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Calendar

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

Fall Semester 2009

Move-in Day for New Residential Students	Tuesday September 1st
Orientation (check-in from 9:00 A.M.)	Wednesday September 2 - Sunday September 6
Registration	Thursday September 3 - Friday September 4
Residences open for continuing students	Saturday September 5
First day of classes	Monday September 7
Add/drop period	Monday September 7 - Friday September 11
Priority registration for spring and summer 2008 (registration after this week will incur a late fee)	Monday October 12 - Friday October 16
Fall break	Monday October 26 - 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 - Sunday December 13
Examinations	Monday December 8 - Friday December 12
Residences close	Saturday December 19

Spring Semester 2010

Move-in Day for New Residential Students	Tuesday January 12
Orientation (check-in from 9:00 A.M.)	Wednesday January 13 - Sunday January 17
Registration	Thursday January 14 - Friday January 15
Residences open for continuing students	Saturday January 16
First day of classes	Monday January 18
Add/drop period	Monday January 18 - Friday January 22
Priority registration for fall and summer 2008 (registration after this week will incur a late fee)	Monday February 22 - Friday February 26
Spring break	Monday March 8 - Friday March 12
Easter break	Friday April 2 - Monday April 5
Last day to withdraw from a course	Monday April 12
Last day of classes	Friday April 22
Study days	Saturday May 1 – Tuesday May 3
Examinations	Wednesday May 4 - Thursday May 6
Residences close for non-graduating students	Friday May 7
Commencement	Thursday May 13
Residences close for graduating seniors	Saturday May 15

Residence Life at Richmond

Hello, and welcome to Richmond's Residence Life 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, University is what you make of 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. All staff are 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!

Cheers!

Your Residence Life Staff-Team

Residence Life Staff in Kensington

Residence Life staff located at Atlantic House, Ambassador House, Courtfield/Collingham Gardens report to Thomas Hague, Residence Life Coordinator. Thomas has an office in Atlantic House and is supported by a number of staff who live in University residences.

Three Resident Directors serve the Kensington Campus:

- **Merve Stolzman**, Atlantic House, RD Flat (yellow door, 2nd floor)
- **Sarah Wiswell**, Ambassador House, Room G11
- **Caitlin Kruman**, Courtfield Gardens, Room 5C

Reporting to the Resident Directors are the following Resident Advisors:

- **CJ Redfern**, Atlantic House, Room 101
- **Stephanie Taderera**, Atlantic House, Room 407
- **Julia Hatmaker**, Ambassador House, Room 406
- **Iain Padley**, Ambassador, Room 101
- **Regina Saucier**, Courtfield Gardens, Room 1D
- **Stacy Tourtin**, Courtfield Gardens, Room 3H

Resident Advisors (R.A.s) are assigned to specific areas and buildings and are the first point of contact for students.

We are here to help

Residence Life staff members are here to help you in your journey through adjusting to life at University. Because they are all Richmond students, they've been in your position before. If you need help, don't forget to ask your RA or RD!

Building Profiles

Kensington



Atlantic House

Atlantic House provides accommodation for 115 students. Single rooms are commonly allocated to Resident Assistants, MA students and graduating seniors. All rooms have sinks and there are shared shower facilities on each floor. The facilities in Atlantic House include 24-hour Security/Reception, Kensington Campus Library, Computer Lab, Cafeteria and Common Room which makes Atlantic House the centre for student activity in Kensington.

Ambassador House

Ambassador House is a 4-5 minute walk from Atlantic House on Queensgate Terrace across Gloucester Road. The house provides accommodation for 73 students. Ambassador is full of character, all the rooms are of different shapes and sizes. Single rooms are allocated to Resident Advisors and graduating seniors. Ambassador has its own common room and traditionally develops a close-knit community.

Courtfield Gardens

Courtfield Gardens is located approximately a 15 minute walk from Atlantic House and is a 5 minute walk from Earls Court tube station. This residence is the newest building on campus and currently provides rooms for 65 students in a variety of rooms, mainly single and double rooms. All rooms have en-suite bathrooms and cooking facilities. The residence has a common room with TV and in-house laundry facilities. This is a very popular residence and is primarily for housing for upper division degree students.

Collingham Gardens

Collingham Gardens is located 15 minutes walk from Atlantic House. The nearest tubes are Earls Court or Gloucester Road. This residence can accommodate 17 students in predominantly double rooms. There are some rooms which have en-suite bathrooms. Collingham is often referred to as the 'homely one'. There are kitchens and a common room with TV.

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

All residence floor plans and further descriptions can be found on the student affairs webpage on the Richmond website at the following link;

<http://www.richmond.ac.uk/content/student-affairs/accommodation/university-residences/kensington-residences.aspx>

Support Staff and Services

Health and Counselling Services

Within the department of Student Affairs, there is a counsellor available on an appointment only basis. Rupert King is the counsellor in Kensington and can be reached through the Student Affairs Coordinator, within the department of Student Affairs. Please phone 020 7368 8508 or email kingrupert@hotmail.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. All live-in members of staff are first-aid trained and can help in the event of an emergency.

Security

Richmond operates 24-hour security coverage based in Atlantic House and carries out regular patrols of Ambassador House. The staff-team includes:

Geoff Piper
Security Manager

Colin Gardener:
Senior Security Officer

Security Officers:

Ahmed, Iftikhar
Aquino, Ernesto
Amiri, Jamshid
Francis, Franklyn
Bandoui Dadrahim
Ramos, Enolio
Rampadaruth, Dan
Rizvi, Syed

For all out of hours emergencies please contact security at Atlantic House on 020 7368 8500 or email security Kensington (Ken) on your webmail account.

Housekeeping

Rooms are cleaned upon request, but at a maximum of once per week. In order to put in a request, please fill out a Cleaning/Laundry Issues request via the link on the extranet of the Richmond Homepage. Filling out this request will send an email directly to the Domestic Bursar, Cheryl Goodyear.

This is the only way that cleaning issues should be communicated!!

Linen is exchanged on a weekly basis at some of the Kensington campus residences. Garbage is removed daily if left outside rooms. Bathrooms and shower rooms are cleaned daily. For all questions concerning housekeeping, contact:

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

DOMESTIC BURSAR

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 and services in Kensington

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

David Grant

Maintenance Assistants

For all complaints, requests and questions concerning maintenance, please fill out a Maintenance Request Form which is available via the link on the Richmond Homepage intranet:

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

Telephonist / Receptionist

Security staff operate the switchboard phones in Atlantic House at both campus sites outside of normal office hours. All office numbers can be reached directly if you know the 3 digit extension number, for example

- Richmond Hill Campus dial 0208 332 8 and then the extension number
- Kensington Campus dial 0207 368 8 and then the extension number

Catering

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

Kensington Campus Staff:

Chris Hutton: **General Manager**

Deigo: **Head Chef**

Mariuz: **Assistant Manager**

Hana, Luis, Mario, Tina, Sylwia, Monika, Ali,

Agnieszka, Tiago, Randie, John, Kwame, Mohammed, Ahmed:

Catering Assistants



All students who choose to live at Atlantic House and Ambassador House are required to have the meal plan. There are no exceptions to this policy; therefore, under no circumstances can room and board fees be separated. Students from either campus can eat in any of the dining facilities at each campus site and there are several options for using your meal allowances throughout the day.

Students on full meal plan are entitled to 18 meals per week

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 and if you leave the dining hall you may not re-enter.

Students who live at Collingham Gardens or Courtfield Gardens are not included on the meal plan, but can choose to have a meal plan at an additional cost. Please contact Student Affairs if you are interested in adding a meal plan.

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 Security on the Kensington or Richmond campuses. There will be a charge of £20 for an additional card, no matter under what circumstances the card was lost.

<http://www.richmond.ac.uk/content/student-affairs/catering.aspx>

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

Monday - Friday	Breakfast	7.30	-	10:00
	Lunch	12.00	-	14:00
	Dinner	17:00	-	19:45
Saturday	Brunch	11.30	-	14:00
Sunday	Brunch	11.30	-	14:00
	Dinner	17:00	-	19:00

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.

If you want to have your own special dish for dinner all you have to do is send a recipe to the catering team at catering-ken@richmond.ac.uk. They would be more than happy to take your suggestions on board. In addition, Student Affairs in conjunction with the Student Union plan to host Food Forums during term time where your feedback and suggestions are

Common Rooms



Some of the University's residences have their own 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 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 **Thomas Hague, Residence Life Coordinator, Kensington**. There is no guarantee that we can offer space to late applicants.

Housekeeping



In Atlantic House and Ambassador House, housekeeping staff clean all the common residential areas daily. Student rooms are cleaned once a week if requested. Rubbish bins are emptied daily Monday through Friday if you leave your bin outside your door. Clean linen is exchanged once a week. Check the posters in your building to find out which day your floor is cleaned. In order to obtain clean sheets and pillowcases you need to place the used ones in front of your room before 11:00 a.m.

In Collingham Gardens housekeeping staff clean the common residential areas daily except at weekends. Student rooms are cleaned once a week if requested. Rubbish bins are emptied daily Monday through Friday if you leave your bin outside your door. Clean linen is exchanged once a week, please check with your cleaner to find out which day this occurs. On that day in order to obtain clean sheets and pillowcases you need to place the used ones in front of your room before 11:00 a.m.

In other satellite residences the public areas are cleaned according to the contract arranged with the landlord. 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

All buildings and Satellite residences at the Kensington Campus have laundry facilities.

***PLEASE DO NOT HANG WET LAUNDRY
IN YOUR WINDOW OR OVER LAMPS AND HEATERS!***

Storage

There are storage facilities for Atlantic and Ambassador House. Resident Directors and Resident Assistants coordinate the storage services at each campus.

Please note: Only students registered for housing for the following semester are allowed to use university storage facilities. This policy is very strict and **NO EXCEPTIONS** will be made due to very limited space. **Students who do not reclaim items left in storage by end of the following semester will discover that their belongings have been donated to charity.**

We advise you not to place items that are extremely fragile or valuable in the storage rooms unless you have sufficient personal insurance coverage. **Richmond accepts no liability for any damage to, or loss of items in storage.**

Timetables with storage hours are posted around the residence halls at the beginning and the end of term. Personal belongings can only be placed in or removed from the storage rooms at these times. Each eligible student is allowed to store a maximum of five items. Only sealed boxes and locked suitcases will be accepted, no plastic bags.

Maintenance



In Atlantic House, Ambassador House and Collingham Gardens there is 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 see the Resident Director, the Security Officer or Student Affairs team. They will help you complete a maintenance request form which is submitted 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 Residence Life Co-ordinator if your request is not dealt with in 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 at Atlantic House and they will assist you.**

ResNet Wireless Services



Wireless internet services are available to all students who live in University housing. In order to be able to use the service, you'll need to read through and sign the user agreement on the Richmond website. For further questions, contact ResNet at resnetken@richmond.ac.uk or the IT help line at ithelp@richmond.ac.uk. If you have any problems with the wireless, you can also fill out an IT Request via the link on the Richmond Homepage extranet.

Messages/boards

You can leave messages for students on the notice boards in the **Main Building** and **Atlantic House receptions**. 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 the staff lounge where you can leave a message for them or via Reception in an envelope addressed to them. Staff also check their email daily and you can obtain any email for any staff member on the Richmond website.

Post

- Students living in **Atlantic or Ambassador House** will have their post delivered to Atlantic House. Post is sorted daily and is available for pick up in the Study Abroad Office. Please remember your address and tell people who will be sending you post!

Your address is:

Your Name

Atlantic House

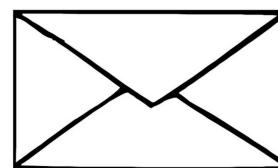
Richmond, the American International University in London

1 St. Albans Grove

London

W5 8PN

UK



- Students living in **Collingham Gardens** should have their post sent directly to their building. The address is:

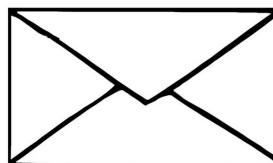
Your Name

3 Collingham Gardens

Kensington

SW5 OHW

UK



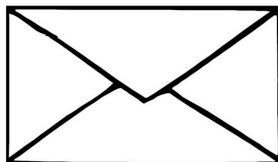
- Students living in **Courtfield Gardens** should have their post sent directly to their building. The address is:

Your Name

23-34 Courtfield Gardens

continued overleaf...

Kensington
SW5 0PF
UK



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 and events on campus. We rely on notice boards for communicating with you about events and activities, so please use them!

Telephones



Outgoing phone service is available to all students either in their residence or in the local vicinity. These are in the form of UK British telecom pay phones. Phone cards are available from the post office. **Incoming phone service is only available in certain residence halls.**

Atlantic House at the Kensington Campus and the Main Building at the Hill Campus have phone extensions in student room 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 11pm 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 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 Atlantic House and the Main Building if you inform the switchboard operator that you are expecting a call and to what extension you would like it transferred to.

Atlantic House Security: (0207) 368 8500

ATLANTIC HOUSE EXTENSIONS:

Dial (0207) 368 8 and dial the extension

ROOMS	EXTENSION
B1-B7	531
101-105	536
201-208	532
209-220	533

301-305
306-316
401-413

534
537
535

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



'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 any 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.

'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**

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, whilst at Kensington it is in the form of a 'Noise Warning' 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.

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 Associate Dean 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.**

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 should be asked to show their **Richmond I.D.** which will confirm their status as a registered student. Students who wish to bring a friend or relative in to a University residence, but they do not intend to stay overnight, should 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 should sign their guest(s) out in the same way. Students in satellite buildings without a Security/Reception desk should notify the Resident Director of their building when they have a visitor. If the Resident Director is not present, a written note should be left on the RD's door.

Community Noise Warnings and Residential Records


Over the page are Community Noise Warning and Residential Record Forms. Both forms are handed out for reasons explained below.

The Community Noise form is when you or your room including other guests has been warned by security or residence life for excessive noise or antisocial behaviour that was at such a volume, that other residents were disturbed by it.

The Residential Record is a little different as this form is often used in a positive manor when you or friends actions should be commended. It's also used if your actions need to be reviewed for various reasons stated on the form overleaf.

All forms are kept on record which will be used when required.

IF YOU WISH TO DISCUSS THIS INCIDENT FURTHER PLEASE CONTACT THE DIRECTOR OF RESIDENCE LIFE.

	COMMUNITY NOISE WARNING		
STUDENT NAME			
ROOM NUMBER			
<p>YOU/YOUR ROOM WAS WARNED FOR EXCESSIVE NOISE AT THE TIME AND DATE SPECIFIED BELOW.</p> <p>EXCESSIVE NOISE MEANS THAT YOU WERE MAKING NOISE THAT EXTENDED BEYOND YOUR ROOM DOOR AND WAS OF SUCH A VOLUME THAT SERIOUSLY DISTURBED OTHER RESIDENTS.</p> <p>A COPY OF THIS WARNING WILL BE SENT TO THE RESIDENCE LIFE OFFICE.</p> <p>IF YOU RECEIVE THREE WARNING NOTICES YOU WILL AUTOMATICALLY BE REFERRED TO THE DIRECTOR OF RESIDENCE LIFE.</p>			
DATE OF NOISE VIOLATION		DATE WARNING SENT	
TIME OF NOISE VIOLATION		WARNING NO.	
STAFF MEMBER REPORTING INCIDENT			

WHY NOISE IS A PROBLEM?

All the rooms are close together and noise travels easily on the corridors.

During Study Hours residents expect to be able to study and prepare for classes.

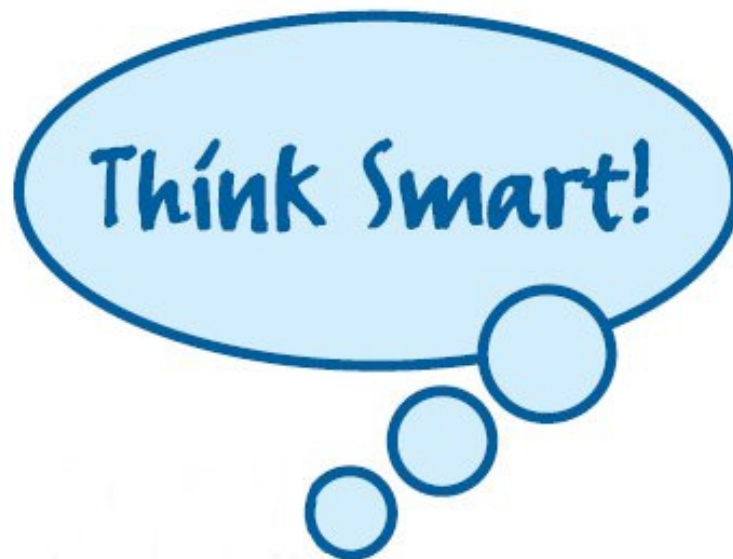
After Quiet Hours all residents expect to be able to sleep and study during the night.

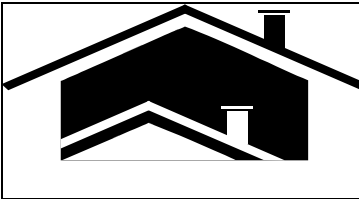
During the day we expect more noise - but, we should all be able to get on with our everyday lives without the intrusion of excessive noise.

If you have been warned then you have failed to consider the needs of your neighbours.

- IN THE FUTURE PLEASE THINK CAREFULLY ABOUT HOW MUCH NOISE YOU ARE MAKING.
- TV's AND STEREOS SHOULD BE KEPT ON A LOW VOLUME
- IF YOU HAVE SEVERAL PEOPLE IN YOUR ROOM LATE AT NIGHT PERHAPS YOU SHOULD GO TO THE COMMON ROOM

PLEASE THINK ABOUT IT!





Resident Life Office

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** – 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 THE COMMUNAL AREAS**.

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:

**For Residence Life
Office use only**

Received:

Commendation number:

Warning number:

Signature of staff-member reporting incident:

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 guest's 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 affect 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 except the designated smoking areas. 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 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 Team or from your Resident Director in satellite residences.

***You must obtain written authorisation from
your Resident Director
at least 24 hours in advance.***

If you have room-mates, you also need to have their signature(s) to show that agree to you acting 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.**

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.

Rubbish / 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 can not 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.

Roofs

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

You and Your Room

Residents are NOT permitted to:

- paint their rooms
- erect any structure or device which fundamentally alters the design of the room
- 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 or use low adhesive tape (eg white tac) or pins to minimise damage. *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 charge 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 it's residences will not enter student rooms without prior permission, except in the following situations:

- for maintenance 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 found in student rooms will be removed. Acceptable appliances include

microwaves (for re-heating food), 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.

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 (£10.00) 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 and Atlantic House in Kensington can provide you with a security spare to get back in.

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. 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 £5.00; 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. Satellite residences may not have fire alarms, but they have 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, a £500.00 fine, possible civil action, as well as further disciplinary action taken.

Student rooms with smoke detectors are to remain plugged in at all times.

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 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 fire exits are
- Evacuate quickly by the nearest exit when an alarm sounds
- Always put cigarettes out safely
- 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
- Don't play with fire...accidents do happen

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

When the Nurse is not on campus there are first aid points at the main receptions in Atlantic House (Kensington) and the Main Building (Richmond Hill). A number of the 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 this and next semester

Every semester there is a designated **HOUSING REGISTRATION FORTNIGHT** 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 housing deposit. Once paid, this deposit is non-refundable, even if you cancel your housing. It is deducted from the total room and board fees. 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 Dean of Student Affairs or Thomas Hague, Residence Life Coordinator BEFORE the payment deadline. If you do so, you will be removed from the housing list, your deposit will be retained but you will be released from the full room and board payment. If you cancel after the payment deadline you will not receive any refund of ROOM AND BOARD FEES unless your bed can be sold to someone else and all other beds on campus are sold. **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.

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 at either campus.

RICHMOND HOUSING REQUEST
KENSINGTON CAMPUS

<p><u>FEES</u></p> <p>DATE PAID/...../.....</p> <p>SIGNATURE</p>

NAME: (print clearly)

_____ (Family) _____ (First)

NATIONALITY: _____ AGE: _____ I.D. No: _____

ADDRESS WHERE YOU OR A MEMBER OF YOUR FAMILY CAN BE CONTACTED DURING THE VACATION:

TELEPHONE: _____ FAX: _____
 _____ Email _____

CLASS: Fr [] So [] Jr [] Sr [] Graduation date: DEC [] MAY [] Year: _____

CURRENT ROOM ASSIGNMENT: Residence: _____ Room No: _____

DO YOU HAVE ANY MEDICAL CONDITION OR SPECIAL NEEDS THAT MIGHT AFFECT YOUR ASSIGNMENT?

YES []
 NO []

If you are requesting a medical exemption, you must see the Student Health Adviser IMMEDIATELY. Medical records must be updated every semester.



HOUSING PREFERENCES

ARE YOU;

NEAT () MESSY ()

DO YOU GO TO BED;

EARLY ()

LATE ()

Note: All rooms at Kensington Campus are NON-SMOKING.

RESIDENTIAL PREFERENCES -

Please list your 1st, 2nd & 3rd choice

ATLANTIC HOUSE ()

AMBASSADOR HOUSE ()

COLLINGHAM (Room Only) ()

COURTFIELD (Room Only) ()

ROOM PREFERENCES: SINGLE () STRICTLY LIMITED DOUBLE ()
TRIPLE ()

Do you wish to stay in your current room next semester?

YES ()

NO ()

ROOM AND ROOMMATE PREFERENCE:

ANY OTHER COMMENTS?

RICHMOND HOUSING REQUEST

To request housing for next semester, you must follow the instructions below.
Your request must be filed during Housing Registration

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
- **STEP 2** Complete your housing form properly. Note that the satellite options listed may or may not be available in the fall.
- **STEP 3** Take the form to the Accounts Office (Richmond), 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 (i.e.

signed), take the form to the Residence Life coordinator, Thomas Hague in Kensington or Stuart Mallen, Richmond. **Email; haquet@richmond.ac.uk or mallens@richmond.ac.uk**

- **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 by 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 Life.

ROOM REQUEST:

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

ATLANTIC HOUSE:

AMBASSADOR HOUSE:

COLLINGHAM GARDENS:
(Room Only)

COURTFIELD GARDENS:
(Room Only)

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.)

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: _____

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 Assistant. 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 carry out preliminary room inspections. 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 procedure

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.

On Departure

It is very important that on departure you make every effort to leave your room in a clean and tidy state. You are responsible for removing all posters (white tac, blue 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 charge for extra cleaning! Your housekeeper will place a rubbish bag on your bed 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.

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 60 days of the e-mail sent to you.

If you are a study abroad student you will be advised of these by AIFS and NOT Richmond.

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	
SAFE LEFT LOCKED	£100.00	

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 room 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.

Things are not going to be the same at Richmond as they were at home and that's going to take adjustment. You will meet new people, encounter new places and learn a whole new way of looking at things. Be prepared to adjust your views and open your mind. These are the best times of your lives.

**ENJOY IT AND MOVE
FORWARD WITH A SMILE!**

