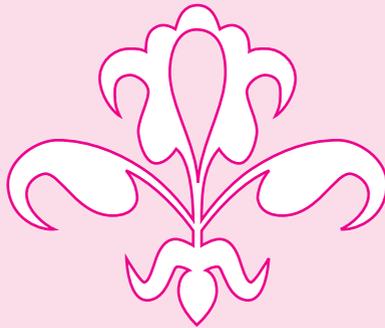


UNIVERSITY OF LONDON
CONNAUGHT HALL

WELCOME

Autumn 2011



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 is a resident member of staff responsible for welfare & pastoral support, discipline & conflict resolution (including noise complaints), and the community & social life of the Hall, including the bar and Residents' Club.

The Warden is a full-time hospital doctor specialising in accident & emergency; he is available in Hall most evenings and weekends. He is assisted by five Senior Members, who are experienced, usually postgraduate, students.

The Warden and Senior Members are here to offer support, help, 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 - nothing is too big or too small - 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, advertised at openoffice.connaught-hall.org.uk; or email warden@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 via reception. In a serious emergency, the DSM can contact the Warden for help any time.

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.

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.

WELCOME EVENTS

The Warden has organised a programme of welcome events for September / October. See the last page of this welcome letter for a list of dates for your diary. We hope to see you at as many events as possible!

EVENING RECEPTIONS

The Warden will put on a series of open-invitation evening receptions throughout the year to help residents with similar interests meet one another (for example, there might be receptions for residents interested in **sport, charitable work, acting, political activities, LGBT, photography, medical students**, etc...). Contact the Warden with any ideas for these receptions.

FROM THE WARDEN

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 in mid- or late 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 Warden acts as Returning Officer for the elections, so ask him if you have any questions.

The date of the elections will be confirmed in early October.

THE BAR

Our friendly Hall bar is run by the Residents' Club Committee and staffed by student residents. There is a wide range of drinks at reasonable prices, a pool table, and table football.

Working behind the bar is a very good way of getting to know people in the Hall and earns you a bit of extra cash, so look out for recruitment advertisements early in term 1 if you think you might be interested, or email bar@connaught-hall.org.uk.

RESIDENTS' CLUB FINANCES

For many years, the Residents' Club has endeavoured to maintain a minimum balance of £5000 to £6000.

Some unforeseen costs between 2007 and 2009, and the VAT increase in January this year, severely depleted the Club's reserves. Last year's Committee made some progress in restoring the Club to financial health but there is still more to be done this year.

It is vital that the Club's income (from subscriptions and the bar) exceeds expenditure this year, and that the Club has reserves of at least £4000 by the summer.

This will require careful attention by those elected to serve as Officers of the Club to ensure that events are properly advertised. The Club will not be able to subsidise any overseas trips or venue hires; but these activities can still be arranged provided ticket sales cover the costs.

FROM THE WARDEN

COMMON ROOMS & LIBRARY

We have two common rooms and a library on the lower ground floor.

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).

Please 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 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.

MEDICAL DETAILS & GP REGISTRATION

The Warden strongly advises 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.

FACEBOOK, TWITTER & WARDEN'S BLOG

Keep up to date with the Hall by liking [facebook.connaught-hall.org.uk](https://www.facebook.com/connaught-hall.org.uk), following us at [tweets.connaught-hall.org.uk](https://twitter.com/connaught-hall.org.uk), and subscribing to the Warden's blog at blog.connaught-hall.org.uk.

BULLETINS

The Warden publishes an email Hall bulletin approximately every two months. Please take a few moments to read each edition of the bulletin: otherwise, you will miss important news and deadlines.

Write to the Warden if you have some news or an announcement that you would like to have included in the next edition of the Hall bulletin.

FACILITIES COMMITTEE

The Facilities Committee was established by the Warden to allow residents to meet directly with the staff who provide Hall services such as catering, health & safety, housekeeping, maintenance, security, and reception. If you want to join, simply email facilities.committee@connaught-hall.org.uk. There are four meetings a year, each lasting about an hour, so it's not a massive time commitment.

SUGGESTIONS, COMPLIMENTS & COMPLAINTS

The Warden is committed to making every effort to improve the student experience at Connaught Hall and has set up a single email address where you can send your suggestions or complaints about *any* aspect of Hall activities, services, or facilities: suggestions@connaught-hall.org.uk.

Emails to this address will be read by the Warden, Bursars, Senior Members, Residents' Club Committee, and Catering Manager.

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 inhab@connaught-hall.org.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.

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. 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.

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.

FROM THE BURSAR'S OFFICE

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 inhab@connaught-hall.org.uk.

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 to resolve the issue without you having to move.

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 or lower-ground floors, 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 company called Aramark. You can comment on the service they provide via the email suggestion box at suggestions@connaught-hall.org.uk.

If there is a problem that requires immediate attention, please tell the duty chef.

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-hall.org.uk.

You can also send comments and suggestions to the email suggestion box at suggestions@connaught-hall.org.uk.

EVENTS CALENDAR

AFTERNOON TEA

SUNDAY 18 SEPTEMBER, 2.30 TILL 6 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 DRINKS IN THE BAR

SUNDAY 18 SEPTEMBER, 7 TILL 11.30 PM

Some students (mainly KCL & QMUL) arrive several weeks before residents from other colleges and up to three weeks before our main welcome events. Specially for you, the bar will open on Sunday night, a week before the official opening night. The Warden and Senior Members will be there between 7 and 8 pm.

EARLY ARRIVALS PIZZA/PASTA NIGHT

MONDAY 19 SEPTEMBER, 6 TILL 7 PM

A special pizza/pasta themed meal hosted by the Warden in the dining hall, served with wine, so those early arrivals don't have to wait so long to meet people! If there is stock left over from Sunday, the bar will open again.

AFTERNOON TEA

SUNDAY 25 SEPTEMBER, 2.30 TILL 6 PM

More tea & cakes with the Warden and Senior Members.

CONNAUGHT HALL BAR OPENING NIGHT

SUNDAY 25 SEPTEMBER, 7 TILL 10.30 PM

The opening night for our student-run bar, situated on the lower ground floor.

AFTERNOON TEA

SUNDAY 2 OCTOBER, 2.30 TILL 6 PM

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

WELCOME BUFFET SUPPER

TUESDAY 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.

"MEET YOUR NEIGHBOURS" RECEPTIONS 5, 6, 7, 10 & 11 OCTOBER, EARLY EVENINGS

Each of the Senior Members will host an evening reception for all the residents on their floor to help you get to know your neighbours. You will receive a personal invitation to the event for your floor.

WELCOME PARTY

SATURDAY 8 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

SUNDAY 9 OCTOBER

Look out for posters nearer the date with details of this event for postgraduates, hosted by the Warden.

RESIDENTS' CLUB COMMITTEE ELECTION MID-OCTOBER (DATE TBC)

Look out for posters soon and get involved!