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

**Fall Semester 2018**

- **Move-in day for new residential students**
- **Orientation**
- **Residences open for continuing students**
- **First day of classes**
- **Add/Drop period**
- **Re-sit examinations**
- **Priority Registration for Summer and Spring 2017**
  (registration after this week will incur a late fee)
- **Mid-term examinations**
- **Fall Break**
- **Last day to withdraw from a course [by 5pm]**
- **Last day of classes**
- **Examinations**
- **Residences close**

**Spring Semester 2019**

- **Move-in Day for New Residential Students**
- **Orientation**
- **Residences open for continuing students**
- **First day of classes**
- **Add/Drop period**
- **Re-sit examinations**
- **Priority Registration Fall 2018**
  (registration after this week will incur a late fee)
- **Mid-term examinations**
- **Spring Break**
- **Last day to withdraw from a course [by 5pm]**
- **Easter Holidays**
- **Make-up days for Good Friday**
- **Examinations**
- **Residences close for non-graduating students**
- **Commencement**
- **Residences close for graduating seniors**

**Calendar**

- **Tuesday 28th August**
- **Tuesday 28th August – Friday 31st August**
- **Saturday 1st September**
- **Monday 3rd September**
- **Monday 3rd – Friday 7th September**
- **Saturday 29th – Sunday 30th September**
- **Monday 8th – Friday 12th October**
- **Monday 15th – Friday 19th October**
- **Monday 22nd – Friday 26th October**
- **Monday 26th November**
- **Friday 7th December**
- **Monday 10th – Friday 14th December**
- **Saturday 15th December (noon)**

- **Tuesday 8th January**
- **Tuesday 8th – Friday 11th January**
- **Saturday 12th January**
- **Monday 14th January**
- **Monday 16th – Friday 18th January**
- **Saturday 9th – Sunday 10th February**
- **Monday 20th – Friday 24th February**
- **Monday 25th Feb – Friday 1st March**
- **Monday 4th – Friday 8th March**
- **Monday 8th April**
- **Friday 19th – Monday 22nd April**
- **Tuesday 23rd April**
- **Wednesday 24th – Tuesday 30th April**
- **Wednesday 1st May**
- **Thursday 24th May**
- **Saturday 25th May**
Welcome to Residence Life at Richmond, Kensington Campus

Hello, and welcome to the University Residences for the 2018/19 academic year.

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

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

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

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

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

Best wishes

Chelsea and the Residence Life Team
Residence Life Staff at the Kensington Campus

The Residence Life staff at the Kensington Campus report to Chelsea Ranger (Residence Life Coordinator). Her office is located on the ground floor of Atlantic House, next to the AIFS Office. You can also reach her via email at chelsea.ranger@richmond.ac.uk or by phone at 020 7368 8506. Chelsea is supported by a number of student staff that live in the University residences.

Three Resident Directors (RDs) serve the residential students living on campus in Kensington:

- Angela Marrazo       Atlantic House 209
- John Blair           Ambassador House G11
- Charlotte Playford   Collingham Gardens 203

Reporting to the RDs are the following Resident Advisors (RAs):

- Alessandra Baratelli   Atlantic House 407
- Irene Intriago         Ambassador House 218

Each RA/RD has been assigned to specific corridors in the buildings they are responsible for. Your RA/RD should be the first point of contact for students in a particular area. Your RAs will make it a point to come around weekly to see you, checking in to see if they can be of any help and delivering messages about upcoming events and residential news. Please familiarise yourself with your RD/RA:

- Alessandra Baratelli (Atlantic) 306-316 & 401-413
- Angela Marrazo (Atlantic) 210-220 & 301-305A
- TBD (Atlantic) B1-B7 & 101-208
- John Blair (Ambassador) Basement, Ground, 1st Floor & 201-202
- Irene Intriago (Ambassador) 209-212, 3rd Floor & 4th Floor
- Charlotte Playford (Collingham) All Collingham

We are here to help!

Residence Life staff members are here to help you! Because they are all Richmond students, they’ve been in your position before. If you need help, don’t hesitate to call on your RA or RD!
Atlantic House

Atlantic House provides accommodation for 111 students. Single rooms are commonly allocated to Resident Assistants and graduating seniors. Many 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 and provides accommodation for 61 students. Ambassador is full of character; all the rooms are of different shapes and sizes. Single rooms are usually allocated to Resident Advisors and graduating seniors. Ambassador has its own common room and traditionally develops a close-knit community.

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 19 students in double rooms and one single room. There are some rooms which have en-suite bathrooms. There are full kitchens and a common room with TV.

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

You can find floor plans at [http://www.richmond.ac.uk/student-life/accommodation/university-residences/](http://www.richmond.ac.uk/student-life/accommodation/university-residences/)
Facilities, support staff and services on the Kensington campus

Counselling

Richmond offers confidential counselling services to all students at both London campuses. All Richmond degree students and postgraduate students are entitled to four free sessions per semester with our counsellors. Visiting students are offered one free session per semester. All students can pay for further private sessions based on availability. Counselling sessions can be booked directly through our counsellors or through a member of the Richmond Student Affairs team. To find out more about our counsellors, see our website: http://www.richmond.ac.uk/student-life/health-care-and-counselling/ or contact us at studentaffairs@richmond.ac.uk.

To book an appointment directly through our counsellors, you can reach Anne de Montarlot at anne@demontarlot.com or Susannah Greene at susannagreene99@gmail.com.

Please be advised:

Cancellations with less than 24 hours’ notice will count as one of your sessions.

Because both counsellors have other professional commitments, their time slots may be constrained by other schedules.

Health Services

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. Specific information about the local doctor’s office, hospitals, and walk-in clinics can be found on our website at http://www.richmond.ac.uk/student-life/health-care-and-counselling/.

All live-in members of staff are first-aid trained and can help in the event of an emergency.

If you are a full-time degree student, postgraduate student, or a visitor with us for over 6 months, you are eligible for health care on the NHS. Please ensure that you register with a GP surgery (doctor’s office) at some point during your first week on campus. Any member of Student Affairs can assist you with this. To search eligible services independently, start with the NHS GP services locator at http://www.nhs.uk/Service-Search/GP/LocationSearch/4.
Security

Richmond offers 24-hour security based in Atlantic House and a patrol of the campus area academic buildings and Ambassador House.

For all out of office hours emergencies please call the Security Office on 0207 368 8500. If living in satellite building (Collingham), please contact your RD for important non-emergency situations. In cases of emergency in these buildings, please dial 999.

Housekeeping

Rooms in Atlantic and Ambassador are cleaned upon request, but at a maximum of once per week. In order to put in a request, please go to the reception desk at Atlantic House and fill out a Cleaning Request Form, which is found behind the desk in an orange binder.

Bathrooms and shower rooms in Atlantic and Ambassador are cleaned daily Monday through Friday, as well as all the common residential areas.

Residents in Collingham Gardens will have their flats cleaned thoroughly once a week based on the following schedule:

Monday: 3rd floor flat
Tuesday: 2nd floor flat
Wednesday: 1st floor flat
Thursday: Ground floor flat
Friday: Basement

In Collingham Gardens, rubbish will be removed daily from all the flats, the general areas will be cleaned, and all kitchens and bathrooms will be spot-cleaned.

Linens

Linen is exchanged once a week at Atlantic and Ambassador. In order to obtain clean sheets and pillowcases you need to place the used linens in front of your room before 9:00am on the specific day of the week that your floor has linen service. Here is the linen schedule by floor:

Atlantic House
Monday 4th floor
Tuesday 3rd floor
Wednesday 2 x annex (201-208) and 301-305A
Thursday 2nd floor
Friday Ground and basement

Ambassador House
Monday 3rd and 4th floors
Tuesday 2nd floor
Wednesday 1st floor
Thursday Ground floor
Friday Basement

In Collingham Gardens, each resident will be issued 2 sets of linen and will be responsible for laundering his/her own linens over the course of the year.
Garbage Removal

In Atlantic and Ambassador, garbage is removed daily if you leave your bin outside your door by 9am on the day you wish it to be emptied, or the night before. In Collingham Gardens, garbage is removed daily Monday through Friday if you leave your bin outside your flat door by 9am on the day you wish it to be emptied.

For all questions or housekeeping concerns apart from cleaning requests, contact Daniela Ambrosini, on: Daniela.Ambrosini@sodexo.com. Daniela manages the housekeeping and catering of Kensington.

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

Maintenance Issues

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

Head of Estates and Facilities: Richard Whan  
Sodexo Facilities Management Contract Manager: Lisa Fuller  
Maintenance Supervisor: David Grant

For all complaints, requests and questions concerning maintenance problems, please go to the online maintenance request on the left hand side of the home web page,  

This is the only way that maintenance requests will be handled. Please be aware that all maintenance requests are prioritized by Sodexo Services and dealt with in a timely fashion if they are sent via the booking system. If you are having trouble with the booking system please see a member of Residence Life, or email

If you are experiencing a maintenance emergency please contact Security immediately to alert on-call maintenance personnel. Examples of maintenance emergencies include:

- a water leak
- an electrical fault
- a problem with a lock
- total power outage
- or anything else that may pose a threat to physical safety.

Maintenance response for non-emergency issues is not 24/7 and is slower at the weekends.
Telephonist / Receptionist

At the Richmond Hill Campus, all incoming calls are sent to a switchboard. In addition, the Security Office operates switchboard phones at both campus sites outside of normal office hours. All office numbers can be reached directly if you know the extension number, e.g., for:

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

Catering

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

General Catering Manager: Lisa Fuller
Catering Manager: Daniela Ambrosini
Assistant Catering Manager: Luis Constante

Our catering team aims to provide a balanced and healthy diet, always including a vegetarian choice, while introducing students to dishes that you may not have experienced in your home country. As the catering team have their own chefs and kitchens on site, they create food from fresh ingredients for serving in the dining hall. The dining hall was awarded the Bronze Food For Life Catering Award in December 2015. For further information: http://www.sacert.org/catering/universitiescolleges

Students are welcome to email catering with favourite recipes or menu ideas. Students are also encouraged to contact the catering department to communicate food allergies, dietary requirements or other catering requests. Catering can be contacted on extension 349 from university landlines or by emailing catering-hill@richmond.ac.uk.

Please be advised that there are NO take outs permitted from the dining halls during any meal service, and if you leave the dining hall you may not re-enter. Please also note that all dishes, glasses and cutlery must remain in the dining hall. This helps us keep costs down for you! If University tableware is found in your room at the end of the term, you will be fined.

All students will use their ID cards to access meals. The ID card must be presented every time a meal is purchased from your meal allowance. The card can only be used by the student to whom it is issued. If your ID card 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. Any student found giving food to another person will be fined and may have their meals suspended until payment of fine!

We welcome your comments and suggestions
Contact Us
catering-hill@richmond.ac.uk

www.facebook.com/BigMouthRichmond
https://twitter.com/bigmouthrich

For further information on catering services visit the catering page on myRichmond
Meal times are as follows: (times correct at time of printing, subject to change)

<table>
<thead>
<tr>
<th>Day</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday -</td>
<td>07:30 - 10:00</td>
<td>12:00 - 14:00</td>
<td>17:00 - 19:45</td>
</tr>
<tr>
<td>Friday</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>11:00 – 13:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>11:00 – 13:00</td>
<td></td>
<td>17:00 – 18:00</td>
</tr>
</tbody>
</table>

You can also use your meal plan in the Café areas (during permitted times)

Bank Holidays – follow Sunday opening hours and service.
Out of Term Periods – Lunch service only is provided.
Summer School Periods – Meal times and services will change depending on Summer School requirements.

Please note that catering ends for all residents of Atlantic House and Ambassador House at the end of term move-out date. Only a lunch service will be offered from the end of term move-out date until the graduating resident move-out date after graduation.

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 updates.

Asa Briggs Starbucks

A Starbucks coffee shop is available on the ground floor of Asa Briggs Building and coffee and sandwiches are available from 8.30am to 6:00pm Monday to Friday. This café will be closed on bank holidays and out of term periods. During the summer, café services will change depending on summer school requirements. You can use your meal plan in the Café (availability times and choice restrictions apply)

This Starbucks is approximately 20% less expensive than the high street.

Meal Plan Information:

All students who reside 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. Students are not allowed to take food out of the dining hall at any time.

AIFS students are entitled to 10 meals Breakfast and Dinner, Monday to Friday at either campus.
However should they wish, visitors on the 10-meal plan are welcome to dine at lunch or weekends by paying at the till or making arrangements through the AIFS office to add on a full meal plan.

Students who live at Collingham Gardens are not included on the meal plan, but can choose to add money to their university ID and pay per item for meals in the cafeteria. Please contact Student Affairs if you are interested in adding money to your card.

Common Rooms

Common rooms are areas where students can socialise, relax, and watch TV or films without disturbing the rest of the residents in the building. In keeping with UK law, all enclosed areas are strictly NON-SMOKING. There is no alcohol allowed in the Common Rooms unless authorised by the office of Residence Life ahead of time.

Holidays and Break Periods

University residences do not close during the Fall break, Spring break 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, Chelsea Ranger, in advance. Chelsea can be contacted by emailed chelsea.ranger@richmond.ac.uk. There is no guarantee that accommodation can be offered during periods when classes are not in session.

Laundry

All buildings and satellite residences at the Kensington Campus have laundry facilities. Please do not overload the washing machines, but also please do not waste water/energy by putting only a few items in a load. Residents shall not allow non-residents to use laundry facilities. Please do not hang wet laundry in your window or over lamps and heaters.

ResNet Services

Wireless internet services are available to all students who live in University housing. If you have questions please contact the IT department via the IT Helpline Form on Richmond’s student self-service homepage.

Post

Students living in Atlantic and Ambassador House will have their post delivered to Atlantic House. Post is sorted daily into alphabetical slots in the Mail Room. The Mail Room operates on a weekly schedule and is open daily to check your post. If a package is received, Student Affairs will email students directly.

Your address is:
[Your Full Name]
Atlantic House
Richmond, the American International University in London
1 St. Albans Grove
London
W8 5PN
UK
Students living in Collingham Gardens may their post sent directly to their building. The address is:
3 Collingham Gardens
Kensington
SW5 OHW
UK

Packages for residents of Collingham Gardens may be sent to Atlantic House to be received during term time only.

For your reference (not for post), the address of Ambassador House is:
26-28 Queens Gate Terrace
SW7 5PH

Notice Boards

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

Storage

There are no storage facilities for students at the Kensington Campus or Hill Campus. Pricing and offers for various London-based independent storage options can be found below:

ByStored: https://www.bystored.com/
Student Storage Box: http://www.studentstoragebox.co.uk/student-storage-london.php
Student Storage Company: http://www.studentstoragecompany.co.uk/
Baggage Boys: http://www.baggageboys.co.uk/about-us/storage-universities/london/
Currie Easy Self-Storage: http://www.curriestorage.co.uk/

Telephones

The outgoing phone service is available to all students either in their residence or in the local vicinity. It is located near the security desk in Atlantic House and should be used with the permission of the security or Student Affairs office.

Calls should be limited to ten 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.

When speaking on mobile phones or using laptops, students are asked to be thoughtful towards neighbours regarding noise. Voices tend to carry in the corridors and through windows.

Living in Kensington
ADDRESS OF AMENITIES IN KENSINGTON/GLOUCESTER/EARL’S COURT:

GROCERIES (and *HOMEWARES)
Tesco 87-93 Gloucester Road, SW7 4SS
<table>
<thead>
<tr>
<th>Store Type</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groceries</td>
<td>West Cromwell Road, W14 9PB</td>
<td>Open 24 hours daily; *West open until midnight; Sun 11am-5pm</td>
</tr>
<tr>
<td></td>
<td>50-52 Old Brompton Road, SW7 3DY</td>
<td>Open 6am – midnight daily</td>
</tr>
<tr>
<td></td>
<td>Gloucester Arcade, 128 Gloucester Road, SW7 4SF</td>
<td>Open 7:30am-10pm M-F; 8am-9pm Sat; 12pm-6pm Sun</td>
</tr>
<tr>
<td></td>
<td>99-103 Old Brompton Road, SW73RD</td>
<td>Open 7am – 10pm daily</td>
</tr>
<tr>
<td></td>
<td>Waitrose</td>
<td>Gloucester Arcade, 128 Gloucester Road, SW7 4SF</td>
</tr>
<tr>
<td></td>
<td>Whole Foods</td>
<td>63-97 Kensington High Street, The Barkers Building, W8 5SE</td>
</tr>
<tr>
<td></td>
<td>*Marks &amp; Spencer</td>
<td>226-268 Earls Court Road, SW5 9AS</td>
</tr>
<tr>
<td></td>
<td>*Sainsbury’s</td>
<td>158A Cromwell Road, SW7 4EJ</td>
</tr>
<tr>
<td></td>
<td></td>
<td>162-164 Earls Court Rd, SW5 9QQ</td>
</tr>
<tr>
<td></td>
<td></td>
<td>61-65 Kensington Church Street, W8 4BA</td>
</tr>
</tbody>
</table>

**POST OFFICES**

<table>
<thead>
<tr>
<th>Branch</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Street Kensington</td>
<td>208-212 Kensington High Street, Kensington, W8 7RG</td>
<td>Open 9am-5:30pm M-F, 9am-12:30pm Sat; Closed Sun</td>
</tr>
<tr>
<td>Gloucester Road</td>
<td>118 Gloucester Road, SW7 4PH</td>
<td>Open 8:30am-7pm M-Fri; 9am-6:30 Sat; Closed Sun</td>
</tr>
<tr>
<td>Fulham Road</td>
<td>369 Fulham Road, SW10 9TR</td>
<td>Open 9am-5:30pm M-Sat; Closed Sun</td>
</tr>
</tbody>
</table>

**APPLIANCES**

<table>
<thead>
<tr>
<th>Store</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argos</td>
<td>164 Kensington High Street, W8 7RG</td>
<td>Open 9am-8pm Tue-Fri; 9am-6pm Mon; 9am-6:30pm Sat; 11am-6pm Sun</td>
</tr>
<tr>
<td>Robert Dyas</td>
<td>188 Earls Court Road, SW5 9QG</td>
<td>Open 9am-8pm M-F; 9am-6pm Sat; 12pm-6pm Sun</td>
</tr>
</tbody>
</table>

**BANKS**

<table>
<thead>
<tr>
<th>Bank</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NatWest</td>
<td>55 Kensington High Street, W8 5EQ</td>
<td>Open 9am-5pm M-F; 10am-2pm Sat; Closed Sun</td>
</tr>
<tr>
<td></td>
<td>195 Earl's Court Road, SW5 9AB</td>
<td>Open 9am-5pm M-Tue &amp; Fri; 9:30am-5pm Wed; 9am-12:30pm Sat; Closed Sun</td>
</tr>
<tr>
<td>Barclay’s</td>
<td>191 Earl's Court Rd, SW5 9AW</td>
<td>Open 9:30am-4:30pm M-F; Closed Sat &amp; Sun</td>
</tr>
<tr>
<td></td>
<td>132-134 Kensington High Street, W8 7RP</td>
<td>Open 9am-5pm M-F; 10am-4pm Sat; Closed Sun</td>
</tr>
<tr>
<td></td>
<td>114 Gloucester Rd, SW7 4SE</td>
<td>Open 9:30am-4:30pm M-F; Closed Sat &amp; Sun</td>
</tr>
<tr>
<td>HSBC</td>
<td>95 Gloucester Road, SW7 4SX</td>
<td>Open 9am-5pm M &amp; Wed-Fri; Tue 9:30am-5pm; 9am-2pm Sat; Closed Sun</td>
</tr>
<tr>
<td></td>
<td>92 Kensington High Street, W8 4SH</td>
<td>Open 24 hours daily; *West open until midnight; Sun 11am-5pm</td>
</tr>
</tbody>
</table>

**Overseas Calling Cards and Currency Exchanging can be done in the Post Offices as well as sending out post.**
<table>
<thead>
<tr>
<th>Shop</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lloyd's</td>
<td>179 Earl's Court Road, SW5 9RE</td>
<td>Open 9am-5pm M, W, Fri &amp; Sat; Tue 9:30am-5pm; Thu 9am-7pm; Closed Sun</td>
</tr>
<tr>
<td>Lloyd's</td>
<td>112 Kensington High Street, W8 4SN</td>
<td>Open 9am-5pm M-Tue &amp; Fri; Wed 9:30am-5pm; Sat 9am-1pm; Closed Sun</td>
</tr>
</tbody>
</table>

**SCHOOL SUPPLIES (and *BOOKS)**

<table>
<thead>
<tr>
<th>Shop</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ryman's</td>
<td>42a Gloucester Road, SW7 4QT</td>
<td>Open 9am-6pm daily</td>
</tr>
<tr>
<td>Ryman's</td>
<td>206 Earls Court Road, SW5 9QB</td>
<td>Open 8:30am-8pm M-Fri; Sat 9am-6:30pm; Sun 11am-6pm</td>
</tr>
<tr>
<td>Ryman's</td>
<td>96c Kensington High Street, W8 4SG</td>
<td>Open 9am-6:30pm M-Wed &amp; Fri; Thu 9am-7pm; Sat 9:30am-6:30pm; Sun 11am-6pm</td>
</tr>
<tr>
<td>Wilko</td>
<td>422 High Street Kensington, W8 7RG</td>
<td>Open 8:30am-8pm M-F; Sat 8:30am-7pm; Sun 11am-5pm</td>
</tr>
<tr>
<td>Sainsbury's</td>
<td>158A Cromwell Road, SW7 4EJ</td>
<td>Open 6am-midnight Tue-F; 7am-midnight Mon; 6am-10pm Sat; 11am-5pm Sun</td>
</tr>
<tr>
<td>Marks &amp; Spencer</td>
<td>113 Kensington High Street, W8 5SQ</td>
<td>Open 9am-9pm M-Sat; 12pm – 6pm Sun</td>
</tr>
<tr>
<td>*WH Smith in Harrods</td>
<td>87-135 Brompton Road, SW1X 7XL</td>
<td>Open 10am-9pm M-Sat; Sun 11:30am-6pm</td>
</tr>
<tr>
<td>*Waterstones</td>
<td>193 Kensington High Street, W8 6SH</td>
<td>Open 9am-8pm M-Tue &amp; Thu-Sat; Wed 9:30am-8pm; Sun 11:30am-5:30pm</td>
</tr>
<tr>
<td>*Waterstones</td>
<td>150-152 King's Road, SW3 3NR</td>
<td>Open 9am-7pm M-Sat; Sun 11:30am-5:30pm</td>
</tr>
</tbody>
</table>

**PHARMACY**

<table>
<thead>
<tr>
<th>Shop</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boots</td>
<td>127a Kensington High Street, W8 5SF</td>
<td>Open 8am-9pm M-Sat; 12pm-6pm Sun</td>
</tr>
<tr>
<td>Boots</td>
<td>128 Gloucester Road, SW7 4SF</td>
<td>Open 8am-10pm M-F; 9am-7pm Sat; 10am-7pm Sun</td>
</tr>
<tr>
<td>Boots</td>
<td>254 Earls Court Road, SW5 9AD</td>
<td>Open 8:30am-9pm M-F; 9am-9pm Sat; 12pm-6pm Sun</td>
</tr>
<tr>
<td>Zafash Pharmacy (24 hrs)</td>
<td>233-235 Old Brompton Road, SW5 0EA</td>
<td>Open 24 hours daily</td>
</tr>
</tbody>
</table>

**LONDON UNDERGROUND (TUBE) STATIONS**

<table>
<thead>
<tr>
<th>Station</th>
<th>Line(s)</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloucester Road Station</td>
<td>Piccadilly, Circle &amp; District Lines</td>
<td>Gloucester Road SW7 4SF</td>
</tr>
<tr>
<td>High Street Kensington Station</td>
<td>District &amp; Circle Lines</td>
<td>Kensington High Street W8 5SA</td>
</tr>
</tbody>
</table>
Earl’s Court Station  
Piccadilly & District Lines  
Earl’s Court Road SW5 9QA

For travel information including first and last trains, maps, planned closures, etc visit:  
http://www.tfl.gov.uk

MOBILE TELEPHONES

| Carphone Warehouse | 80 Kensington High Street, W8 4SG  
| One-stop shop for all contracts across the entire range of UK mobile providers | Open 9:30am-7pm M-Sat; Sun 11am-6pm  
| 153 Earl’s Court Road, SW5 9RQ | Open 10am-7pm M-Sat; Sun 11am-5pm  
| 02 | 145 Kensington High Street, W8 6SU  
| | Open 10am-7pm M-F; Sun 11am-5pm  
| EE Mobile | 135 Kensington High St, Kensington, W8 6SU  
| | Open 10am-7pm M-F; Sun 11am-5pm  
| Vodafone | 106 Kensington High Street, W8 4SG  
| | Open 10am-7pm M-F; Sun 11am-5pm  
| Three | 2 Kensington Mall, 123B Kensington High Street, W8 5SF  
| | Open 9am-7:30pm M-Sat; Sun 11am-6pm

LAPTOPS & DEVICES

| Curry’s PC World | 47-53 Kensington High Street, W8 5ED  
| | Open 9am-8pm M-F; Sat 9am-7pm; Sun 12pm-6pm  
| Maplin | 45 Kensington High Street, W8 5ED  
| | Open 8am-8pm M-F; Sat 9am-7pm; Sun 12pm-6pm  
| iSMASH | 55 Kensington High Street, W8 5ED  
| | Open 8:30am-8pm M-F; Sat 10am-7pm; Sun 10am-6pm  
| | 69A Kings Road, SW3 4NX  
| | Open 8am-8pm M-F; Sat 10am-7pm; Sun 10am-6pm

For more information of amenities around London visit:  
http://www.allinlondon.co.uk  
http://www.londontown.com
Residence Hall Community Standards and Code of Conduct

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

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

Consistent with the University’s Statement of Community Values and the Student Code of Conduct and Judicial Procedures, individuals are expected to follow all University policies as well as uphold the standards of the residence hall community in addition to holding others accountable to those standards, which are non-negotiable.

Non-negotiable standards are those that are predetermined and not decided through community standards discussions, as they relate to issues of safety and security, protect individual health, and/or are mandated by a University policy and/or law. Violation of these standards constitutes a violation of University policy and the Student Code of Conduct and Judicial Procedures. Residential students are responsible for any person and activity that occurs in their room regardless of whether or not they are present. Residential students are required to abide by all Residence Hall Community Standards as well as the Student Code of Conduct.

The full Student Code of Conduct and Judicial Procedures can be found on the website here: https://www.richmond.ac.uk/student-code-of-conduct-2017/

Guests/Visitation

PLEASE NOTE THAT AIFS POLICY STATES THAT AIFS STUDENTS ARE NOT ALLOWED TO HAVE OVERNIGHT GUESTS IN THE RESIDENCE HALLS. THE POLICY BELOW APPLIES TO DIRECT-ENROL VISITORS, RICHMOND UNIVERSITY FULL-TIME DEGREE SEEKING STUDENTS AND RICHMOND UNIVERSITY POSTGRADUATE STUDENTS. AIFS STUDENTS MAY NOT HAVE GUESTS STAY OVERNIGHT, BETWEEN THE HOURS OF MIDNIGHT AND 8AM, AT ANY POINT DURING THEIR TIME AT RICHMOND UNIVERSITY.

In order to protect the rights of each resident to privacy, sleep, academic success and all other personal needs, the rights of a roommate take precedence over any guest visits. Overnight guests must have the permission of the host’s roommate. Guests are defined as students who do not reside in the same building as their host, students who reside off campus, and non-student visitors to campus who will be staying between the hours of midnight and 8:00am. Residents must inform their RA/RD of their guest’s name, and duration of stay 24 hours in advance via email. Each resident can have guests stay for up to a
maximum of seven nights in each term. All guests should be prepared to show their identification cards to the Residence Life and Security staff. Only one guest is allowed per night in any one room. At particularly busy periods such as first week of each semester and midterm/exam periods no overnight guest will be permitted under any circumstances. During the mid-semester break, the University reserves the rights to limit the number of guests staying on campus. Residents may host guests of either sex but must ensure that, if they host a guest of the opposite sex, the guest uses bathroom and toilet facilities in the appropriate area of the building. Residents are responsible for their guests behaviour as outlined in the Student Code of Conduct, any poor behaviour by guests may result in sanctions against the host student.

The University will hold the host student responsible for the behaviour of guests at all times. Residential students are responsible for any person and activity that occurs in their room regardless of whether or not the resident is present. Any poor behaviour by guests may result in sanctions against the host student.

Babysitting & Under-18 Guests

Babysitting in the residence halls is not permitted. Visits by minors are prohibited for insurance reasons. All guests must be at least 18 years of age. Student hosts are responsible for the behaviour of their visitors. In order to ensure that all individuals within a building are welcome, guests must be escorted by their host(s) at all times.

Prohibited Items

The following items present health or safety concerns and are, therefore, prohibited in residence halls and/or student rooms: (a) scuba tanks; (b) bicycles (racks are provided outside most residence halls); (c) pets of any kind (except for fish in a 5 gallon (or smaller) tank); (d) items which may be fire or safety hazards which include, but are not limited to, open flames (candles, incense, potpourri burners, hookahs, etc.), sun lamps, halogen lamps, space heaters, toasters, toaster ovens, and appliances with exposed elements (*fire code violation fines apply here); (e) motorcycles may not be brought into the residence halls and must be parked in appropriate parking lots; (f) empty alcohol bottles and/or cans; (g) any bed, including water beds, loft beds, other than the University issued bed unless written approval is received from the Residence Life Coordinator; (h) University furniture from lounges, study rooms, etc., in student rooms; (i) attaching, even temporarily, equipment or any items to the residence hall including window ledges; (j) E-cigarettes (E-cigs), personal vaporisers (PV) or electronic nicotine delivery systems; (k) any other item that a University student should reasonably know should not be stored in or brought into the residence hall.

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

Smoking

In line with an ever increasing trend in society, smoking is not permitted in any areas of the University; this applies to all dormitory rooms, corridors and the common rooms. As of 1 July 2007, British Law requires that smoking is NOT permitted in any enclosed, public space. The University complies with this legislation. Students found smoking indoors will be fined £500. There are no warnings in these cases. Please note it is also considered a fire code violation to tamper with fire safety equipment (for example, covering smoke detectors). Smoking is also not permitted outside within 20 metres outside of any University building. Students caught smoking outdoors within 20 metres of a University building will receive a warning for the first offense; a second offense of this will result in a £500 fine. Please note that fines
received for a fire code violation cannot be appealed. Alternate sanctions are not available.

For information regarding the use of e-cigarettes, please see the Prohibited Items section (above) of this Residence Life Manual.

Alcohol

The legal drinking age for alcohol in Britain is 18. Students of this age are allowed to drink on this basis. However, the University does not condone the effects of excessive alcohol use. Alcohol is not allowed in common areas such as corridors and common rooms.

Students may drink in moderation in their own rooms in such a way that does not adversely affect others. Alcohol must be transported to student rooms in closed, sealed containers.

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, including sanctioning, is outlined in greater detail in the Richmond Student Code of Conduct. Sanctions can range from fines and probationary periods to eviction and dismissal. 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. Students who are present in the immediate environs where such materials are used or found, may also be presumed to be in possession and may be charged with possession of those materials, but may rebut the presumption by clear evidence. The presumption of possession is highest when drugs are found in a student’s room, even if the room is shared with roommates.

Misuse of Recreational Equipment

The inappropriate use of recreational and other equipment that creates a health or safety hazard is prohibited. This includes, but is not limited to, residence hall use of skateboards, roller blades, Frisbees, bicycles, balls, and similar items more appropriate to outdoor use.

Cleanliness, Safety, Health and Welfare

Students must keep their rooms in a reasonably clean and safe fashion and shall report any need for service and repair on any condition injurious or potentially injurious to their health, safety or welfare to Residence Life staff. Residents who fail to maintain their rooms in a reasonably safe and clean condition will be in violation of the policy.

Room Decoration

Residents are not permitted to paint their rooms, erect any structure or device which fundamentally alters the design of the room, hang anything that requires drilling into the wall surfaces, or use ‘lofted’ beds.

All damage costs will be charged against a security deposit. You are advised to hang any posters and decorations on the notice-boards provided or use low adhesive tape such as white tac or pins to minimise damage.

Wall surfaces can be damaged when hanging posters with ‘blue-tac’. All damages costs will be charged to you. You are advised to hang any posters and decorations on the notice-boards provided. If in doubt ask your RA or RD what is best suited for the walls of your residence. We also ask you not to put stickers on your door or affix anything permanently. Extra cleaning or damage as a result of personal decoration will be charged to you.
Damages and Rubbish

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.

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 or loss of housing.

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

Privacy Policy

The University, respecting the right to privacy for students residing in its residences will not enter student rooms without prior permission, except in the following situations:
• For maintenance, inventory and housekeeping staff to fulfill required scheduled work
• Upon suspicion of illegal activities
• Violations of the Student Code of Conduct and Residential Code
• Whenever the health or welfare of a student is in jeopardy

Noise Policy

Noise in University Halls of Residence should be kept to a reasonable level at all times. No audible noise should be heard outside of your bedroom between 11pm and 8am. A first offense noise violation will result in a £50 fine. Subsequent violations will result in additional fines and may ultimately result in loss of housing. Unreasonable noise levels at any time of day will not be tolerated and can also result in fines or loss of privileges.

Parties and Gatherings

Parties are not permitted in University residences. Student groups and individuals may book classrooms and common rooms through the online Event Request Form. Parties and gatherings involving alcohol require the written approval of the Dean of Students.

Television Licence

All students who live in University residences and are in possession of a television set, whether purchased or rented, are required to obtain a TV licence. This is a British Law and not something the University can change. Students are not covered by the University’s licence. If you are caught without a licence, you can be taken to court and fined up to £1,000. Licences are available from the internet at: http://www.tvlicencing.co.uk
Cooking Appliances

All students who live in Atlantic House and Ambassador House receive an 18 meal / week board plan unless they are with AIFS. Meals are provided throughout the semester and consequently the University does not provide facilities for personal catering in these buildings. For health and safety reasons cooking is not permitted in these student rooms. Cooking appliances with exposed coils pose a serious safety issue and are therefore not allowed in student rooms. Such appliances—including hot plates, toaster ovens, and toasters will be removed. Acceptable appliances include microwaves (for re-heating food), small refrigerators and kettles.

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).

Roofs and Balconies

Residents are not allowed on the roof or balcony of any residence under any circumstances in the interest of student safety. Some rooms on campus have balconies, but please note that students are not allowed to access any balcony in the building. Inappropriate use of windows or balconies and roofs will result in a £100 fine.

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. Any item which is intended to be used as a weapon or has been modified or adapted so that it can be used as a weapon is in violation of University residence policy.

Solicitation/Commercial use in the Residence Halls

Solicitation, including for research purposes, is strictly prohibited. The Residence Life and Housing Office believes that the residence halls should be a place where students may sleep, study, socialize, and succeed as students in an environment free from distractions. To that end, we view the residence halls as our students’ home rather than another academic or public building on campus. Therefore, solicitation of any kind is strictly prohibited. Any violations of this directive will result in formal judicial charges. Requests to distribute items in the residence halls are to be made with the Residence Life Coordinator. University housing addresses shall not be used for commercial business or enterprise. Post delivered to the university should be personal mail only.

Disorderly Conduct

Acts against public order and decency including, but not limited to, criminal mischief, trespassing, fighting, unreasonable noise, public intoxication resulting from the use of alcohol or controlled substances, lewd or indecent conduct, a breach of the peace, or aiding, abetting, and/or procuring another to do the same, and all other acts of disruption or disturbance is also a violation of this section.

Personal Harassment

Any behaviour that is unwelcome or makes the recipient of such behaviour feel uncomfortable may be regarded as personal harassment. Personal harassment may be difficult to define, as some behaviour may not be intended to cause offence or discomfort
to another. Students are encouraged to communicate with one another if they are feeling uncomfortable, and students are always encouraged to contact Chelsea Ranger, Residence Life Coordinator, or any member of Residence Life with any complaints or issues in such cases.

Gathering in Front Entry (Collingham Gardens)

Students are not allowed to gather in the front door entrance of Collingham Gardens. Residents of Atlantic House and Ambassador House are also encouraged to keep noise to a minimum when entering and exiting the building, especially in the early morning hours. These buildings are in residential areas that have council wide Quiet Hours that must be respected.

Unauthorised Room Switch / Sub-letting

You may not switch rooms without authorization from Residence Life Coordinator. Sub-letting is not allowed. Your room agreement is personal to you and cannot be assigned or transferred. You are not entitled to allow anyone else to live in the accommodation. For the avoidance of doubt, this also means that you may not allow your room to be sub-let during any period when you are absent from the University.

Multiple/Repeated Residence Hall Community Standards Violations:

Multiple or repeated violations of the Residence Hall Community Standards constitute violation of the Student Code of Conduct.
Safety and Security

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

Personal Security on Campus

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 authorised to enter your room 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 Cards

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

If you lose your key we will issue you a new key and/or change your lock and charge you for it.

If you lock yourself out of your room Security in Atlantic House can provide you with a security spare to get back in.

CCTV Cameras

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

All Your Worldly Goods

Most of us have personal possessions that we treasure and enjoy or worked hard to buy. We would hate to lose them or have them damaged, yet, we will leave them lying around in unlocked rooms for anyone to pick up or ‘borrow’. We also forget to put our money in the bank or building society and carry it around or leave it out in unlocked rooms. We leave the front door of our residence open for a friend to come in and forget that other residents may have forgotten to lock their doors or may have dropped by a friend’s room and thought they would not be gone for long.
Think safe and protect your belongings! Lock doors and windows when you leave your room/residence. Put valuable items out of sight and store them safely in your personal safe.

Safes

The University has installed personal safes for each resident of Atlantic House, Ambassador House, and Collingham Gardens. Your safe should be open when you enter your new room. Please follow the instructions carefully and ask your RA/D for help if you need it. Students are advised to take photocopies of important documents and store them inside their personal safes. When you vacate your room at the end of the semester you should ensure that your safe is empty and the door is left unlocked. If your safe needs to be reset, see Atlantic House Security.

Identification Cards

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

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

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

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

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

Safety in London and Travelling Abroad

While it is impossible to fully guarantee safety anywhere in the world, our top priority has always been the safety of our students and we take a very comprehensive approach to minimizing risk. We will continue to take every precaution possible to ensure the wellbeing of our students. We work very closely with local authorities and follow UK government advice and notifications closely to ensure we have the latest information about the UK and countries around the world which are on the radar for security concerns. We strongly advise practising smart travel tips and safety / awareness at all times both in London and during your travels. Please also leave extra time for your travels as security at all airports/train terminals may be heightened and may take longer for you to get through.

We would like to ask that you keep close contact with me and your Residence Life team, especially if you are travelling; please let us know when and where you will be travelling if you can. You can do this by Facebook messaging or emailing your RAs & RDs, or dropping in to see the Residence Life Coordinator. In addition to this, please ensure we have your
most up to date contact information including your mobile phone number. In addition to this, please see the following reminders of the simple things you can do to be vigilant in the face of terrorist activity anywhere in the world, but particularly Europe:

- If you are planning to travel outside of the UK, please check the Foreign Office travel alerts at https://www.gov.uk/foreign-travel-advice and enrol in travel advisories if offered through your local consulate. If you are a US citizen we suggest you register on the STEP (Smart Traveller Enrolment Program) at http://travel.state.gov/content/passports/en/go/step.html. This allows you to register with a local embassy before you travel to that if problems break out, your embassy will be able to assist you more easily. There are similar programs operating for other nationalities too. Please check with your UK Embassy or High Commission for more information.
- It is good practice to alert us of your travel plans BEFORE you leave London at the weekend.
- If you are staying in the UK, please remember that London is a capital city and as such has its own set of hazards to contend with. Being alert, taking simple precautions and making sensible decisions are your best ways to stay safe.
- Plan, think and react:
  - Avoid travelling alone, but if you have to, tell a friend where you are going and when you’ll be back.
  - Avoid crowds, particular demonstrations or gatherings in public areas.
  - Be alert to your surroundings—if something seems odd, it likely is—leave, regroup and get to a safe place.
  - Avoid travelling with headphones and/or using your phone—this dulls your attention to what is happening around you.
  - If an incident occurs while you are travelling and you feel you need urgent advice, contact the nearest Consulate or Embassy. You can get details from the Student Affairs staff before you depart for your trip.
  - In the event of any terrorist activity or other crisis in London or anywhere you may be travelling, please contact any friends or family who may be concerned to reassure them of your safety. Also, please contact your Visiting Programmes and Student Affairs staff to let them know your whereabouts and for advice on how to proceed.
  - Report suspicious or unusual activity to the police (999), Student Affairs staff, and/or security on campus 020 7368 8500 (Kensington) or 020 8332 8230 (Richmond).
  - Talk to friends, staff and faculty about how you are feeling. It’s ok to feel unsettled, but it’s important to take action and minimise risk.

Rest assured that we will do all we can to ensure your safety and offer you the support you need to have a fulfilling and enjoyable time studying in London.

Please don’t hesitate to come and see any of us in Student Affairs if you would like advice or to talk through your travel plans – you know we are here for all of you, and are more than happy to help - we care very much about each and every one of you!

Fire Safety

Fires can start very easily and spread rapidly. The greatest danger in buildings of this construction is not from flames but from smoke and heat. Therefore, fire doors in corridors MUST be kept closed at all times. All of our buildings meet fire regulations although the facilities available in each will vary depending on its size and design. All satellite residences have fire alarms and fire extinguishers and required entry and exit points. Residence Life and Security staff complete a fire safety training program every year. Please take seriously any instructions or directions from them - they know what they are talking about.
If you smoke, you MUST smoke outside of university buildings, at least 20 meters away from our buildings or on the public footpath (if path is located closer than 20 meters).

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 tampering with or inappropriate use of fire safety equipment.

Any person triggering a false alarm or removing/covering 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 fines, eviction from University housing, possible civil action, as well as further disciplinary action.

Please cooperate with University staff during a fire evacuation. Failure to evacuate the building or comply with rules and regulations is a serious violation of University fire code regulations. A fire code violation will result in a £500 fine.

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 or exposed, heat-emitting fixtures of any type are not permitted in student rooms, lounges, and other public areas of the residence halls.
In addition, the use and storage of flammable materials and explosives (including firecrackers and fireworks) is prohibited in University residences.

Residents are required to remove any decorations or furnishings deemed a fire hazard by Residence Life, Security or Property Services staff.

Failure to comply with fire regulations will result in University discipline (£500 fine) and / or civil action.

Fire Alarm

You must evacuate the building immediately if the fire alarm sounds. Failure to do so will result in an immediate fine of £500.
Fire Evacuation Procedures

Whenever the fire alarm sounds, it is the duty of each individual to vacate the residence in a calm and orderly manner. Fire exits are located on each floor and allow for a safe exit. Fire alarms are activated in serious situations and are not to be ignored by anyone under any circumstance. Your co-operation in following the standards listed here may be important in saving your life and the lives of others. 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, DO NOT RUN OR PUSH
4. Assemble outside the residence at a safe distance from the building
5. Keep out of the path of emergency vehicles
6. Do not return to the residence until notified that it’s been declared safe

Horseplay will not be tolerated at the time of an evacuation. Persons refusing to leave the residence during a fire alarm will be subject to University disciplinary action AND FINE OF £500.

Fire Alarm Assembly Points

Atlantic House – in the parking lot alongside Atlantic House (do not stand near the road due to blockage of emergency vehicles and your own safety)
Ambassador House – Across the street from Ambassador House along the sidewalk (do not stand in the road)
Collingham Gardens – Across the street in front of the garden

Keep Safe

- Know where your closest fire exits are
- Evacuate quickly by the nearest exit when an alarm sounds
- Always put cigarettes out safely when outside in designated smoking areas
- Do not use candles, incense or anything in your room with a flame or which smoulders
- Do not prop open fire doors in the corridors - they are there to stop the smoke getting to YOU!
- Don’t leave luggage or rubbish in front of fire doors/exits
- Don’t plug too many appliances into one electrical socket
- Don’t use electrical appliances brought from outside the UK without checking that they operate on the same current as the UK
- Never tamper with or obstruct smoke detectors or misuse fire equipment.
- Don’t play with fire....... accidents do happen....

Entrances and Exits

Please use the main building entrance and exit to come and go (unless in cases of fire/fire alarm). 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. We have also had some potentially serious damage to people and property caused by things being thrown or accidentally dropped from windows.

Please also do not sit on any window ledge with your legs out of the window. This is a serious safety concern. Any students found sitting on their window ledge in this manner will be fined £100.

Registering for housing (full-year students)

Every semester there is a designated HOUSING REGISTRATION period. It usually coincides with the Early Registration period for course registration. 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.

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 registration emails are sent to all students well ahead of registration periods each semester. If you feel you missed these informational emails, please contact the Residence Life Coordinator on your campus for information.

Housing Contracts and Payment

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

Can I Cancel My Housing?

No. If you withdraw from housing at any point after signing the housing contract and the 14-day deposit cool-off period, you will be removed from the housing list and your deposit will be retained in addition to any fees required by the finance office. Only written communication with the University will be accepted for withdrawal. Please be aware that if you withdraw from housing after the semester has started you will not receive any refund of housing or board fees.

Protect your interests. Do not commit to any other housing option if you have already committed to University accommodation.
What if I need to withdraw from my classes?

Please be advised that if you fall below full time status (9 credit hours) you will no longer be eligible for University housing. Housing on campus is only available to full time students (students taking 9 academic credits or more). When a resident's academic credits fall below full time study at any point during the semester the resident will be required to leave the residence hall immediately and will forfeit any housing refund.

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

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

How to protect your housing deposit

Room Inventories

At the beginning of each semester, Estates and Facilities will have completed an inventory of your room. This inventory is used as the basis for assessing all damage at the end of the semester. If you are occupying the same room for the spring semester as you did in the fall semester, then the previous inventory will still be valid and the final check will be done when you eventually vacate your room.

Getting ready to leave your room

When you leave your room you should make sure that it is clean, empty and that your safe is left open. Hopefully the room and its furniture will not have been damaged in any way from your stay. If you feel your room might have been damaged by you and/or your roommate, this is a good time to sort out between you who is going to pay for any damage you are aware of in your room. If damages were there before you arrived, ideally you will have noted them down in a room inventory sheet that you had the opportunity to fill in when you first arrived. If you did not fill this in when you moved in, you are liable for the damage. If you live in a satellite residence check the public areas and ask the Resident Director about collective charges for damage to the common areas. For example, cigarette burns near phones or items lost from kitchens, often result in charges to residents in the area of the phone or the whole residence.

Vacating the Residence Halls

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

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

On Departure

It is very important that on departure you leave your room in a clean and tidy state. The standard is that you must leave your room as clean as you found it. You are responsible for removing all posters (including white tac, etc) 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! Any rubbish should be bagged up neatly and left inside your room, not outside in the corridor. Any items left in your room will be thrown away or donated to charity. Your room should be left in the same state you found it. Please ensure that you leave your safe unlocked when you leave as failure to do so will result in a fine. If you have purchased a fridge, microwave or other furniture/appliances, you will need to remove them yourself. You will be charged for the removal of extra items you leave behind.

How do I know if I have been charged for any damages?

Charges will be processed after 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 14 days of the e-mail sent to you.

When Do I Get My Housing Deposit Back?

When you leave Richmond for good your housing deposit (minus any charges) will be forwarded to your billing address 8-10 weeks after the end of term. However you must request this deposit in writing from the finance department.

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

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

Special Notes and Advice

A very high percentage of damage occurs during move out. Leave enough time for packing and cleaning up. Housekeeping reports that rooms which are untidy during term time and difficult to clean often have a higher rate of damage at the end of term. Whether you get your security deposit back in full or not is up to you. Also, ALWAYS fill out a room inventory form when you move in to note down previous damage. After all, you don’t want to be charged for someone else’s damage.
What Does Damage Cost?

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

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

- Excess Cleaning £95
- Removal of Fridge/ TV £50
- Re-glaze window (standard size) £120
- Evidence of Fire Code Violation £500
- Replace Desk £125
- Carpet Cleaning £120
- Carpet Replacement £425 per room
- Blinds/ Curtains Replacement £200 per set
- Door Number Replacement £20
- Study Lamp Replacement £40
- Bed Linen Replacement £80
- Removal of Blue Tac or similar £95 per wall
- Redecoration of Wall £125
- Redecoration of Door/Frame £75
- Redecoration of complete room £475
- Repair/replace electrical socket £125
- Replace Bed £160
- Replace Wardrobe £270
- Replace Chair £85
- Replace chest/dresser £95
- Replace notice board £60
- Replace Mirror £45
- Replace Mattress £95
- Replace handles for furniture/windows £20
- Replace door hinges £125
- Failure to check out £100
- Lost Keys £30
- Lost Mailbox Key £25
- Locked Safe £100
- Overstay without permission £100 per night
Living with Roommates & Hallmates

Sharing small spaces including bathrooms and kitchens can be challenging, especially if you’ve never had to do so before. While it can be frustrating at times, it is also an important part of the university experience which can be very rewarding in the friendships and life skills you develop.

Below you’ll find advice that will help make your roommate & hallmate experiences more enjoyable for everyone:

Create Your Own Negotiable Standards

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

Community negotiable standards may include the following:

- **Floor/Wing Meetings** - Residents determine attendance expectations, how frequently they should occur, and who can call a meeting.
- **Community Projects/Floor Activities** - Residents will address community projects and the personalization of public areas.
- **Lounge/Common Areas** - Residents will discuss the expectations regarding use of common areas and bathrooms & kitchens. Residents should identify and communicate problems such as vandalism, litter, and maintenance issues.
- **Conflict Resolution** - Residents will develop a standard by which to resolve conflicts on the floor when negotiated community standards are violated. Residents have a responsibility to be open, honest and respectful with one another. Please remember you can agree to disagree without being disrespectful.
- **Cleanliness** - Residents will establish a standard for the public areas such as common rooms, kitchens, bathrooms and hallways.
- **Incident Reporting** – discuss preferred methods of reporting incidents. Please remember that it is every community member’s responsibility to keep our community healthy, safe and comfortable for all. Acts of discrimination and harassment will not be tolerated.
- **Other Topics Deemed Necessary by the Floor/Living Unit** - Residents are encouraged to have a community standard discussion regarding issues felt to be important to the well-being of residents. Standards may be developed as needed provided they are not in conflict with University policy, the Code of Conduct, and local and/or federal law.

Roommate negotiable standards may include the following:

- **Noise, activity, and privacy in the room** – roommates should discuss wake-up & bed times, quiet times & active times, study conditions, and the overall tone of the room. Will the room be a social base? Or will you keep the room a quiet sanctuary you can escape to? Will you find it difficult if you need to Skype your family in the evening and your roommate goes to bed early and wants it dark and quiet? How will you manage visitors to the room? What type of agreement will you have in place to cope if you and your roommate have two different styles and timings?
• Roommate relationship – it can be very important to manage expectations about what type of relationship you’d prefer with your roommate. Some residents may expect their roommates to do everything and go everywhere with them. That works out for some, but not for all – and different expectations about this can breed resentment. It’s important to think about and be honest regarding what type of relationship you would like with your roommate so you both start on the same page.

• Personal items – are you the type of person who likes to share personal belongings? If so, are some items off-limits? If not, how can you best communicate that?

• Cleanliness – how clean do you expect the room to be? How will you communicate and manage when one person wants the room cleaner than the other?

• Conflict Resolution - How should you communicate and move forward with each other if you encounter a problem? How will you ensure you treat one another with respect during a personal issue even if you are upset?

Talking about these issues ahead of time sets the standard for positive and successful roommate communication, resulting in better relationships and better problem-solving. It makes for a much easier roommate experience.

Respectful, honest communication and compromise are key to having a successful time with your roommate or flatmate. This will prevent problems and will make it easier to resolve issues as they arise. Many times an uncomfortable living situation or larger dispute will begin with something very small that could have been resolved easily if confronted openly and respectfully from the beginning. It is always best to try and work things out directly. It can be a challenge to look beyond emotions, but all residents are encouraged to compromise, admit wrongdoings, and try new things with an open mind and heart.

However, if you and your roommate can’t reach an agreement after discussing your concerns with each other, you are always welcome to contact your Resident Advisor (RA), Resident Director (RD), or Residence Life Coordinator. These staff members are trained to help find a solution to your roommate conflicts. Please note: room changes are not always possible so it is important to communicate with your roommate(s) early on about your expectations of each other. Before a room switch can be requested, you may be required to attend a mediation session with your roommate(s) and a member of Residence Life.

Non-Negotiable Standards:

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

Remember, all residents in this community are entitled to an environment that provides them:

• A quiet and distraction-free study space
• Sleep without undue distraction
• A clean and hygienic living environment
• Personal privacy and security of personal belongings
• An environment of respect, free from intimidation, harassment and harm
Community Programming

Throughout the academic year, the Residence Life team sponsors trips, events, educational fairs and community building activities that support students’ classroom experiences at Richmond. These activities are responsive to students’ interests and have recently included trips to popular European capital cities, Theatre Outings, Harry Potter Studio Tour, Fashion Week outings, Wine and Whiskey tastings, International Week (diversity celebration), Trips to local Museums, Walking Tours, Pub Crawls, Photography Contests, Study Sessions, Comedy Nights, Open Mic Nights, Guest Lecturers, Games Nights, Holiday Parties, Sports and Games in the Park, Movie Nights and much more!

Meet your Richmond classmates and explore London with us by getting involved! If you’d like to know what’s happening on campus, simply stop in to the Student Affairs Office, join our Facebook group, and look out for signs in the hallways!

If you have any suggestions on events or outings you’d like to see us organise, please contact us in the Student Affairs office or email studentaffairs@richmond.ac.uk.

We want you to have the best possible experience, if you live by what’s suggested in this handbook the coming year will be fun and rewarding. All the best for the academic year!