

RICHMOND
THE AMERICAN INTERNATIONAL
UNIVERSITY
IN LONDON

Residence Life Manual
Fall 2011/Spring 2012

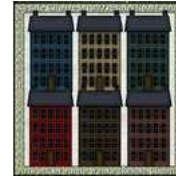


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CALENDAR

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

Spring Semester 2012

Move-in Day for New Residential Students	Tuesday January 17
Orientation (check-in from 9:00 A.M.)	Wednesday January 18 – Sunday January 22
Registration	Thursday January 19 – Friday January 20
Residences open for continuing students	Saturday January 21
First day of classes	Monday January 23
Add/Drop period	Monday January 23 – Friday January 27
Priority Registration for summer and fall 2012 (registration after this week will incur a late fee)	Monday February 27 – Friday March 2
Spring break	Monday March 12 – Friday March 16
Last day to withdraw from a course	Monday April 16
Last day of classes	Tuesday May 1
Study Days	Wednesday May 2
Examinations	Thursday May 3 – Monday May 4
Study Days / Bank Holiday	Saturday May 5 – Monday May 7
Examinations	Tuesday May 8 – Thursday May 10
Residences close for non-graduating students	Friday May 11
Commencement	Thursday May 17

Summer sessions 2012

Residences open	Sunday May 20
Orientation and registration	Monday May 21
First day of classes	Tuesday May 22
Bank Holidays	Monday June 4 & Tuesday June 5
Last day to withdraw from a course	Thursday June 14
Last day of classes	Friday June 22
Examinations	Monday June 25
Residences close	Tuesday June 26

Session 1

Residences open	Thursday June 28
Orientation and registration	Friday June 29
First day of classes	Monday July 2
Last day to withdraw from a course	Wednesday July 25
Last day of classes	Tuesday July 31
Examinations	Wednesday August 1
Residences close	Thursday August 2

Session 2

Residences open	Thursday August 2
Orientation and registration	Friday August 3
First day of classes	Monday August 6
Last day to withdraw from a course	Wednesday August 29
Last day of classes	Tuesday August 31
Examinations	Wednesday September 5
Residences close	Thursday August 2

Welcome to Residence Life at Richmond

Hello, and welcome

to the University Residences for the 2012 spring semester

-- 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. Please also familiarise yourself with the Residence Hall Code of Conduct. 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!

Best wishes
Residence Life

The Residence Life Staff

Richmond Hill Campus Residence Life Staff

Residence Life staff at the Hill Campus report to Katherine Wells **RESIDENCE LIFE COORDINATOR**. Her office is located next to the Student Affairs Offices on the ground floor. Katherine is supported by a number of staff, who lives in University residences.

Five **RESIDENT DIRECTORS** serve the residential students living in the Main Building, Red House, Longley and at Parkview and Montford (the Hill Campus'satellite buildings.)

- **Jake Pritchard** room **MB 66**
- **Miriam Dyberg** room **MB 34**
- **Caitlin Morton** room **Red House 11**
- **Alex Hamel-Mamalis** room **Montford C1**
- **Polina Penkova** room **Parkview 3**




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

- **Tammy Tilling** room **MB 85**
- **Sean Steadman** room **MB 56**
- **Chris lafelice** room **MB 95**
- **Corinne Humphries** room **MB 145**
- **Kristina Jackson** room **MB GH2**
- **Ronda Embick** room **Parkview 12**

Resident Advisors (RAs) are assigned to specific corridors in the building and are the first point of contact for students in a particular area. Please familiarise yourself with your RD/RA:

Jake Pritchard	Main Building 42 – 68, 66A-D
Miriam Dyberg	Main Building 27 – 38, 71 - 78
Caitlin Morton	Red House 4 – 10, Lower Cottage 2 - 4
Alex Hamel Mamalis	Montford, Flats A - J
Polina Penkova	Parkview 1 - 9
Tammy Tilling	Main Building 80 – 93, 121 – 130, 4A-H
Sean Steadman	Main Building 20 – 26, 50 – 56, 103-110
Chris lafelice	Main Building 96 –101, 111- 117, 120, 133 – 138, 5A-H
Corinne Humphries	Main Building 142 - 152
Kristina Jackson	Main Building GH1 – GH8
Ronda Embick	Parkview 10 - 18

Richmond Hill Building Profiles

<p><u>Main Building</u></p>	
<p>The Main Building can accommodate up to 191 students. The facilities in the Main Building include 24 hour Security / Reception, Coffee Shop and Dining Hall, Computer Labs and the Campus Mailroom, most classrooms and administrative offices, a student gym and Common Room with cable TV and a conservatory lounge.</p>	
<p><u>Montford House</u></p>	
<p>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. This is the only building in which students may reside without the meal plan.</p>	
<p><u>Red House</u></p>	
<p>Red House accommodates up to 11 students. It is located across from the Main Building, and is one of our newly remodelled residences.</p>	
<p><u>Parkview</u></p>	
<p>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.</p>	

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

You can find floor plans at <http://www.richmond.ac.uk/content/student-affairs/accommodation/university-residences/richmond-residences.aspx>

FACILITIES, SUPPORT STAFF AND SERVICES ON THE HILL CAMPUS

Counselling and Health Services

Within the department of Student Affairs, there is a counsellor available on an appointment only basis. Lesley Millane can be reached at

lesley.millane@googlegmail.com

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.

Specific information about the local doctor's office, hospitals, and walk-in clinics can be found on our website at <http://www.richmond.ac.uk/content/student-affairs/health-care-and-counselling.aspx>. All live-in members of staff are first-aid trained and can help in the event of an emergency.

Ensure that you register with the doctor's surgery during orientation on Thursday 1st September between 2:00 and 5:00pm. If you miss this opportunity the surgery will be registering students again during Health Week on Thursday 23rd September between 2:00 and 4:00pm.

Security

The Richmond Hill campus offers 24-hour security in the Main Building and a patrol of area satellite residences. In addition all University buildings include extensive 24 hour CCTV. The staff-team includes:

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

Security Officers:

- Terry Thompson
- Akmal Malik
- Shakil Khan
- Ismail Amiri
- Nazir Afraz

For all out of office emergencies please call the Security Office on 0208 332 8 230.

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. On arrival you will be provided with two sets of bed linen for you to wash as needed. Garbage is removed daily if your trash can is left outside your door before 9:00am. Bathrooms and shower rooms are cleaned daily. A vacuum cleaner may be borrowed from the Residence Life office. For all questions concerning housekeeping contact:

- Cheryl Goodyear: Domestic Bursar, or via internal e-mail address: **DOMESTIC BURSAR**
goodyec@richmond.ac.uk

Cheryl has a large staff of cleaners who support her.
Schedule for cleaning at Montford House:

Monday	Flat D and Flat A
Tuesday	Flat G and Flat B
Wednesday	Flat H and Flat C
Thursday	Flat I and Flat E
Friday	Flat J

Maintenance Issues

Richmond employs its own maintenance staff, which is responsible for the upkeep of its buildings and any necessary repairs - the department of **Property Services**. This is made up of:



Director of Property Services: John McEllistrim

Maintenance Supervisor: Gary Ashby

University Gardener: Mark Boulle

For all complaints, requests and questions concerning maintenance problems please go to the on-line maintenance request on the left hand side of the home web page, <http://home.richmond.ac.uk/students/Maintenance/default.asp>. This is the only way that maintenance requests will be handled and please be aware that all maintenance requests are dealt with in a timely fashion if they are sent via the extranet link.

If it is a maintenance emergency please contact Security immediately in order that they may call the on-call maintenance person. Examples of maintenance emergencies include:

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

Telephonist / Receptionist

At the Richmond Hill Campus, all incoming calls are sent to a switchboard. In addition, the Security Office operates switchboard phones at both campus sites outside of normal office hours. All office numbers can be reached 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 an international 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 Bulbac: Supervisor

Karen Kinsey: Executive Chef

Catering Assistants:

Dining facilities on the Richmond Hill Campus consist of **Restore**, the Dining Hall and a coffee shop called **Refresh**, serving a variety of light snacks and beverages. The dining hall also offers a large common room above the dining hall with a plasma screen TV and lounge-type seating. In the Taylor Library you can find Starbucks.

All students who choose to live in Main Building, Red House, Lower Cottage, Longley and Parkview 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, but the card can only be used one time per meal session (breakfast, lunch, brunch or dinner.)** In the main dining room you are entitled to pass through and take as much as your tray will allow. You may not re-enter. Please note that abuse of this system may result in a fine.

Study Abroad students are entitled to 10 meals Breakfast and Dinner, Monday to Friday at either campus

However should you wish, you are welcome to dine at lunch or weekends. Either pay at the till or top up your cards and receive a discount through our accounts department. Please be advised that there are **NO** take outs are permitted from the dining halls during any meal service, and if you leave the dining hall you may not re-enter. In the main dining rooms you are entitled to pass through and take as much as your tray will allow. You may not re-enter.

All students living in University housing receive an ID card, which also 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 ID card 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. Any student found giving food to another person will be fined and may have their meal card suspended until payment of fine!

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	12:00pm	-	2:00 pm
	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

Cafe Refresh

Mon-Fri.	8am-6pm
Sat	11am-3pm
Sun	Closed

Starbucks @ Taylor Library

Mon-Fri	10am-10:30pm
Sat	Closed
Sun	Closed

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, table football, table tennis and a plasma screen TV with DVD, video and cable.

Parkview also contains a common room in the basement with sofas, TV and basic kitchen facilities.

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.

Laundry

The Main Building, Red House, Montford House and Parkview 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!

ResNet Services

Wireless internet services are available to all students who live in University housing. If you should have questions please contact the IT department via the IT Helpline Form on Richmond's intranet homepage.

For one to one help with wireless problems a consultant will be on hand on Mondays and Wednesdays from 4:00 – 8:00pm in the main reception of Main Building.

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 £25.

Notice Boards

There are notice boards in the main entries of residential buildings. Please check them 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 or at <http://www.richmond.ac.uk/content/student-affairs/student-discounts.aspx>

Telephones

The 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. **The 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.

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 a call and which extension you would like it transferred to.

Main University number: (0208) 332 8 200

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

RESIDENCE LIFE CODE OF CONDUCT

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.

Non-Negotiable Standards:

Non-negotiable standards are those that are predetermined and not decided through community standards discussions, as they relate to issues of safety and security, protect individual health, and/or are mandated by a University policy and/or law. Violation of these standards constitutes a violation of University policy and the *Student Code of Conduct and Judicial Procedures*.

- **Guests/Visitation-** In order to protect the rights of each resident to privacy, sleep, academic success and all other personal needs, the rights of a roommate take precedence over any guest visits. Overnight guests must have the permission of the host's roommate and the Residence Life Office. Guests are defined as students who do not reside in the same building as their host, students who reside off campus, and non-student visitors to campus who will be staying between the hours of midnight and 8:00am. Guests may not stay overnight on campus for more than three nights in any seven-day period. Overnight guest forms must be submitted to your Resident Director 24 hours in advance of the arrival of your guest. Each resident has a 'credit' of seven overnight guests per semester. All guests should be prepared to show their identification cards to the Residence Life and Housing staff. Only one guest is allowed per night in any one room. Upon arrival it is the host's responsibility to report to security and have their guest sign in and out at the end of the visit. At the time of signing a guest in, an overnight pass will be issued and which must be returned on departure. Failure to return the pass will result in a fine of £50.00. No overnight guests are allowed to stay during the first and/or last weeks of the semester or during any exam period. **At particularly busy periods such as first week of each semester and exam periods no overnight guest will be permitted under any**

circumstances. During the mid-semester break, the University reserves the rights to limit the number of guests staying on campus. If the host lives on a single sex corridor he/she may only host a guest of the same sex.

- **Babysitting** in the residence halls is not permitted. Visits by minors are prohibited for insurance reasons. All guests must be at least 18 years of age. Student hosts are responsible for the behaviour of their visitors. In order to ensure that all individuals within a building are welcome, guests must be escorted by their host(s) at all times.
- **Prohibited Items-** The following items present health or safety concerns and are, therefore, prohibited in residence halls and/or student rooms: (a) scuba tanks; (b) bicycles (racks are provided outside most residence halls); (c) pets of any kind (except for fish in a 5 gallon (or smaller) tank); (d) items which may be fire or safety hazards which include, but are not limited to, open flames (candles, incense, potpourri burners, hookahs, etc.), sun lamps, halogen lamps, space heaters, toasters and appliances with exposed elements; (e) motorcycles may not be brought into the residence halls and must be parked in appropriate parking lots; (f) empty alcohol bottles and/or cans; (g) any bed, including water beds, loft beds, other than the University issued bed unless written approval is received from the Residence Life Coordinator; (h) University furniture from lounges, study rooms, etc., in student rooms; (i) attaching, even temporarily, equipment or any items to the residence hall including window ledges; (j) any other item that a University student should reasonably know should not be stored in or brought into the residence hall.
- **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 the British police.
- **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.

- **Misuse of Recreational Equipment-** The inappropriate use of recreational and other equipment that creates a health or safety hazard is prohibited. This includes, but is not limited to, residence hall use of skateboards, roller blades, Frisbees, bicycles, balls, and similar items more appropriate to outdoor use.
- **Cleanliness, Safety, Health and Welfare-** Students must keep their rooms in a reasonably clean and safe fashion and shall report any need for service and repair on any condition injurious or potentially injurious to their health, safety or welfare to the Residence Hall Director. Residents who fail to maintain their rooms in a reasonably safe and clean condition will be in violation of the policy.
- **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' bedsAll damage costs will be charged against a security deposit. You are advised to hang any posters and decorations on the notice-boards provided or use low adhesive tape such as white tac or pins to minimise damage.
- **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 Code of Conduct and Residential Code
 - Whenever the health or welfare of a student is in jeopardy
- **Study/Quiet 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. To promote academic success, study hours begin at 8:00pm and continue until 12:00am. 'Quiet Hours' is the term used to describe the time when noise from within a student's room, or noise from the corridor should not be heard by others in their rooms. Quiet hours are from 12:00am to 8:00am. Outside of these hours common sense and respect for others should prevail. Excessive or unreasonable noise will not be tolerated at any time.

- **Parties and Gatherings** – Parties are not permitted in University residences. Student groups and individuals may book classrooms and common rooms through the Registrar’s Office or the Student Activities Office. Parties and gatherings involving alcohol require the written approval of the Dean of Students.
- **Television 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 a 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 £1,000. Licences are available from the internet at: <http://www.tvlicencing.co.uk>

***Note-** Personal items involved in violations of University regulations may result in being confiscated if it is determined through good faith to be in the University’s interest to do so. Illegal items will be destroyed or turned over to the police, whichever is appropriate. Personal items not illegal if confiscated (such as stereos) may be stored with Security upon space availability and their permission. Personal items may be reclaimed by the owner upon check-out and removed off campus at the end of the term.

Negotiable Standards:

In order to develop a productive, safe and enjoyable community for all, resident students will have the opportunity and responsibility to decide some of their living unit standards and expectations. Community standards discussions will take place throughout the first six weeks of the semester. All living units should recognize that a community standard does not exist if any member of the unit has been intentionally excluded in the decision-making process, or their opinions are not taken into consideration. Community agreements will be drafted, revised and renegotiated as the need arises. These negotiable standards are as follows:

- **Floor/Wing Meetings-** Residents will determine attendance expectations, how frequently they should occur, and who can call a meeting.
- **Community Projects/Floor Activities-** Residents will address community projects and the personalization of public areas.
- **Lounge/Common Area-** Residents will discuss the expectations regarding use of areas such as bathrooms and kitchens. Guests of the opposite sex on single sex floors may not use restrooms other than the designated restroom in the building until the living unit has established such guidelines through a community standards discussion.

- Conflict Resolution- Residents will develop a standard by which to resolve conflicts on the floor when negotiated community standards are violated. Residents have a responsibility to be open, honest and respectful with one another.
- Cleanliness- Residents will establish a standard for the public areas such as the bathroom and hallway.
- Other Topics Deemed Necessary by the Floor/Living Unit- Residents are encouraged to have a community standard discussion regarding issues felt to be important to the well-being of residents. Standards may be developed as needed provided they are not in conflict with University policy, the Code of Conduct, and local and/or federal laws

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 to you. 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 to you. 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 it's 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 an 18 meal / week board plan. 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).

Prohibited Items

The following items present health or safety concerns and are, therefore, prohibited in residence halls and/or student rooms:

- a) scuba tanks
- b) bicycles (racks are provided outside most residence halls)
- c) pets of any kind (except for fish in a 5 gallon or smaller tank)
- d) items which may be fire or safety hazards which include, but are not limited to, open flames (candles, incense, potpourri burners, hookahs, etc), sun lamps, halogen lamps, space heaters, and appliances with exposed elements (such as

toasters)

- e) motorcycles may not be brought into the residence halls and must be parked in appropriate parking lots
- f) empty alcohol bottles/cans
- g) any bed, including waterbeds, loft beds, other than the University issued bed unless written approval is received from the Residence Life Coordinator
- h) University furniture from lounges, study rooms, etc, in student rooms
- i) Attaching, even temporarily, equipment or any items to the residence hall including window ledges
- j) Any other item that a University student should reasonable know should not be stored in or brought into the residence hall.

*Note: Personal items involved in violations of University regulations may result in being confiscated if it is determined through good faith to be in the University's interest to do so. Illegal items will be destroyed or turned over to the police, whichever is appropriate. Personal items not illegal if confiscated (such as stereos) may be stored with Security upon space availability and their permission. Personal items may be reclaimed upon check-out and removed off campus at the end of the term.

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 maximize 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 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 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.

Safes

The University has installed personal safes for each resident of the Main Building, Longley, Red House, Parkview and Montford. Your safe should be open when you enter your new room. Please follow the instructions carefully and ask your RA for help if you need it. Make photocopies of important documents. When you vacate your room at the end of the semester you should ensure that your safe is empty and the door left unlocked.

Identification Cards

The University's security response has been evaluated at both campuses and with the agreement of the executive committee, the following procedures have been implemented as of 1 January 2012.

All University staff, faculty, students and affiliates must wear identification at all times. This will allow all community members to easily identify outsiders and will cut down on tailgating into limited access buildings which has been a growing problem over the last several years.

In buildings where security is staffed 24 hours (Main Building and Atlantic House), the officer on duty will enforce this policy by questioning people without identification and following procedures for checking in visitors which includes issuing visitor cards to be worn for the duration of the campus visit. When the guard on duty is unavailable, University staff, faculty, students and affiliates can enter the Main Building or Atlantic House using their keycards. Others will have to wait until the guard returns.

All buildings where security is not staffed will only be accessible to University staff, faculty, students and affiliates through secured entry (either by key card or key pad). If you are expecting a visitor at one of these buildings, you will need to meet your guest at the entry and follow procedures for signing your guest in.

Your ID card is issued to you during orientation. This card must be worn as detailed above. Additional uses include access to library materials, official letters, student mail and transcript distribution and student body elections as well as access to the dining hall for those students living in residences. The replacement cost for an ID is £20.00. If your card is lost or stolen, contact Security immediately.

FIRE SAFETY

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 University housing, possible civil action, as well as further disciplinary action.**

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 will 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. At all other times you must evacuate the building immediately if the fire alarm sounds. Failure to do so will result in an immediate fine of £500.

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 the path of emergency vehicles
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 AND FINE OF £500.

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.

Damages

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.

Roofs

Residents are not allowed on the roof of any residence unde

REGISTERING FOR HOUSING

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 £1000 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?

No. If you withdraw from housing at any point after signing the housing contract, you will be removed from the housing list, your deposit will be retained and you will be charged a penalty fee per semester as defined in the housing contract. Only written communication with the University will be accepted. Please be aware that if you withdraw from housing after the semester has started you will not receive any refund of housing or board fees.

Protect your interests. Do not commit to any other housing option if you have already committed to University accommodation.

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 Residence Life Coordinator in consultation with senior Student Affairs staff. This may include consultation with the 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.

HOW TO PROTECT YOUR HOUSING DEPOSIT

BECOME FAMILIAR WITH THE FOLLOWING PROCEDURES AND PROTECT YOUR HOUSING DEPOSIT

Room Inventories

At the beginning of each semester you will be asked to complete a room inventory which records the condition of your room when you moved in. This inventory is used as the basis for assessing all damage at the end of the semester. If you are occupying the same room for the spring semester as you did in the fall semester, then the previous inventory will still be valid and the final check will be done when you eventually vacate your room. However, you must complete a new inventory at the start of each academic year regardless of whether you resided in the room the previous semester. It is essential that you fill out this inventory, which will be left in your room at the start of the semester. Please return this document to your RD or RA by **Friday 27th January 2012**.

Getting ready to leave your room

When you leave your room you should make sure that it is clean, empty and that your safe is left open. Hopefully the room and its furniture will not have been damaged in any way from your stay. If you feel your room might have been damaged by you and/or your roommate, this is a good time to sort out between you who is going to pay for any damage you are aware of in your room. If damages were there before you arrived, ideally you will have noted them down in a room inventory sheet that you had the opportunity to fill in when you first arrived. If you did not fill this in when you moved in, you are liable for the damage. 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.

Vacating the Residence Halls

Residents must properly check out of their residence hall assignment within 24 hours after withdrawing from the University or by 12:00 midday on the date residences close at the end of the spring semester or 9:00am for summer sessions. Those found to have stayed past the move-out date (or agreed move-out date) without giving any notification to the Residence Life Coordinator will be subject to a fine of £100 per day for improper check-out. The university retains the right to enter student rooms and move belongings out in cases of improper check-out. This will also incur an additional fine of £95 per person for removal (excessive cleaning). Please note that residents will not be able to stay beyond the close date after the fall semester.

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 cellotape) 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 charge 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. Please ensure that you leave your safe unlocked when you leave as failure to do so will result in a fine.

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

Charges 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 Housing Deposit Back?

When you leave Richmond for good your housing deposit, minus any charges, will be forwarded to your billing address 8-10 weeks after the end of term.

If you move off-campus you can request your security deposit in writing to finance@richmond.ac.uk. Once the University has ascertained that you do not owe any outstanding fees, charges or damages the deposit will be returned to the fee payer.

Questions about refunds should be addressed to the Finance Department. Any questions about charges should be addressed to the department who processed the deduction.

Special Notes and Advice

A very high percentage of damage occurs during move out. Leave enough time for packing and cleaning up. Housekeeping reports that rooms which are untidy during term time and difficult to clean often have a higher rate of damage at the end of term. Whether you get your security deposit back in full or not is up to you. Also, ALWAYS fill out a room inventory form when you move in to note down previous damage. YOU DO NOT WANT TO BE FINED FOR SOMEONE ELSE'S DAMAGE!

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 item

To give you some idea of the cost of damage here is a list of some ‘average’ charges imposed:

EXCESSIVE CLEANING	£95.00 (per person)
CARPET CLEANING	£120.00
REPLACEMENT OF CARPET	£425.00 (per room)
REPLACEMENT OF CURTAINS/BLINDS	£200.00 (per set)
REPLACEMENT OF DOOR NUMBER	£20.00
REPLACE STUDY LAMP	£40.00
REPLACE BED LINEN	£80.00
REMOVAL OF BLUE TAC OR SIMILAR/PER WALL	£95.00
REDECORATION OF WALL	£125.00
REDECORATION OF DOOR/FRAME	£75.00
REDECORATION TO COMPLETE ROOM	£475.00
REPAIR/REPLACE ELECTRICAL SOCKET	£125.00
REPLACE LAMP SHADE	£30.00
REPLACEMENT BED	£160.00
REPLACEMENT DESK	£200.00
REPLACEMENT WARDROBE	£270.00
REPLACEMENT CHAIR	£85.00
REPLACEMENT CHEST/DRESSER	£95.00
REPLACEMENT NOTICE BOARD	£60.00
RAPLACEMENT MATTRESS	£95
REPLACEMENT MIRROR	£45
REPLACEMENT HANDLES FOR FURNITURE, WINDOWS ETC.	£20
REPLACEMENT DOOR HINGES	£125
REGLAZE AVERAGE WINDOW	£200
FAILURE TO CHECK OUT	£100.00
LOST KEYS	£85.00
LOST MAILBOX KEY	£25
OPENING OF LOCKED SAFE AFTER CHECK-OUT	£100
OVERSTAY WITHOUT APPROVAL	£100 (per night)

APPENDIX

LIVING IN RICHMOND

Local Amenities

GROCERIES

<p>Tesco Metro The UK's largest supermarket chain offering food and household products, both economy and luxury Mon-Sat: 07:00-22:00 Sun: 11:00-17:00</p>	29 GEORGE STREET, RICHMOND
<p>Sainsburys Similar service as that provided by Tesco but with a larger range of products Mon-Sat: 08:00-22:00 Sun: 10:00 – 16:00</p>	Lower Richmond Road Richmond TW9 4LT
<p>Waitrose Particularly good for fresh fruit and veg and luxury items but a little more expensive as a result. Mon-Thurs + Sat: 08:00 – 20:00 Fri: 08:00 – 21:00 Sun: 11:00 – 17:00</p>	4-10 Sheen Road Richmond TW9 1AE

POST OFFICES

George Street	16-17 George Street Richmond Surrey TW9 1JS
Sheen Road	90 Sheen Road Richmond Surrey TW9 1UF

BANKS

Barclays	Richmond Surrey TW9 1JU
Nat West	22 GEORGE STREET TW9 1JW RICHMOND
Lloyds	19-21 The Quadrant, Richmond, Surrey, TW9 1BP
Santander	35-38 George Street, RICHMOND, Surrey, TW9 1HY
HSBC	67 George Street Richmond Surrey TW9 1HG
Nationwide	3 The Square Richmond TW9 1DY

SCHOOL SUPPLIES/BOOKS

WH Smith	16-17 George Street Richmond TW9 1JW
Waterstones	2-6 Hill Street

	Richmond TW10 6UA
W&A Houben	2 Church Court Richmond TW9 1JL

PHARMACY

Boots	22 Red Lion Street Richmond Greater London TW9 1RW
Superdrug	UNIT 9-10 GEORGE STREET RICHMOND TW9 1JY
Nima Chemist	50 Friars Stile Road, Richmond Richmond Upon Thames, TW10 6NQ