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CALENDAR

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

Spring Semester 2011	
Move-in Day for New Residential Students	Tuesday January 11
Orientation (check-in from 9:00 A.M.)	Wednesday January 12 – Sunday January 16
Registration	Thursday January 13 – Friday January 14
Residences open for continuing students	Saturday January 15
First day of classes	Monday January 17
Add/Drop period	Monday January 17 – Friday January 21
Priority Registration for summer and fall 2010	Monday February 21 – Friday February 25
(registration after this week will incur a late fee)	
Spring break	Monday March 7 – Friday March 11
Last day to withdraw from a course	Monday April 11
Last day of classes	Thursday April 21
Easter Break / Study Days	Friday April 22 – Monday April 25
Examinations	Tuesday April 26 – Friday April 29
Study Days / Bank Holiday	Saturday April 30 – Monday May 2
Examinations	Tuesday May 3
Residences close for non-graduating students	Wednesday May 4
Commencement	Thursday May 12
Residences close for graduating seniors	Saturday May 14
Summer Sessions 2011	First Five-Week Session
Residences open (check-in from 9:00 A.M.)	Sunday May 15
Orientation and Registration	Monday May 16
First day of classes	Tuesday May 17
Bank Holiday	Monday May 30
Last day to withdraw from a course	Monday June 6
Last day of classes	Thursday June 16
Examinations	Friday June 17
	Second Five-Week Session
Residences open (check-in from 9:00 A.M.)	Sunday June 19
Orientation and Registration	Monday June 20
First day of classes	Tuesday June 21
Last day to withdraw from a course	Monday July 11
Last day of classes	Wednesday July 20
Examinations	Thursday July 21
Residences close	Friday July 22



WELCOME TO RESIDENCE LIFE AT RICHMOND

Hello, and welcome to the University Residences for the 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. Our 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!

The Residence Life Staff-Team

KENSINGTON CAMPUS RESIDENCE LIFE STAFF



Residence Life staff located at the Kensington Campus report to Allison Cole-Stutz, Dean of Students. Allison 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:

- Stephanie Taderera, Atlantic House, RD Room
- Piet Coelewij, Ambassador House, Room G11
- Ashley Barronette, Courtfield Gardens, Room 5B

Reporting to the RD's are the following Resident Advisors:

- Marija Trachtenberg, Ambassador House, Room 102
- Blythe Brauer, Ambassador House, Room 406
- Ashley Fagianelli, Atlantic House, Room 102
- Shannon Dority, Atlantic, Room 407
- Nicole Cacia, Courtfield Gardens, Room 3H
- Sanjay Raja, Courtfield Gardens, Room 1D

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

BUILDING PROFILES KENSINGTON CAMPUS



Atlantic House

Atlantic House provides accommodation for 119 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 five minute walk from Atlantic House across Gloucester Road. The house provides accommodation for 69 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

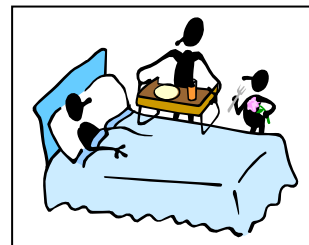
Courtfield Gardens is located approximately a 15 minute walk from Atlantic House and is a 5 minute walk from Earls Court tube station. This residence currently provides rooms for 73 students in a variety of rooms, mainly single and double rooms. All rooms have en-suite bathrooms and cooking facilities. The residence has a common room with TV and in-house laundry facilities.

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. 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.

SUPPORT STAFF & SERVICES KENSINGTON CAMPUS



Health and Counselling Services

Within the department of Student Affairs, there is a counsellor available on an appointment only basis. She can be reached through the Student Affairs Coordinator, within the department of Student Affairs. Please phone 02 07368 8506 or email studentaffairs@richmond.ac.uk. If you prefer to contact her directly, please email Anne de Montarlot at anne@demontarlot.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 0207 368 8500.

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.

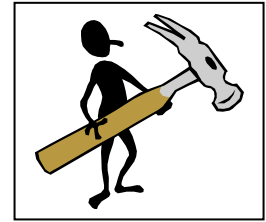
Linen is exchanged on a weekly basis at some of the Kensington campus residences. Garbage is removed daily if left outside rooms. Bathrooms and shower rooms are cleaned daily. For all questions concerning housekeeping, contact:

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

Cheryl has a large staff of cleaners who support her.

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

FACILITIES & SERVICES AT 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:

Director of Property Services

John McEllistrim,

Maintenance Assistant

David Grant

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 extranet. 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 and student staff operates the switchboard phones in some of the Kensington buildings and 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 8230
- Kensington Campus dial 0207 368 8500

Catering

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

Kensington Campus

Chris Hutton: General Manager

Dawn: Assistant Manager

Diego: Head Chef

Catering Assistants: Hana, Luis, Mario, Tina, Sylwia, Monika, Ali, Agnieszka, Tiago, Randie, John, Kwame, Mohammed, Ahmed,

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.

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

Monday to Friday	Breakfast	07.30	10:00 a.m
	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 **Speak to the Residence Life Coordinator in advance**. 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 cleans 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 no storage facilities on campus. For ideas on storage please see the student affairs web page.

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, the Student Affairs team or the Study Abroad Coordinator. 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 Associate Dean of Student Affairs or the Study Abroad Coordinator 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 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

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, Ambassador House or Metrogate** will have their post delivered to Atlantic House. Post is sorted daily and is available for pick up in the Student Affairs 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

W8 5PN

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
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. **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.

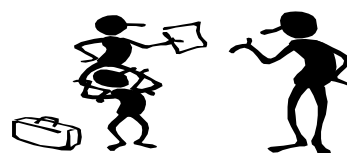
Atlantic House Security: (0207) 368 8500

ATLANTIC HOUSE EXTENSIONS:

Dial (0207) 368 8 and dial the extension

<i>ROOMS</i>	<i>EXTENSION</i>
<i>B1-B7</i>	<i>531</i>
<i>101-105</i>	<i>536</i>
<i>201-208</i>	<i>532</i>
<i>209-220</i>	<i>533</i>
<i>301-305</i>	<i>534</i>
<i>306-316</i>	<i>537</i>
<i>401-413</i>	<i>535</i>

RESIDENCE LIFE CODE OF LIVING AND LEARNING



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

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

Quiet and Study Hours

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

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

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

***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 monitors 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.

Richmond is in compliance with the Universities UK Code of Practice for Residential Housing.



COMMUNITY NOISE WARNING

STUDENT NAME

ROOM NUMBER

YOU/YOUR ROOM WAS WARNED FOR EXCESSIVE NOISE AT THE TIME AND DATE SPECIFIED BELOW.

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.

A COPY OF THIS WARNING WILL BE SENT TO THE RESIDENCE LIFE OFFICE.

IF YOU RECEIVE THREE WARNING NOTICES YOU WILL AUTOMATICALLY BE REFERRED TO THE DIRECTOR OF RESIDENCE LIFE.

DATE OF NOISE VIOLATION

DATE WARNING
SENT

TIME OF NOISE VIOLATION

WARNING NO.

STAFF MEMBER REPORTING INCIDENT

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

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

THINK ABOUT IT!!



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:

Signature of staff-member reporting incident:

**For Residence Life
Office use only**

Received:

Commendation number:

Warning number:

Action Taken:

Residential Records form the basis of a system that recognise your actions - in the form of commendations and reviews. You, or your guests, can receive one of these sheets because of the way you handled a situation, the way you responded in a crisis, or for the way you put your fellow student's 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 effect other students. After **'Quiet Hours'** all residents expect to be able to either sleep or study through the night without being disturbed. During the day we expect there will be more noise - but we should all be able to get on with our everyday lives without the intrusion of excessive noise. Noise isn't just about music; it is also banging, slamming and thuds that are made when people leave their rooms and walk along corridors. Think and be aware of the noise you are making when you move around the University at night. **Please remember that during these times, a request by a member of staff or fellow resident for you to be quiet suspends your right to make 'noise'.**

You cannot smoke in your room, or in other parts of the building 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 knows 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



Room Decoration

- 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 (e.g. 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 charged against your security deposit. Message sheets will be provided at the start of the semester and they may be renewed when necessary.

Privacy Policy

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

- for maintenance 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 loose 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 £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. 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, 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—converters should be checked carefully.*
- *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 melted their 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 their room and threw their 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 & 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

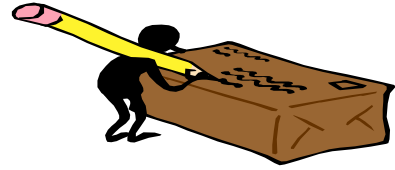
Please do not throw anything out of your window or store things on your window sill. Litter is a serious issue that detracts from the quality of our environment. Do you really want to have friends and family come to visit you and see the outside of your residence strewn with paper, old food, cotton wool, 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 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 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 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 you will NOT receive a refund unless your place on campus and all other places on the campus you were meant to reside are also filled. Please read the terms and conditions carefully stated on the housing form and on the student affairs webpage. 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 Director of Residence Life 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: _____

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

CURRENT ROOM ASSIGNMENT:

Residence: _____ Room No: _____

DO YOU HAVE A MEDICAL CONDITION OR SPECIAL NEED

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

DO YOU GO TO BED EARLY [] LATE []

ARE YOU MESSY [] NEAT []

RESIDENTIAL PREFERENCES -

Please list your 1st,

2nd & 3rd choice ATLANTIC HOUSE []

AMBASSADOR HOUSE []

COLLINGHAM & OTHER []

SATELLITE RESIDENCES []

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) or the Cashier (Kensington), pay a £500 non-refundable deposit and complete a Housing Contract (Returning Study Abroad students do not have to pay a deposit - your Security Deposit is a retainer). After your form has been approved by the Fees Officer or Cashier (i.e. signed), take the form to the Director of Residence Life at either campus.
- * **STEP 4** Complete all steps by the end of Housing Registration. All students who file a request during Housing Registration will be housed according to the following criteria:

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

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

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

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

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

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

PAYMENT DEADLINE - Room & Board must be paid 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.

RICHMOND

The American International University in London

HOUSING CONTRACT

PLEASE READ CAREFULLY AND COMPLETE.

THE CONTRACT MUST ACCOMPANY THE HOUSING REQUEST

NAME: ID:

I understand that this agreement constitutes a binding contract between myself and Richmond. The Room & Board charges arefor a double or triple room and for a single room per semester. Only a limited number of single rooms are available.

To initiate the housing registration process I must pay a £1000 housing deposit which is non-refundable if this contract is cancelled, but will be refunded when I move off campus. I also understand that I must make the full Room & Board payment by the due date for my request to be valid. It is my responsibility to cancel my housing request if I no longer wish to live on-campus. To do this, I MUST NOTIFY THE DIRECTOR OF RESIDENCE LIFE IN WRITING. If I cancel I will forfeit my deposit and I will still be charged the full Room & Board costs unless university housing is full and my bed can be re-assigned, in which case a refund may be possible.

I understand that this contract refers to both Room & Board. Every student residing in university housing, regardless of room placement, must have a board plan. No exceptions will be made to this policy.

I also understand that after residing in the Main Building at the Hill Campus for two semesters I will be moved to satellite housing unless space is available in the Main Building for which a waiting list is kept.

It is further understood that if my name is removed from the Early Registration list on account of non-payment of fees, OR that my fees (including Room & Board) have not been received by the due date, the University reserves the right to cancel my housing request.

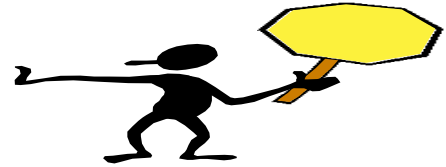
I understand that all housing decisions are made by the Director of Residence Life and the University reserves the right to change room assignments during the semester if special circumstances arise. I also understand that all rooms must be occupied by the first day of classes. If I have not moved in by this date or notified the Director of Residence Life of my late arrival, my room assignment may be changed. If I am dismissed from the University during the term for academic or disciplinary reasons I will be withdrawn from housing and will receive no refund of Room & Board.

I agree to these terms and conditions and to abide by all regulations contained in the Student Conduct Code and all policies and procedures in operation in University residence halls. The University reserves the right of staff members to enter student rooms upon suspicion of a violation of the Student Conduct Code.

STUDENT SIGNATURE: DATE:

STAFF SIGNATURE: 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 complete a room inventory which records the condition of your room when you moved in. If you do not remember filling in 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. These forms are in an on-line survey for your convenience.

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 are 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 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 30 days of the e-mail sent to you.

When Do I Get My Security Deposit Back?

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

What Does Damage Cost?

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

These are the costs of damages for the current semester dictated by property services:

1.	Excessive Cleaning	£95 per person
2.	Carpet Cleaning	£120
3.	Replacement of carpets	£425 per room
4.	Replacement of curtains/blinds	£200 per set
5.	Replacement of room number	£20
6.	Replacement of study lamp	£40
7.	Replacement of bed linen	£80 per set
8.	Replacement of lamp shade	£30
9.	Replacement of ID card system	£20
10.	Replacement of lost keys or key card	£90 per key
11.	Replacement of damaged bed	£160
12.	Replacement of damaged mattress	£95
13.	Replacement of damaged wardrobe	£270
14.	Replacement of damaged chair	£85
15.	Replacement of damaged chest/dresser	£95
16.	Replacement of damaged desk	£200
17.	Replacement of damaged notice board	£60
18.	Replacement of damaged mirror	£45
19.	Replacement of knobs to furniture	£20 each
20.	Replacement of broken hinges to wardrobes	£35
21.	Replacement of door closer	£125
22.	Hack out and re-glaze window	£120
23.	Replacement of lost mail box key	£25

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.



RICHMOND
The American International University in London
Residence Life Office
DAMAGE DEPOSIT PROCESS
PRE-DEPARTURE CHECK

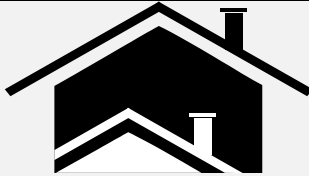
2

This sheet is to be completed by the Resident Director for each room in the residence 2-3 weeks prior to the end of the semester, having notified residents that the process is in progress and that they can use this as an opportunity to report any damage or disclaim responsibility for damage. The final room check will be carried out when the students have vacated the room and all final damage is recorded. All requests for maintenance work and/or estimates for damage deposits must be processed immediately using an ESTIMATE FOR DAMAGE DEPOSIT CHARGE FORM.

RESIDENT DIRECTOR		DATE	
-------------------	--	------	--

RESIDENCE		ROOM NUMBER	
STUDENT		ID NUMBER	
STUDENT		ID NUMBER	
STUDENT		ID NUMBER	
STUDENT		ID NUMBER	

EXACT DESCRIPTION OF DAMAGE	WHO IS RESPONSIBLE ?	
PRE-DEPARTURE CHECK	DATE	
FINAL CHECK	DATE	
ESTIMATE FOR DAMAGE DEPOSIT CHARGE FORM COMPLETED ?		



RICHMOND
The American International University in London
DAMAGE DEPOSIT PROCESS
FINAL REPORT

3

This form is to be completed by the Resident Director for each item of damage identified in a residence and/or to request repair/replacement. On completion the forms are to be processed accordingly:-

1. Forwarded to Housekeeping for additions/amendments.
2. Then forwarded to Property Services for costing and to action work.
3. Property Services will then forward forms to the Residence Life Office at either campus for Security Deposit Deductions to be charged.

1	RD	DATE	
	RESIDENCE	ROOM	
	STUDENT	ID NUMBER	
	STUDENT	ID NUMBER	
	STUDENT	ID NUMBER	

2 DESCRIPTION OF THE DAMAGE (PLEASE DESCRIBE THE DAMAGE CLEARLY WITH AS MUCH DETAIL AS POSSIBLE).					
ADDITIONAL DESCRIPTION FROM PROPERTY SERVICES/DOMESTIC BURSAR:					
REPAIR REQUESTED			ESTIMATE FOR DAMAGE DEPOSIT		

3 ESTIMATE/ COST OF REPAIR/ REPLACEMENT (PLEASE ATTACH ANY INVOICES/BILLS FROM OUTSIDE CONTRACTORS/ SUPPLIERS)	COST
SUMMARY OF WORK REQUIRED/ITEM PURCHASED:	
TOTAL COST:	
COST PER STUDENT: (WHERE APPLICABLE):	

4 DAMAGE DEPOSIT			BY WHOM:	DATE:
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