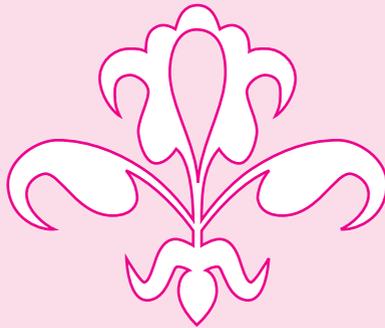


UNIVERSITY OF LONDON
CONNAUGHT HALL

WELCOME

Autumn 2010



www.connaught-hall.org.uk

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FROM THE WARDEN

WELCOME!

All of us at Connaught Hall want to extend you a very warm welcome. We hope you will settle in quickly and that you will very soon be calling Connaught Hall “home”.

All the staff are here to make your time in Hall as comfortable, safe, and enjoyable as possible so please come and talk to us any time you need help or even just for a chat.

We wish you a happy and successful year at Connaught Hall and we all look forward to meeting you soon.

GET TO KNOW CONNAUGHT HALL

Visit the Connaught Hall website at www.connaught-hall.org.uk.

While you're there, please take a few minutes to look through the Residents' Handbook, which explains many of the Hall's procedures, including where to find help, and outlines our expectations of your behaviour. Go straight there: handbook.connaught-hall.org.uk.

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.

It is especially important that you to know what to do in the event of the fire alarm sounding, and that you are aware of at least two fire escape routes in case the main exit is unavailable for any reason.

MEET THE WARDEN'S TEAM

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

The Warden is a full-time hospital doctor specialising in accident & emergency; he is available in Hall on a part-time basis most evenings and weekends. The five Senior Members are experienced, usually postgraduate, students who support the Warden in his duties in return for free accommodation.

They 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. They will be glad to make themselves available for you to discuss absolutely anything that is bothering you - you only have to ask.

Feel free to approach the Warden or a Senior Member whenever you see them in the Hall; attend one of the Warden's open office sessions, which are advertised on posters and online at openoffice.connaught-hall.org.uk; or email wardens.team@connaught-hall.org.uk. An appointment with the Warden can usually be arranged within a few days.

There is always a Duty Senior Member (DSM) on call at evenings & weekends to help in case of emergency. You can contact the DSM any time via reception. In a serious emergency, the DSM can contact the Warden for help.

FROM THE WARDEN

CONSIDERATION FOR YOUR NEIGHBOURS

Life in a hall of residence can be very rewarding and offers the chance to meet many people whilst giving a degree of security and assistance that is not found in the private sector.

But living in a community of mixed ages and attitudes requires flexibility on the one hand, and on the other an acceptance of rules that protect the community by limiting behaviour that adversely affects the experience of other residents. By signing your contract of residence, you have accepted these rules and we expect you to be considerate of your neighbours at all times.

The Warden and Senior Members aim to help and guide the Hall community to live together peacefully and with respect for one another. Usually we can offer a friendly word of advice to point residents on the right track, but sometimes disciplinary measures are sadly unavoidable.

In particular, please respect others' needs for quiet time, especially 11 pm to 7 am. Sometimes it's loud music, tv, or voices from rooms, but conversations in the corridor and slamming doors can also disturb lots of people.

The walls between rooms are quite thin and noise travels easily to neighbours on your own floor and also to those living above and below you. It's easy to underestimate how much noise you might be making, so please make a conscious effort to think about your neighbours if you have visitors in your room at night.

COMMON ROOMS & LIBRARY

We have two common rooms and a library in the basement. These facilities moved to the basement during the summer and are not quite finished yet, so please excuse their appearance while the redecoration is completed.

Please use the common rooms for socialising at night, rather than in your room, to avoid disturbing others. The common rooms are quite far away from any bedrooms so you can make a bit more noise there (within reason). Look after these common areas, keep them tidy, and don't let them get too noisy so that you and other residents can continue to enjoy them all year.

THE BAR

Our friendly Hall bar, run by the elected Residents' Club Committee and staffed by student residents, offers a wide range of alcoholic & non-alcoholic drinks at very reasonable prices. There is also a pool table and table football.

The Bar Manager will be advertising for staff in the first few weeks of term. It's a very good way of getting to know people in the Hall and earns you a bit of extra cash, so look out for the advertisements if you think you might be interested in joining the team, or email bar@connaught-hall.org.uk.

THE GARDEN

The garden is open from 8.00 am to 11.00 pm. Please use the garden quietly and only smoke in the designated smoking area.

FROM THE WARDEN

SOCIAL ACTIVITIES

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

We have organised a calendar of welcome events to kick-start the year and encourage everyone to meet one another. Think about how what you want out of the social life in Hall for the rest of the year and get involved to make it happen.

You can even set up your own organised social events and clubs or societies, and request funding for your ventures from the Residents' Club. Contact the Warden or email committee@connaught-hall.org.uk if you need help or advice with any such activities.

RESIDENTS' CLUB

The elected Residents' Club Committee runs the bar and organises most of the social, cultural, sporting, and entertainment events in Hall. They also provide the newspapers, magazines, games, and sports equipment that you can borrow from reception.

The annual income of the Residents' Club from subscriptions is around £6500. In addition, the Bar may make a small profit and this is added to the Club account.

Joining the Committee is a great way to get to know people and looks really good on your cv! Members meet regularly with the Warden so it can also help you to get involved in the Hall beyond just organising social events.

ELECTIONS

Elections to the Residents' Club Committee will be held towards the end of October. There are five elected positions and any resident can stand. All you need to stand for election are two residents who support your nomination, and a brief manifesto outlining what you will do if elected.

For details, visit the Club web page at committee.connaught-hall.org.uk. The date of the election will be confirmed on posters around the Hall soon.

AMENDMENTS TO THE CONSTITUTION

A General Meeting of the Residents' Club will be held in the dining hall at **6.20 pm on Friday 1st October**. The purpose of the meeting will be for the Club to approve amendments to its Constitution.

New and revised sections of the Constitution appear in **magenta** text at constitution.connaught-hall.org.uk.

The amendments will: (1) tighten up regulation of the election; (2) introduce a way of managing under-performing Officers; (3) clarify which Officers may speak and vote on which matters; (4) clarify the means by which an Officer may be removed from office; (5) create a formal role for Senior Member representatives.

You must email the Warden at least 48 hours before the meeting if you wish to oppose any amendment. If no objections are received, the meeting will take the format of a single vote to accept all proposed amendments.

FROM THE BURSAR'S OFFICE

YOUR EMAIL ADDRESS

All correspondence relating to your accommodation will be by email, so it is crucial that you tell us immediately if you change your email address.

So if you get a new email address, please send notification of your new address to info.connaught@london.ac.uk and copy it to info.halls@london.ac.uk.

HALL FEES

We will email you an invoice for your Hall fees. 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, or if you anticipate any problem with paying on time, you must visit the office at Hughes Parry Hall in Cartwright Gardens. We will help as much as we can, but be warned that we will pursue debts rigorously.

All fees matters must be dealt with by the office at Hughes Parry Hall; we do not handle any money in the office at Connaught Hall.

MEDICAL DETAILS & GP REGISTRATION

We strongly advise you to register with a local GP (primary care doctor) who will visit you in Hall. Otherwise, it can be difficult to get help if you are sick.

You must complete a medical details form and return it to the office within 21 days.

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.

ID CARD

We will issue you with a Hall photo ID card. From mid-October you must show this card every time you eat in the dining hall or request a packed supper. The catering staff are not allowed to serve you meals if you don't have your card with you, so please do remember to carry it.

INTERNET

Your room has a data socket for free connection to the University network. You need a suitable cable (which we will provide – ask at reception) 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.

TELEPHONE

You can use your room telephone to receive calls and to call internal extensions free of charge. Ask at reception for your extension number and direct-dial telephone number. To make external calls or access the voicemail, you must register for a pay-as-you-go account with the office.

FROM THE BURSAR'S OFFICE

CONTENTS INSURANCE

Basic contents insurance is included in your Hall fees, but not all items will be covered for all eventualities so you may need to take out extra cover (now - not after something happens and you need to claim!); visit www.blockhalls.co.uk.

The insurance is provided by Endsleigh and all questions and claims should be made direct to them.

ROOM SWAPS

Any requests for room changes or swaps, and any requests to end your contract early, must be made to the Intercollegiate Halls Accommodation Bureau at info.halls@london.ac.uk. Staff in the office at Connaught Hall cannot arrange room swaps nor release you from your contract early.

If the reason you want to swap is a disability or a problem with your neighbours, you should also inform the Warden (warden@connaught-hall.org.uk). In cases of medical problems, he will be able to help expedite your move, and if your neighbours are the problem, he may be able resolve the issue without you having to move.

If you want to swap because of a maintenance or cleaning issue in your room, contact the Bursar's Office first: they will probably be able to solve the problem and you can avoid moving.

You should be aware that the Intercollegiate Halls Accommodation Bureau will not approve any room changes until late October, unless required because of a disability.

SECURITY

To protect your belongings, please remember to lock your door whenever you leave your room - even if only to visit the bathroom. If your room is on the ground floor or basement, try not to leave valuables near the window, as we have unfortunately had thefts through open windows when valuable items were left within arm's reach.

Please use your swipe card to open the main door; if you don't have your swipe card, the receptionist will expect to see proof that you live here, such as your Hall ID card. Make sure you sign in any guests you bring into the Hall.

IN THE DINING HALL

Remember to take your Hall ID card to every meal. For hygiene, and to prevent embarrassment, we ask that you dress appropriately at all meal times: this means no bare feet, dressing gowns, pyjamas, etc. The catering staff are instructed not to serve anyone who is inappropriately dressed.

Please do not remove knives, forks, plates, cups, etc., from the dining hall. The more we have to spend replacing these items, the less we can spend on your food!

The catering service is contracted to a private company called Aramark. You can comment on the service they provide directly to them using their comment cards, or via the suggestion box at suggestions@connaught-hall.org.uk. If there is a problem that requires immediate attention, tell the chef.

FROM THE BURSAR'S OFFICE

REFURBISHMENT

A major refurbishment has taken place during the summer vacation this year:

- redecoration of the third floor;*
- painting the Hall exterior;*
- a new roof on the main building;*
- a new roof, suspended light fittings, and skylights in the dining hall, as well as redecoration;*
- 13 new single en-suite rooms created;*
- 2 new double en-suite rooms;*
- a new en-suite large twin room;*
- a new conference room (the Torrington Room, on the ground floor);*
- the common rooms have been moved from the third and fourth floors to the basement;*
- the library has moved from the ground floor to the basement; and*
- all our rooms have been re-numbered to take account of the newly created rooms.*

Some of this work has been delayed and will unfortunately continue into the first few weeks of term. This will not affect most of you in any significant way, but it may be necessary for the common rooms to be closed for short periods and you will see continuing works in the dining hall.

Please excuse our appearance for the first few weeks of term and bear with us while these improvements are made. We hope all the work will be completed before the end of October.

LIFT WORKS

Connaught Hall's lift is very old and in need of replacement. A new lift will be installed during term 1.

There will obviously be some noise and disruption while the lift replacement works are undertaken. The reasons this work is being done during term time are:

(1) to ensure we had at least a working - old though it is - lift in September / October when it is required for moving in new residents' luggage;

(2) we expect most residents will be at college for most of the time when work is being carried out, and therefore not unduly disturbed by noise from the works.

We are sorry for the inconvenience the lift replacement will undoubtedly cause, but hope you will agree it is worthwhile if it prevents the frequent breakdowns of the last few years.

TALK TO US!

If you are unsure about anything, or if you have any problems, talk to us.

The Bursar's Office is located behind reception on the ground floor and open 8 am to 6 pm Monday to Friday. Just knock and come right in. And if we can't help directly, we will put you in contact with someone who can.

The Bursar's Office email address is info.connaught@london.ac.uk. You can also send comments and suggestions to the email suggestion box at suggestions@connaught-hall.org.uk.

EVENTS CALENDAR

AFTERNOON TEA

SUNDAY 19 SEPTEMBER, 2 TILL 5 PM

The Warden and Senior Members host afternoon tea in the reception lobby. It's a good time 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.

EARLY ARRIVALS PIZZA/PASTA NIGHT

TUESDAY 21 SEPTEMBER, 6 TILL 7 PM

Some of you (mainly KCL & QMUL students) arrive several weeks before students from other colleges and up to three weeks before our main welcome events. The Warden will host a special pizza/pasta themed meal in the dining hall, served with wine, so you don't have to wait so long to meet people!

PRE-OPENING DRINKS IN THE BAR

TUESDAY 21 SEPTEMBER, 7 TILL 11 PM

Following on from our special meal in the dining hall, the bar will open for one night before the official bar opening date on Sunday. The Warden and Senior Members will be there between 7 and 8 pm.

AFTERNOON TEA

SUNDAY 26 SEPTEMBER, 2 TILL 5 PM

More tea & cakes with the Warden and Senior Members.

CONNAUGHT HALL BAR OPENING NIGHT

SUNDAY 26 SEPTEMBER, 7 TILL 10.30 PM

The opening night for the bar, situated in the basement.

AFTERNOON TEA

SUNDAY 3 OCTOBER, 2 TILL 5 PM

Still more tea & cakes with the Warden and Senior Members.

WELCOME BUFFET SUPPER

MONDAY 4 OCTOBER, 6 TILL 7 PM

This is the Hall's formal welcome event - a special buffet in the dining hall, served with wine - with a welcome speech by the Warden and is another good opportunity to mingle, meet the staff and make some new friends.

SENIOR MEMBER FLOOR PARTIES

5 - 8 OCTOBER, EARLY EVENINGS

Each of the Senior Members will hold an evening reception (with wine & snacks) for all the residents on their floor; you will receive a personal invitation to the event for your floor.

WELCOME PARTY

SATURDAY 9 OCTOBER, 8 PM TO 1.30 AM

The first party of the year, organised by the outgoing Residents' Club Committee. Late bar, dance floor, and a DJ. Look out for posters soon!

POSTGRADUATE EVENING

W/C 11 OCTOBER (DATE TBC)

The Senior Members will host a reception for postgraduate residents. All postgraduates will receive a personal invitation nearer the time.

RESIDENTS' CLUB COMMITTEE ELECTION

MID-OCTOBER (DATE TBC)

Look out for posters soon and get involved!