



Within 2 days, email:
noise@connaught-hall.org.uk
Be sure to include all details requested in the blue box

When emailing, please tell us:

1. What date & time did the noise occur?
2. What kind of noise was it? (music, voices, banging, etc?)
3. Where did the noise come from?
4. Did you speak with the person making noise? What did s/he say? If not, why not?
5. Did you report the noise to security? If not, why not?
6. Has this happened before? How often?
7. Have you spoken with any other staff members about this?

Our response time to emails is up to 3 days. So it is not sufficient only to send an email if you need help with ongoing noise right now.

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Ask him/her to be quiet.

Has this happened more than 3 times before?

Are you able to speak with the person making noise?

Inform security about the problem immediately:
Go to reception or call 8200 from your room phone (020 7756 8200 from your mobile).
Tell security what the noise is and where it is coming from.
Security will contact the person making noise and ask him/her to be quiet.

Wait 10 minutes.

Has the noise stopped?

Contact security again.
Tell security that the noise is continuing and that you would like the duty Senior Member to be called.

The duty Senior Member should attend the noise disturbance and stop the noise within 15 minutes.