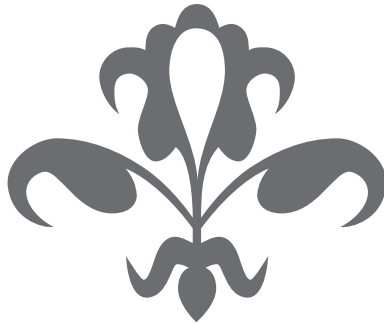




UNIVERSITY OF LONDON  
**CONNAUGHT HALL**

**WELCOME**

*Autumn 2009*



[www.connaught-hall.org.uk](http://www.connaught-hall.org.uk)

# Welcome!

We want to extend you a very warm welcome to Connaught Hall and remind you about some important things you need to do in your first few weeks here.



## *In your room today...*

### **BEDDING PACK**

In your room, you will find a set of bed linen (sheet, pillow, pillowcase, duvet, and duvet cover); this is yours to keep. You are responsible for washing your bed linen; the Hall does not provide a laundering service. Please note that towels are not provided.

### **INTERNET & TELEPHONE**

Your room has a data socket for free connection to the University JANET system. You need a suitable cable (which we will provide – ask at reception if there is no cable in your room) and a 10/100 LAN card on your computer. Full instructions are available from the Office. Report any problems to the helpline on 020 7862 8092.

You can already use your room telephone to receive any calls and to make calls to internal extensions free of charge (e.g. dial 8200 for reception). Just ask at reception for your extension number and direct-dial telephone number.

If you wish to make external calls or access the voicemail facility, you must register for a pay-as-you-go account with the Office.

## *In your first week...*

### **AFTERNOON TEA**

The Warden and Senior Members will host afternoon tea in the reception lobby on Sunday 27 September and Sunday 4 October, 2 till 5 pm.

It's a good opportunity for you to meet the staff and other residents, to ask any questions, and to take a break from moving all your stuff in. Your family and friends are also welcome to join us.

### **GET TO KNOW CONNAUGHT HALL**

Visit the Connaught Hall website at [www.connaught-hall.org.uk](http://www.connaught-hall.org.uk).

Take a few minutes to look through the Residents' Handbook (available online at [handbook.connaught-hall.org.uk](http://handbook.connaught-hall.org.uk)), which explains many of the Hall's procedures, including where to find help should you need it, and outlines our expectations of your behaviour.

Also available through the website are the Hall Licence Agreement, and Supplementary Regulations. These constitute your contract of residence in Hall so it is important that you are familiar with them.

We particularly ask you to know what to do in the event of the fire alarm sounding, and to be aware of at least two escape routes.

### **REMEMBER TO ENROL AT YOUR COLLEGE**

Make sure you know where and when you have to go to enrol on your course. Check out your college's freshers' events as well as activities here in Hall.

## MEET THE WARDEN'S TEAM

The Warden and Senior Members are resident members of staff responsible for welfare, discipline, and the community life of the Hall.

The Warden is a full-time emergency medicine doctor; he is available in Hall most evenings and weekends. The five Senior Members are experienced students who undertake their duties in Hall on a voluntary basis.

All the team are here to offer support and guidance in case of problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents (e.g. noisy neighbours).

Feel free to approach them any time, attend one of the Warden's open office sessions, or contact the team via [warden.connaught-hall.org.uk](http://warden.connaught-hall.org.uk). A member of the team is always on duty during evenings and weekends to help in case of emergency.

## RETURN YOUR MEDICAL DETAILS FORM

You must complete a medical details form and return it to the Office within 21 days. We strongly advise you to register with a local GP (primary care doctor) who will visit you in Hall if you require medical attention.

## READ ABOUT YOUR CONTENTS INSURANCE

We have arranged basic property insurance for all residents through Endsleigh, but not all your possessions will be covered for all eventualities so you may need to take out extra cover; visit [www.blockhalls.co.uk](http://www.blockhalls.co.uk) for details. All insurance claims and queries should be made direct to Endsleigh.

## *In your first month...*

### WELCOME BUFFET

There will be a special buffet supper in early October - another chance to mingle with other residents and meet the staff. Look out for posters soon.

### RESIDENTS' CLUB & THE BAR

This is a good time to start thinking about the social life of the Hall - it's in your hands!

Our friendly Hall Bar offers a wide range of alcoholic & non-alcoholic drinks at very reasonable prices. There is also a pool table and table football.

The elected Residents' Club Committee runs the Bar and organises social, cultural, sporting, and entertainment events in Hall. They also provide the newspapers, magazines, games, and sports equipment that you can borrow from reception. Joining the Committee is a great way to get to know people and looks really good on your cv! Elections will be held in October. For details, visit [committee.connaught-hall.org.uk](http://committee.connaught-hall.org.uk).

Even if you don't want to join the Committee, think about setting up your own social events and clubs. Contact the Warden if you need help or advice with any such ventures.

### JOIN THE FACILITIES COMMITTEE

In the Facilities Committee, you can make suggestions about catering, housekeeping, health & safety, maintenance, and other issues. Visit [facilities.connaught-hall.org.uk](http://facilities.connaught-hall.org.uk) for more information or to register your interest.

## CHECK YOUR INVOICE

You will receive an invoice for your hall fees. Your fees for the year are divided into three and you must pay the first instalment within the first two weeks of October. If you arrived before the official start of term, you will be invoiced separately for that period.

Please pay your Hall fees online at <https://epay.london.ac.uk>. If you cannot pay online, you must visit the Office at Hughes Parry Hall (in Cartwright Gardens, five minutes' walk away).

If you anticipate any problems meeting payment deadlines, you must visit the Office at Hughes Parry Hall to discuss your situation as soon as possible. We will try to help as much as we can, but if you do not keep us fully informed, we will pursue any debts rigorously.

## COLLECT YOUR HALL ID CARD

After we have received your deposit, passport-size photographs, and medical details form, we will issue you with a Hall ID card. From mid-October you must show this card every time you eat in the dining hall, otherwise you will not be served; you also need your ID card to request a packed supper and to claim a food rebate during vacations.

## Talk to us...

If you have any questions or problems, please talk to a member of staff.

You can send comments, complaints, and suggestions about Hall facilities and services to the email suggestion box at [suggestions@connaught-hall.org.uk](mailto:suggestions@connaught-hall.org.uk). Or for more personal difficulties, contact the Warden or a Senior Member: visit [warden.connaught-hall.org.uk](http://warden.connaught-hall.org.uk) for contact details.

We really value feedback from residents and if you have a problem, we will try to help you to sort it out; but we cannot help if you do not tell us about it!

There are lots of other ways of getting help, too: see the Residents' Handbook, "Help & Advice" poster, or "HELP!" poster for some more sources of support and guidance.

Communication works best when it's both ways, so please make sure we always have an up-to-date email address on file for you.

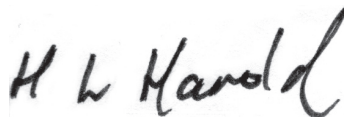
All the staff wish you a very happy and successful time here, and hope that you will quickly settle into Connaught Hall as your home for the year.

We look forward to meeting you all.

*With very best wishes for the year ahead.*



DR ADRIAN CLARK  
Warden



MRS HARRIET HAROLD  
Deputy Bursar