.00	

Room Inventory/Check-in
Richmond, the American International University in London
Residence Life, Hill Campus

Current Semester _____
 Residence Hall _____ Room _____
 Date _____
 Last renovated _____ Single Double Triple
 Student Name _____ ID Number _____

	Excellent	Good	Poor*	Unacceptable*
Carpet	1 new	2 typical wear & tear	3 dirtier than normal	4 soiled, burned or torn
Walls	1 newly painted	2 generally clean	3 peeling, tape or blue tack	4 extremely dirty or badly peeling
Furniture	built-in _____	freestanding _____		
Desk	1 new	2 typical wear & tear	3 burned, broken or marked	4 unusable
Desk Chair	1	2	3	4
Bed	1	2	3	4
Night Stand	1	2	3	4
Dresser	1	2	3	4
Wardrobe	1	2	3	4
Sitting Chair	1	2	3	4
Desk Lamp	1	2	3	4
Towel Rail	1	2	3	4
Sink/Basin	1	2	3	4
Mirror	1	2	3	4
Electrical/Lights	1 new	2 typical wear & tear	3 broken	4 unusable
Windows	1 newly painted	2 typical wear & tear	3 chipped/cracked	4 unusable
Curtains/ Shades Linens	1 new	2 typical wear & tear	3 dirty	4 ripped/broken/missing
Door & Locks	1 new Open	2 typical wear & tear Closed	3 chipped/marked	4 broken/very scratched unusable
Personal Safe				
Other				

Residence Life _____ Student Signature _____

* Please fill out a **Maintenance Request on line** to action repairs.

**Room Damage Report/ Check-out
Richmond, the American International University in London**

Residence Life, Hill Campus

Current Semester _____
 Residence Hall _____
 Last renovated _____
 Student Name _____

Room _____
 Date _____
 Single Double Triple
 ID Number _____

	Excellent	Good	Poor*	Unacceptable*
Carpet	1 new	2 typical wear & tear	3 dirtier than normal	4 soiled, burned or torn
Walls	1 newly painted	2 generally clean	3 peeling, tape or blue tack	4 extremely dirty or badly peeling
Furniture				
Desk	1 new	2 typical wear & tear	3 burned, broken or marked	4 unusable
Desk Chair	1	2	3	4
Bed	1	2	3	4
Night Stand	1	2	3	4
Dresser	1	2	3	4
Wardrobe	1	2	3	4
Sitting Chair	1	2	3	4
Desk Lamp	1	2	3	4
Towel Rail	1	2	3	4
Sink/Basin	1	2	3	4
Mirror	1	2	3	4
Electrical/Lights	1 new	2 typical wear & tear	3 broken	4 unusable
Windows	1 newly painted	2 typical wear & tear	3 chipped/cracked	4 unusable
Curtains/Shades Linens	1 new	2 typical wear & tear	3 dirty	4 ripped/broken/missing
Door & Locks	1 new Open	2 typical wear & tear Closed	3 chipped/marked	4 broken/very scratched unusable
Personal Safe Other				
General Cleanliness	1 clean	2 generally neat	3 dirty	4 filthy/requires excessive cleaning

Residence Life _____ **Student Initials** _____

*Please note that this document does **not** reflect the final damage report of this room. A further check will be conducted by Residence Life staff/Property Services after all residence halls are emptied for the semester. You will be sent an e-mail regarding damages within 3 weeks of your move out date.

