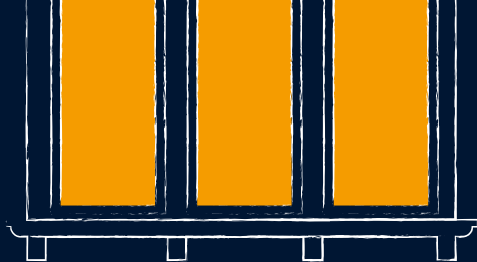


Imperial College
London



Living Guide

Halls Accommodation
2021–22

STUDENT ACCOMMODATION OFFICE





Welcome to your new home

We know that this year may not be the first-year experience you anticipated, but we hope that you'll be happy with us and we'll be doing everything we can to make sure you have a place where you can study, sleep, relax and enjoy yourself.

Our halls of residence are looked after by a team of experienced and knowledgeable staff, who are here to help you settle in as quickly as possible.

We really want you to enjoy your stay here so please do make the most of the facilities and let us know if you experience any problems.

In return, we rely on you to make a positive contribution to the hall community by following hall rules, being courteous and considerate to your fellow residents and respecting our neighbours who live in the nearby area.

Inside your Dig-In box you will find a pocket-sized welcome leaflet along with this guide — please keep both to hand. The pocket leaflet also contains a campus map to help you find your way around during these first few weeks.

Whilst every effort has been made to ensure the contents of this guide are accurate, there may be changes in services offered – both in halls and on campus - due to COVID-19. These changes will be advertised online, or on local notices in your residences, so please check for the most up to date information.

Enjoy your stay!

Paul Noke

Head of Residential Services and Support Operations
Imperial College London

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Our service commitment to you

Where you live is a big part of being at university, which is why all the halls Imperial owns are signed up to the Student Accommodation Code. The Code protects your rights to safe, good quality accommodation. Find out what you should expect from your accommodation at www.TheSAC.org.uk

We are committed to providing an excellent level of customer service — we work hard to maintain this with regular reviews, staff training and acting upon feedback from our students.

Our Customer Charter outlines the standard of service you can expect from us — you can view the charter at www.imperial.ac.uk/study/campus-life/accommodation/customer-service-charter

Feedback

If you have a suggestion for how our service may be improved please do get in touch. Likewise, if you are happy with any part of the service you receive (or any particular member of staff) we would like to hear about this too.

See our ‘Comments, Compliments and Concerns’ policy on the Accommodation website:

www.imperial.ac.uk/study/campus-life/accommodation/current-residents/policies-and-guidelines/



Arrivals checklist

Below is a checklist of things we recommend you do as you settle into your new home.

- Locate the fire exit and assembly point for your hall
- Make a note of day and night contact details for help, advice and support
- Check everything in your room and complete the inventory
- Register with a local doctor
- Review your contents insurance cover with Endsleigh
- Find out where other important services are
- Plan the best route to campus from your hall
- Connect to the broadband network at your Hall
- Make a note of key dates
- Find out who your Hall Supervisor, Warden, Subwarden and Hall Seniors are
- Download the accommodation licence and read about services and policies



Accommodation fees and contents insurance

Accommodation fees

All income generated from your accommodation fees is reinvested to cover maintenance, operating and improvement costs.

Fees are paid in termly instalments. You'll be emailed an invoice for the term ahead and this will need to be paid by the date indicated.

For more information about paying your fees please see our website:
www.imperial.ac.uk/study/campus-life/accommodation/prospective/ug/fees

Accommodation fees include all utility bills, internet access, maintenance, communal cleaning and a contribution towards your halls activity fund.

You can find out more about our approach to rents on our website:
www.imperial.ac.uk/study/campus-life/accommodation/hall-rents/

Contents insurance

We have included the cost of basic contents insurance, provided by Endsleigh Insurance, in your accommodation fees.

To review your policy and confirm your free cover, visit our website
www.imperial.ac.uk/study/campus-life/accommodation/current-residents/policies-and-guidelines/security-and-insurance/

Read the details carefully to make sure this policy is adequate for your needs. If not then you can modify it, for example, by adding cover for accidental damage to expensive items such as laptops and bicycles (additional charges will apply for modifications to your policy; these charges are not included in your accommodation fees).

This web link also gives you access to your Certificate of Insurance, information on key exclusions and excesses, and on how to make a claim.

Copies of your certificate of insurance are available to view in an emergency from your Hall Supervisor.

Settling in

Inventory form

We will give you an inventory form to complete when you arrive. At the end of the year we will carry out an inspection of your room and you may be charged for anything beyond fair wear and tear, so it is important that you use this inventory form to note any problems when you first move in:

- Check your room carefully for any problems or missing items and note them on the form
- Sign and return the form to Hall staff within seven days of your arrival

Your room/flat may also be checked against the inventory periodically.

Keys and door entry cards

All halls operate different door and room entry systems. To maintain the security of the hall:

- Carry your keys and entry card with you at all times
- Do not leave your keys or ID card lying around, even within the communal areas of halls
- Do not lend your keys to anyone
- Lock your room at all times
- Do not leave your keys in bedroom, kitchen or cupboard door locks!

Reporting lost, damaged or stolen keys

Lost/stolen cards or damage to keys must be reported to your Hall staff. If you need a replacement key, a non-refundable charge will apply; replacement costs will be on display in your hall.

If you fail to report any lost keys (or if you leave your bedroom door unlocked) you may invalidate the insurance policy.

You are not allowed under any circumstances to change or install additional locks to your room, flat or kitchen cupboard.



Administrative queries and questions

The day-to-day running of the halls is the responsibility of your Hall Supervisor or Reception team. They're an excellent first point of contact if you have any questions. For issues that they can't solve your Village Senior Supervisor or Village Manager will be happy to help.

Additional support is provided by the Student Hub team. They are located on Level 3 of the Sherfield Building — or you can find out more and get in touch at: www.imperial.ac.uk/studenthub

Stay informed

Important information relating to hall services will be posted on noticeboards around your hall; please check the boards on a regular basis to keep yourself informed.

Our main method of contacting you is via email to your College email address. You're added to our mailing lists automatically at the start of the year. We advise you to check your email account regularly as many other departments within the College also use this to communicate. View our Privacy Policy on the Accommodation website for information on how we deal with your data.

Getting involved in hall life

Wardening teams play an important role in welcoming new students and introducing them to life at Imperial and in London. They oversee a year-round programme of social and cultural activities which are planned by a Hall Committee. Your Hall Committee organises social and cultural activities throughout the year; these are great opportunities to make friends, take a break from studying and get to know the local area.

Your Wardening team will be ready to welcome you to your new residence and tell you about all the opportunities and activities you can get involved in when living in one of our halls of residence.

Want to get involved with your Hall Committee?

As a resident, you can be an active member of the Halls Committee by attending meetings during term time or becoming an elected Committee member.

Personal and wellbeing support

It can be difficult adjusting to a new living environment, as well as a new city. You may find that you have difficulty adjusting to living in London, getting to know your flatmates, balancing university work and socialising or you're feeling particularly homesick during your first few weeks with us. It's important to remember you are not alone in what you're feeling.

If you are living in a College hall of residence, there are a number of people who can support your transition to independent living. Your Hall Warden and their team provide pastoral support and advice, including emergency support 24/7, and have many years of experience supporting students in halls. Your Hall Committee organises social and cultural activities throughout the year; these are great opportunities to make friends and take a break from studying, so keep an eye out for these. If you're living in Evelyn Gardens, Silwood Park or at the Boathouse, your Resident Assistants are your first point of call for any personal or wellbeing support needs.

The College's Student Support Zone has lots of information about the resources available at Imperial and beyond to help you stay healthy and happy. It's a great place to start if you're looking for support or you have questions about things outside of your academic course.

Visit www.imperial.ac.uk/student-support-zone to find out more.



Cleaning

When does cleaning happen?

The cleaning timetable for your bedrooms and communal kitchens is displayed in your hall. It's also available online, alongside the location of cleaning equipment that you can use:

www.imperial.ac.uk/study/campus-life/accommodation/current-residents/services/cleaning

If you prevent access to your room on your scheduled cleaning day, cleaning staff will only attend again on the next scheduled cleaning day for your room. The Hall Supervisor may occasionally visit your room to check cleaning standards.

What gets cleaned?

In kitchens, cleaning staff will:

- empty bins
- clean all surfaces and sinks
- clean the cookers, grills, kettles and microwaves
- sweep and mop the floor
- wipe clean the front of fridges/freezers, cupboard doors and drawers

In communal areas, cleaning staff will:

- clean toilets, baths, washbasins and showers
- replenish toilet consumables
- sweep or vacuum and mop all corridors, stairs and floors

Look after your belongings

Don't leave any items unattended in corridors or communal areas. Keep items secure in your bedroom or lockable kitchen cupboards.

Your cleaning responsibilities

The hall's cleaning service does not absolve you of the responsibility for the cleanliness of your bedroom, shower room, corridor and kitchen. It is important that you make all areas easily accessible and non-hazardous for cleaning staff so that they can carry out their job effectively. This includes:

- removing any belongings from the floor
- keeping all surfaces clear of clutter
- washing up your dishes and cooking implements and putting them away in your cupboard
- keeping the cooker top, oven, grill pan, toaster and microwave free of cooking debris
- using food waste bins, if provided
- sorting your bedroom waste, Monday to Saturday, into the appropriate kitchen bins — do not overfill the bin as it makes removal by cleaning staff difficult; spare bin bags are provided

Please clean surfaces and appliances after you use them to make sure they are left in a satisfactory condition for the next person to use including inside fridges and freezers.

In addition, do not throw food waste down the kitchen sink, in your wash basin, toilet or en-suite facilities as this can cause blockages.

Reporting problems

Any requests or complaints about the cleanliness of halls should be directed to the Hall Supervisor.

Please report defects as soon as possible — see page 18 for information on reporting maintenance issues.

Report any signs of pests and vermin to the Hall Supervisors or via the online defect system immediately at:

www.imperial.ac.uk/study/campus-life/accommodation/current-residents/services/report

Heating and hot water

We're committed to reducing our impact on the environment and saving energy.

To help us do this the College has a Building Temperature Protocol, which forms part of the College's Carbon Strategy, see

www.imperial.ac.uk/estates-facilities/buildings/procedures/temperature



20°C

The temperature at which all College managed halls are heated during heating months.

Heating

The heating in halls is controlled by central timers and thermostats and is set to maintain a constant temperature of around 20°C during cooler months when heating is generally needed.

If you are too warm when the heating is on, you can turn off the heater in your bedroom manually rather than opening your window to cool down. Likewise, if it's not quite warm enough, please try wearing some warmer layers in the first instance. You can report any consistent under or over heating to your Hall Supervisor.

If you're living at Parsons House, Silwood Park or Xenia, you should refer to local notices or Hall Staff for information about heating arrangements.

Use of space heaters

Space heaters are banned in bedrooms due to energy and health & safety considerations, except in limited circumstances where the building systems cannot provide temperatures within acceptable variations of the ranges stated. In this case the Estates – Facilities Department will only approve the use of current PAT tested space heater units. These must be switched off when you leave the room for any period of time.

Hot water

The supply of hot water in all College managed buildings is maintained at 50°C.

Snow

During the winter months, we may occasionally experience snowy or icy conditions. Specific advice for your hall will be displayed during these times. For more information, visit: www.imperial.ac.uk/estates-facilities/buildings/services/maintenance/snow-clearance/



Kitchens

Most halls provide access to shared kitchens. You'll share your kitchen with a number of other students. Kitchen users are responsible for keeping the kitchens clean from washing up and tidying away crockery, cutlery and pans to placing rubbish or recycling in the bins provided. You'll also be responsible for any damage that is not deemed to be general wear and tear.

We recommend that you label your food to avoid confusion and where possible, store it in your cupboard or in bags or containers. Please don't take any food that doesn't belong to you!

Tripped fuses

Kitchens can have very sensitive electrical fuses which, whilst protecting life, can trip regularly causing a loss of power.

If this happens report this immediately to hall staff, or the Duty Warden, who will arrange for someone to reset the fuse. This is especially important if a fridge/freezer is affected; never re-freeze food that you suspect has defrosted.

The most frequent cause of a tripped fuse is using an unsound or incompatible electrical appliance. Please help to reduce the risk by avoiding using your own electrical appliances in the kitchens.

Kitchen appliances

Instructions on how to use the kitchen appliances provided are available from Hall staff but here are a few helpful tips:

Fridges and freezers

- Do not adjust the temperature settings — fast freeze options can burn out the motor if left on too long
- Do not overload — if the door does not close, the appliance will not work properly and food will be ruined
- Keep appliances clean and defrosted — a build-up of ice may prevent the freezer door shutting properly
- It is your responsibility to keep the inside of the fridge and freezers clean at all times

Microwaves

- Never put metallic items in the microwave
- If food splatters, clean it up immediately
- Do not cover the ventilation slots

Kettles

- Ensure the plug and cables are not wet before using
- Do not overfill the kettle as this can cause water to boil over
- Only use kettles for boiling water

Cookers

- If you use the grill, do not close the door as your food is likely to catch fire
- If you use the oven, always put items on a baking tray and never directly on the shelf as your food is likely to catch fire
- Never leave the cooker unattended



Please keep kitchen doors closed whilst cooking as wedging the door open will set off the fire detectors in the hallway. Turn the extractor fan on to improve ventilation. Never leave cooking unattended and always make sure you turn appliances off after use.

Laundry rooms

24-hour laundry facilities are available at each hall. Circuit machines are operated with a mobile app. Visit www.circuit.co.uk/mobile-app to get started

Reporting problems

Most of our launderette facilities are operated by Circuit Launderette Services who regularly visit to check and maintain the machines.

In the event of a problem please report faults directly using their online form at www.circuit.co.uk/machine-faults-and-breakdowns. Alternatively call their service helpline on 01422 820360 or 0800 032 0070 (open Monday to Friday, 08.30–17.00).

When reporting a problem, remember to quote:

- the hall name and location (including the site reference number if you know it)
- the faulty machine number, basic details of the fault and room number

Please also report the fault to the hall staff so that they can track the fault for you. Hall staff do not have keys to open machines.

Students at Parsons House and Xenia should follow local fault reporting procedures.

Laundry room etiquette

- Read the instructions posted on the laundry room wall before using the machines.
- Bring your own washing powder and softener.
- Don't overload the machines.
- Make sure the machine doors are closed properly before starting it.
- Clean the tumble dryer filter before use
- Remove your laundry as soon as possible after you've finished so that others may use the machines.
- Clothes that are left unattended are done so at your own risk.





Internet

Network connection points allow you to connect your computer or laptop to the College's network.

Although signal strength and availability may vary across halls, there are Wi-Fi access points around the College.

To use the internet in your room and the College's wireless networks, you will first need to register for the Student Halls Network service:

- Connect your computer to the network socket in your room
- Switch on the computer and open a web browser
- Browse to any external webpage (e.g. www.google.co.uk)

You will be automatically redirected to the registration pages. If this is not working, and you have an obviously broken or damaged socket, you will need to contact ICT on 49000 to request a repair.

You should pay special attention to any notices on computer security or conditions of uses.

Students at Xenia should refer to local notices or Hall staff for information about internet services.

Telephones

Every bedroom in College-managed halls has a telephone handset connected to the College network.

	Cost	Set-up required
Make internal calls (to other College extensions)	free	no
Receive internal calls	free	no
Receive external calls	free	no
Make external calls	varies	yes - see below

Making external calls

Before you can use the telephone in your bedroom in College-managed Halls, you'll need to follow the set-up instructions on the following webpage:

www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/telephones-mobile/telephones/halls-of-residence-calls/

Xenia does not provide telephone services in bedrooms.

Receiving calls

Your phone number to receive external calls is **+44 (0)207 85 + your personal five digit extension**, which is displayed on the screen of your handset in your room.

In Kemp Porter Buildings, it will be **+44 (0)203 91 + your personal five digit extension**.

To receive an internal call, give out your five-digit extension starting with a 2.

You must keep your Cisco telephone handset plugged in at all times — failure to do so will prevent the phone handset from receiving essential updates and a charge may be levied. If you do not wish to be disturbed by your phone, turn the ring volume down.

To report a telephone fault, call 45500 and choose option 1 from any College telephone. If you're using an external line dial 020 7594 5500. Broken sockets or data faults need to be reported to ICT on extension 49000 from a College telephone or 020 7594 9000 if calling from an external line.

Televisions

If you have a television in your bedroom, or watch television through a computer, you are required by law to have a valid TV licence. This is **not included** in your accommodation fees.

You can buy a licence online and pay for it weekly, monthly, quarterly or yearly.

Failure to have a licence can result in you being fined and/or taken to court by the TV Licensing Authority.

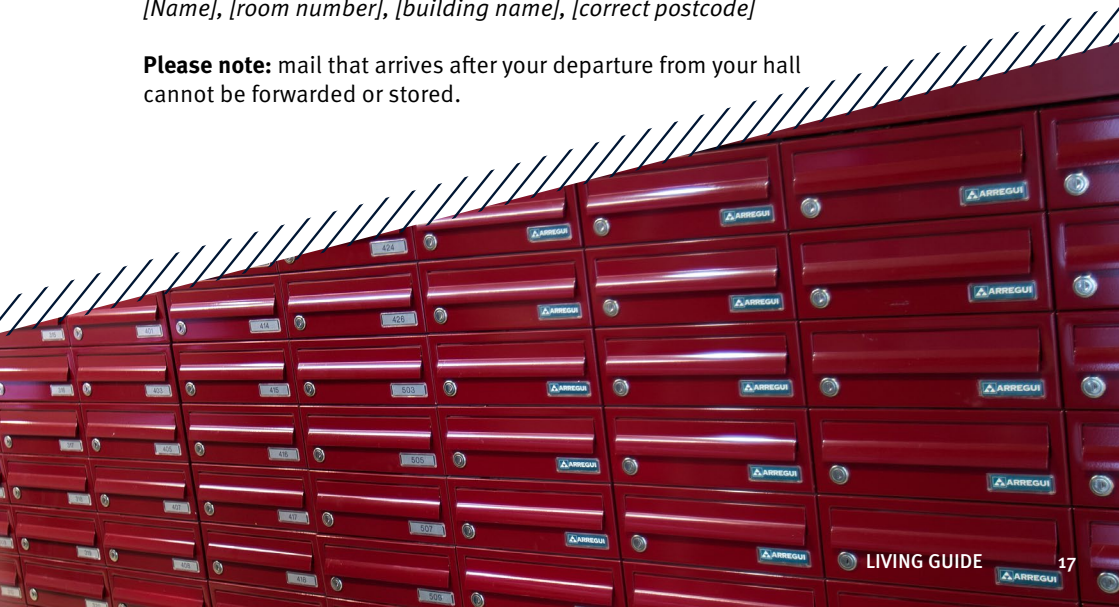
For further information, visit www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1

Post

Procedures for post vary across halls, so check with your hall team about what happens to mail and parcels when they arrive. When giving your address stipulate your address as below to make mail distribution easier and faster:

[Name], [room number], [building name], [correct postcode]

Please note: mail that arrives after your departure from your hall cannot be forwarded or stored.



Maintenance and reporting faults

Please report faults straight away using the relevant procedures for your hall — you will be notified of these.

See the relevant pages of this guide for information about reporting problems with:

- keys and door entry cards (page 4)
- cleaning (page 9)
- laundry room machines (page 14)
- internet access (page 15)
- telephones (page 16)

Students living in Imperial owned halls can report a fault online at www.imperial.ac.uk/study/campus-life/accommodation/current-residents/services/report. You can also use this page to report any pest problems. Or if you prefer, you can report any faulty items in your room or in communal areas to your Hall Supervisor or reception team.

In an emergency, call your hall office (during office hours) or the Duty Warden (outside office hours). **A defect is considered urgent when it represents a danger to health or security e.g. flood, failed emergency lighting or power loss.** It may take longer for a minor fault to be repaired and only emergency repairs are dealt with outside office hours. For any urgent works, a minimum of 24 hours' notice should be given unless the circumstances require an immediate response.

After you have reported a fault

In reporting a fault, you are automatically giving your consent for authorised personnel to enter your room to investigate and carry out any necessary works. Before their visit:

- ensure that your bedroom surfaces and floor are free of obstacles and clutter
- secure valuable items and money in a lockable drawer if available

When a contractor enters your room they should leave a 'Maintenance Calling Card,' which will detail the operatives name, time of attendance, defect description and an explanation of whether the defect has been resolved or if a return visit is required.

Students living at Parsons House or Xenia should refer to local notices or Hall staff for information about maintenance arrangements.

Ongoing Maintenance

A team of maintenance contractors will visit each hall once a week to deal with non-urgent defects. The schedule for your hall defect day can be found at www.imperial.ac.uk/study/campus-life/accommodation/current-residents/services/report

Prioritising fault reports

We prioritise faults on the basis of need so, for example, fixing faulty kitchen appliances would not be considered a top priority if you have access to alternative facilities. The Hall staff will install temporary appliances (such as a fridge or a freezer) in the event of failure.

If your main light fails but you have an alternative source of light, such as a study lamp in your room, this will be dealt with on the contractors' weekly visit to your hall (see the accommodation website for details of visits). However, in an emergency, we may have to enter your room without giving you notice.



In addition, there is a continuous programme of planned maintenance within halls and staff are required to visit bedrooms, kitchens and communal areas to carry out routine works. We will provide 7 days notice for any works required in bedrooms. We will try and keep disruption to a minimum but please be patient during these times.

Recycling

By recycling items we can reduce waste and ensure that these materials are put to good use. This will also lower our impact on the environment by reducing carbon emissions.

Red bin
if there is one,
is for glass

Green bin
all recyclables
other than food

Blue bin
if there is one,
is for paper & card

Black bin
is for
non-recyclables

At South Kensington campus, where we produce larger volumes of waste, you will encounter red-lidded bins for glass and blue-lidded bins for paper and card.

By segregating these materials into separate streams we can send them directly to places where they can be used; eliminating additional transportation to a Materials Recovery Facility where additional energy would be used to segregate these items mechanically.

Yes

- **Glass bottles**
- **Glass jars**
- **Hard plastics** (not bags or films)
- **Plastic bottles** (lids removed)
- **Rigid plastic containers**
- **Drinks cans**
- **Food tins**
- **Aluminium foil**
- **Aerosol cans** (empty only! lids removed)
- **Transparent plastic milk containers**
- **Margarine tubs**
- **Yoghurt pots**
- **Tetra Pak cartons** (eg fruit juice & milk cartons)
- **Paper**
- **Card/cardboard** (flattened)
- **Office paper**
- **Newspapers**
- **Magazines**
- **Junk mail and envelopes** (including window envelopes)
- **Phone directories** (inc Yellow Pages)
- **Catalogues**

No (place in general waste)

- **Broken glass** (wrap appropriately to ensure no one handling the waste is cut)
- **Laboratory glass**
- **Window glass**
- **Cookware glass** eg Pyrex
- **Paper cups**
- **Vending machine cups**
- **All plastic films and bags** (recycle plastic bags at your supermarket)
- **Plastic cutlery**
- **Polystyrene**
- **Crisp packets**
- **Food contaminated items**
- **Waxed paper cups**
- **Tissues / serviettes**
- **Kitchen roll**
- **Paper towels**
- **Jiffy bags**

- Rinse recyclable items before placing them in the bins; this will also reduce any smells in the kitchen. There is no need to wash items thoroughly; just give them a rinse so they are not coated in food.
- Ensure that packaging is NOT included in food waste; just the food.
- Paper or card coated in food (such as pizza boxes) cannot be recycled – put such items in the general waste.

It is illegal to put electrical items into the normal waste bins. This includes batteries and printer cartridges. Please inform your Hall Supervisor or reception team if you have any unwanted electrical items.

You have a responsibility to keep all areas clean and tidy.

Waste left around the residence looks unsightly, encourages pests and is a fire hazard.

Please do not leave waste outside your bedroom door or allow it to accumulate in kitchens. Instead, please sort your waste into the appropriate kitchen bins on a regular basis to ensure that as much as possible is recycled; cleaning staff empty these frequently.



Remember the

3R's

Reduce
Reuse
Recycle

Reduce the amount of waste you generate — for example, buy loose foods rather than pre-packaged produce; use a reusable water bottle; only print documents when necessary and be sure to print double-sided

Reuse items whenever you can — for example, reuse carrier bags; use rechargeable batteries; buy washing powders in refillable containers (this will also save you money!)

Recycle as much waste as possible! Sort your waste into the recycling bins provided; you will find these in halls and throughout the College. Where possible, choose products in recycled or recyclable packaging.

Recycle your unwanted clothes and shoes

Where: TRAIID banks at Silwood Park Campus and by the Blakett Building and Prince's Gardens on the South Kensington Campus.

Monies raised in the UK by TRAIID (Textile Recycling for Aid and International Development) fund sustainable development projects in some of the poorest regions of the world.

End-of-year re-use scheme

If you have any unwanted items at the end of your stay you can donate them to charity via the College's end-of-year re-use scheme.

Look out for more information about this scheme towards the end of the summer term.

Use a reusable mug and bring your own food container

Campus Services catering outlets sell mugs and you get your first coffee free! And each coffee you buy in a reusable mug is cheaper than if you use a disposable.

Use your own container for takeaway food rather than generate waste packaging.

Find out more about waste and recycling in the online guide:

www.imperial.ac.uk/wasteandrecycling/

Sustainability

As part of our Sustainability Strategy, the College aims to achieve carbon neutrality by 2040. We all have a part to play in reaching this:

- Turn off the lights when you leave the room
- Shut down computers and turn off televisions – don't just leave them on standby
- Unplug chargers from the mains – even when they are not in use, they still drain energy

You can learn more about what the College is doing to lead the way on sustainability

at www.imperial.ac.uk/sustainability

Health

Registering with a doctor's surgery

All residents living in College accommodation must register with a local National Health Service (NHS) General Practitioner near to their College term-time address so that a doctor (GP) may be called in case of an emergency illness.

Even if you are fit and healthy, you may have problems accessing treatment in an emergency if you are not registered. It is therefore essential that you register as soon as you have moved into your hall - please do not wait until you need medical help!

You should register with a GP as soon as you can after arrival. For more information about registering with a GP see the College's website:

www.imperial.ac.uk/student-support-zone/your-health/doctor-and-dentist

Students living outside the extended catchment area for Imperial College Health Centre can still use the Health Centre during the day but also need to register with a local GP.

If you are unsure whether you are eligible to register, ask at Imperial College Health Centre (contact details on next page).

It is important to let your Warden know which doctor's surgery you are registered at, in case of emergency. Please take the confirmation of registration form (page 39 of this guide) with you when you register with a GP and return the completed form to your Warden.

It is a
requirement
of living in
Halls that you
are registered
with an NHS
Doctor.



Recommended GP registration details

Hall

Beit, Eastside, Southside
Parsons House, Evelyn Gardens,
Pembroke, Wilson House

Where to register

Imperial College Health Centre
40 Prince's Gardens
London SW7 1LY

Tel: 020 7584 6301 (24 hours)
or 020 7594 9375/6
Internal number: 4937/6
Email: imperialcollege.hc@nhs.net
www.imperialcollegehealthcentre.co.uk

The Boathouse

Putney Group Medical Practice
266 Upper Richmond Road
Putney, London SW15 6TQ

Tel: 020 8788 0686
Email: waccgputney@nhs.net
www.putneygroup.co.uk

Silwood Park

Kings Corner Surgery
Kings Road, Sunninghill
Ascot, Berkshire SL5 0AE

Tel: 01344 623 181
Out of hours: 111
Email: kingscorner@nhs.net
www.kingscornersurgery.co.uk

Kemp Porter, Woodward

Cloister Road Surgery
41-43 Cloister Road
London W3 0DF

Tel: 020 8992 4331
Email: ealccg.cloisterroadsurgery@nhs.net
www.cloisterroadsurgery.co.uk

Xenia

Waterloo Health Centre
5 Lower Marsh, London SE1 7RJ

Tel: 020 7928 4049 or
020 8299 2619 (out of hours)
Email: waterloohealth@nhs.net
www.waterloohealth.co.uk

Minor injuries and illnesses

The Residential Support team in your hall are trained in first aid and first aid boxes are located in their accommodation or around the hall and in the hall office. Details of staff who are qualified to offer first aid should be displayed on notices in the main entrance area of your hall.

If you're injured or unwell, the NHS provides a range of services to help you get better. You can get faster and better treatment by choosing the NHS service that can best treat your symptoms.

NHS 111 **The NHS 111 service is the UK's non-emergency NHS service and is available 24 hours a day, 365 days a year. You should use this service by calling 111 from any phone if you need urgent medical help or advice but it's not a life-threatening situation.**

If you have an accident, no matter how minor, please report it to the Warden or Hall staff immediately. Remember that Accident and Emergency (A&E) at hospital is for life-threatening illnesses and injuries only. If you're expecting a doctor or emergency service to visit you please inform Hall staff so that we can facilitate access and direct them to your room quickly.

In case of emergency

In emergency or life-threatening situations, call 4444 for Imperial College Security services if you're on campus. Call 999 for emergency services if you are away from campus. See page 32 for a full list of Security phone numbers.

Vaccinations

We strongly recommend that if you are under 25 years of age, you take advantage of the free vaccinations against:

- Meningococcal meningitis — potentially fatal
- Mumps — can damage fertility

Although rare, both illnesses occur more commonly amongst university students.

Vaccination against mumps is included in the MMR (measles, mumps and rubella) vaccine. It is recommended that you have two MMR vaccines (these should be spaced at an interval of at least three months) and one Meningitis C vaccine, to give lifetime cover.

If you have not had these vaccinations, it is very important that you arrange them with your local NHS doctor (GP) as soon as possible, as the risk of infection is greatest in the first few weeks of term. If you are uncertain about your vaccination status, it is safer to get the vaccines again, rather than be potentially unprotected.

Dental treatment

Imperial College Dental Centre in Prince's Gardens offers a full range of NHS and private treatment options. Same day emergency appointments are available. For more information see: www.imperialcollegedental.co.uk

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care.

Smoking

All Imperial halls are no-smoking. In addition, the College complies with all legislative requirements so smoking, including the use of e-cigarettes and vaping devices, is only permitted where it will not cause nuisance to others, create safety risks or contravene NHS Trust smoking policies.

Consequently, smoking and the use of e-cigarettes and vaping devices is not permitted:

- on or within 20 metres of College land
- inside any vehicle owned or operated by College
- anywhere on our medical campuses
- on major pedestrian routes, or areas where prohibition is designated with signage

Drugs

Illicit drug use or possession of illicit drugs are strictly prohibited in halls.

There may be serious repercussions for students caught taking or supplying drugs whilst living in halls, from potential expulsion from your course of study to criminal prosecution.

We recommend you read the full policy available on the Accommodation website:

www.imperial.ac.uk/study/campus-life/accommodation/current-residents/policies-and-guidelines/

Safety and Security

Asbestos management

As with many other UK universities, some of our older buildings were built or refurbished at a time when asbestos-based materials were commonly used in construction.

The College has an asbestos management system in place which involves identification, regular inspection and remedial work if required.

All of the Halls have been surveyed and where asbestos-based materials are present these are clearly marked with a warning label (as shown below).

All of these materials are regularly checked to make sure they are in good condition. To help us ensure their continued safety:

- Do not remove or cover any asbestos warning labels
- Do not cause damage to labelled areas, e.g. if your door has an asbestos warning label do not stick posters or notes to it with drawing pins or with 'blu-tack'
- Report any signs of damage to a labelled area to hall staff immediately — they will arrange for it to be re-assessed and dealt with



Electrical safety

We take electrical safety very seriously. All College-owned portable appliances are tested annually and all wiring is tested every five years.

You are permitted to bring certain electrical equipment to halls but you must ensure that it is working correctly so that it does not present a hazard or risk:

- All items (including adaptors or converters) must conform to the appropriate British standard, display the CE mark and be fitted with a correctly wired and fused plug to avoid tripping a fuse
- Items that are not compatible with UK voltage (240V) must only be used with a voltage adaptor/ converter
- Extension sockets, if used, must be safe — preferably having ‘surge protection’— and must not cause a trip hazard to you or any member of staff entering your room

If you bring in faulty equipment which causes damage, you will be liable for the cost of repair.

You must not interfere with any electrical installation, equipment or fitting provided by the College. You can help us ensure your safety of others by complying with the following:

- Do not overload your electrical sockets as this can be dangerous and result in a fire
- Do not use multi-plug adaptors
- Switch off electrical equipment after use and unplug it whenever you leave the room
- Do not use electrical appliances in the en-suite bathrooms apart from electric shaver/ electric toothbrush

The College reserves the right to remove, destroy or disable any equipment which it deems unsafe. Where practicable this will be discussed with you before any action is taken.



Fire safety

Fire is the main hazard in residential accommodation. However, sensible precautions will reduce the likelihood of fires starting and will protect against its consequences.

Fire alarm systems and equipment

For your protection all halls have comprehensive fire alarm systems and equipment, all of which are inspected and tested regularly.

The fire and smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to considerable amounts of steam from showers and cooking, hair or deodorant sprays. To prevent a false alarm:

- close bathroom doors within your room when using the bedroom shower
- use the kitchen extractor fans and keep all doors closed so that steam or smoke does not flow into the corridors where there are also smoke detectors
- do not smoke – smoking anywhere inside the building is strictly prohibited – action will be taken against students found smoking in any area

If you knowingly or recklessly misuse the fire safety equipment or set off a fire alarm without good cause you will be subject to disciplinary procedures. Such irresponsibility could endanger the safety of fellow residents and cause considerable inconvenience.

Fire safety rules

Most people underestimate the speed at which a fire or smoke spreads in a building. For your own safety you must always follow the College's fire regulations, rules and procedures to avoid the common fire hazards:

- **Read your nearest 'Fire Action' notice.** If you do not understand the instructions, or if the notice is missing, inform hall staff.
- **Locate the emergency escape routes** from your room, kitchen, common room etc. and the assembly point in case of a fire. Fire Exit routes are marked by green exit signs above doors. Your nearest emergency escape route may not be the same as your normal route.
- **Do not obstruct fire routes or doors** – report any blockages to a member of staff straight away.
- **Do not leave rubbish or belongings in corridors**, as these can become a trip hazard along fire routes when visibility is poor.
- It is a criminal offence to tamper with, obstruct or cover smoke and heat detectors or remove any notice or equipment provided for fire safety.
- **Keep fire doors closed and unobstructed.** Fire doors prevent the spread of fire and smoke – they must not be wedged or propped open for any use other than emergency evacuation.
- **Do not leave the kitchen unattended when cooking** or using kitchen equipment – cookers, stoves and appliances should be switched off when you have finished cooking. Chip pans and other deep frying equipment are strictly prohibited.
- Exercise care – carelessness could cause a full-scale alarm.

Please note that safety regulations prohibit the use of the following personal equipment within halls:

Candles	Hot plates
Chip pans	Kettles (not in bedrooms)
Coffee makers (not in bedrooms)	Mini washing machines and mini dishwashers
Deep-frying equipment	Oil burners
Electrical tools	Plug-in air fresheners
Electronic cigarettes or vaping devices	Portable barbecues
Fridges and/or freezers	Rice cookers (not in bedrooms)
Gazebos	Sandwich toasters
Hookah and shisha pipes (or similar items)	Nightlights/ fairylights
Incense sticks	

Penalties such as community service or fines can be imposed within halls and houses for contravening any of the above regulations. In more serious cases, you may face a residences disciplinary hearing.

Safety tested equipment provided for your use in halls by the College include:

Irons	Toasters	Kettles	Vacuum cleaners
Microwaves	Freezers	Portable heaters	Fridges

Emergency procedures

If you discover a fire:

- Immediately operate the nearest fire alarm call point by pressing the glass panel.
- Warn other residents in the immediate area and inform staff of the location of the fire.
- Only attempt to fight the fire if it is small, there is no immediate danger to yourself and others, and only if you have a clear escape route to safety. Fire extinguishers and fire blankets are located in all halls but should only be used if you feel it is safe to do so; please read the instructions before use. Should you use a fire extinguisher or a fire blanket (or notice that one has been used) please inform a member of staff immediately.
- Different types of fire extinguishers are appropriate for different types of fire. The type of fire extinguisher is indicated by the distinct colour band on a red extinguisher.
- If you cannot extinguish the fire or if your escape route is threatened, immediately leave the room closing the door behind you after making sure that no one is left behind. Evacuate the building and report the location of the fire to the person in charge.



If you hear the fire alarm:

It is vital that all fire alarms are taken seriously - you must familiarise yourself with the procedures in place for your hall. If you hear an alarm:

All halls - except North Acton

- Stop whatever you are doing immediately and evacuate via the nearest stairs/ exit route — do not stop to collect personal belongings
- Leave the building in an orderly manner — do not run
- Do not use the lifts
- Do not stand in the lobby or directly outside the hall, as this may hinder fire fighters' access to the hall
- Make your way directly to the designated assembly point
- Do not re-enter the building until the all-clear has been given by the person in charge

It should only take you a few minutes to leave the building. You may face disciplinary action if hall staff believe that you have delayed your evacuation.

North Acton Halls

The buildings' fire procedures and alarms are organised on a floor-by-floor basis. If a fire breaks out on one of the floors, the smoke and heat detectors will activate, and the affected floor will hear an alarm sound.

Only this floor will need to evacuate. The elevators won't be available, so you'll need to use the staircases to evacuate towards Reception and await further instructions.

North Acton Halls are built with advanced fire resiliency, making it very difficult for fires to spread. Because of this, if the alarm is not sounding on your floor, you should remain where you are.

Fire alarm - weekly testing

It is a legal requirement that the fire alarm system is tested frequently:

- Check the noticeboard in your hall entrance area for details of the weekly fire alarm test
- The weekly test will consist of only a few rings and you do not have to evacuate when you hear this
- Evacuate the building immediately if the alarm sounds for any length of time

We are also obliged to carry out at least one fire drill during the academic year. Fire drills can take place at any time.

Christmas trees and decorations

We hope you get to experience all the wonder of London and Imperial at Christmas time, but do so safely.

Here are a few tips for decorating halls at Christmas:

- make sure you don't obstruct any fire equipment
- only use PAT tested Christmas lights
- decorations should not be put up in kitchens
- don't use pins, nails or sellotape to hang decorations or lights

Personal Emergency Evacuation Plans (PEEPs)

If you think you may have any difficulties in hearing the alarm or evacuating the building in the event of an emergency alarm due to a mobility or sensory impairment, or a temporary injury (e.g. you may be on crutches) you will require a Personal Emergency Evacuation Plan (PEEP).

All residents who require a PEEP should have one in place within two weeks of arrival. Contact your Hall staff for more information.

Drinking water

The halls have a good supply of drinking water, although in some halls the cold taps in the kitchens are the only designated sources of drinking (potable) water.

You should avoid drinking water drawn from taps that are labelled as 'non drinking water'. Please check notices in your hall lobby area or ask hall staff if you are unsure.

Drinking water is also available in buildings throughout the College campuses. A directory of locations can be found on the Facilities Management website: www.imperial.ac.uk/estates-facilities/buildings/facilities/drinking-water

Looking after walls

Please use the noticeboards provided in your bedroom and in kitchens and communal areas to display posters, notes or other materials. The use of blue tac, sellotape, sticky pads, pins or nails on walls will cause damage and is therefore not permitted.

Window Restrictors

Windows are fitted with opening restrictors to avoid accidents and to improve security. You must not remove or tamper with the restrictor or access any balcony or roof areas. This is not only a safety issue but also a local planning requirement and the College could be fined or prosecuted for a breach. Please close windows when you're not occupying your room, particularly if you live in a ground floor room.

We will conduct regular inspections and if any window restrictors are found to have been damaged or tampered with, you (or the individual responsible) may be charged for repairs. If you find any restrictors are missing or damaged please report this to your Hall Supervisor or reception team.



SECURITY



SafeZone is an Imperial app which lets you directly contact our Security team in an emergency. It immediately puts you in touch with a member of the team and gives you the option to share your location and personal profile. This can help our Security team to quickly respond to your specific needs.

SafeZone allows the entire College community to stay informed in the event of a major incident, whether you're in London or a different country.

Download the SafeZone app for your direct line to the Security Team:
www.imperial.ac.uk/campus-security

Useful telephone numbers

Emergency on campus

Call campus security so they can coordinate the emergency response on:
 4444 (or 42444 at Silwood Park campus)

If calling from a mobile call 020 7589 1000 (or 020 7594 2515 at Silwood Park campus).

Non-emergency on campus

Call South Kensington Security on 58900 or 58920 (if calling from a mobile call 020 7589 1000) or contact hall staff - telephone numbers will be displayed around the hall.

Emergency off campus

Dial the UK emergency services number - 999 - and inform hall staff when you can

Personal security

London is a safe city to live, study and explore. Staying safe at university, and taking responsibility for your own wellbeing, is mostly common sense. Download the Safe and Secure app and be sure to read our Safe and Secure guide for tips that will help ensure your personal safety while you are at Imperial.

Security in halls

Halls of residence can sometimes attract unwanted visitors. Here are some sensible security steps to follow.

- Never label your keys with your name and address or room number
- Lock your bedroom door, even if you're only going to the kitchen or bathroom, and remember to take your keys/access cards.
- Check doors and windows are locked at night or when going out — don't assume your room mate(s) will do it for you.
- Do not leave money or valuable possessions where they might be seen by a would-be thief, or in communal areas.
- Do not allow strangers to enter the hall or your room, whatever reason they may give, unless they can provide you with suitable identification. All staff are issued with personal identity cards. Investigate politely and, if you are suspicious, report to a member of staff.
- Do not, under any circumstances, pass your keys or access card to anyone else. Report the loss of a card or key immediately.
- Always be on the alert for intruders. If any incident or person causes you to be suspicious, do not hesitate to report it to a member of staff or security on 4444 immediately.



On campus

Imperial takes the safety and security of its students, staff and buildings very seriously. You can help ensure your own safety by following the best practice recommendations below.

- Carry your security pass (ID card) with you at all times and produce it when requested by a member of Security or College staff
- Report lost cards immediately to Security (see telephone numbers on previous page). Do not give your ID card to a friend or family member to use
- Be alert for any suspicious packages or behaviour and report it to hall staff or Security – the College has the right to search any mail deemed suspicious
- Report anything suspicious that you have seen or heard to hall staff in the first instance. If they are not available contact Security
- Be vigilant against tailgating and do not let an unknown person follow you through an access-controlled door. Make sure entrance doors are closed behind you
- Vacate academic buildings before midnight when access becomes restricted – the Library and halls are still accessible after this time
- Never leave personal valuables lying around. Lock them securely and out of sight. If any items are stolen from an unlocked room your insurance cover is invalid
- Safeguard your belongings against operatives who may need to enter your room while you are away by locking money and valuable items away. Never leave large amounts of money in your room
- Bank money as quickly as possible
- Report lost/stolen debit/credit cards to your bank immediately, as well as to the hall staff

Looking after your personal possessions

- Do not leave your personal items unattended in corridors or communal areas. Keep your possessions secure in your room or locked kitchen cupboard.
- Do not advertise your laptop – use an anonymous bag like a rucksack to transport it.
- Make sure your laptop is password protected, updated with the latest security/virus software from ICT and that you have a separate back-up of your work stored somewhere.
- Do not leave laptops or mobile phones unattended near open windows.
- Keep your phone with you but do not leave it lying around or carry it on your person prominently.
- Register your phone with your network operator. If you report your phone stolen, the operator can then bar the phone on all networks.
- Register your property on the free website: www.immobilise.com or mark your property with an ultraviolet pen.

Guests

The guest policy will be confirmed by your warden on arrival and may be subject to change in light of the Covid-19 situation.

Noise

To ensure life in halls is pleasant and peaceful for all, noise must be kept at a reasonable level at all times and restrictions are particularly enforced at night and during exam times.

Avoid shouting in corridors or out of windows, slamming doors and having loud discussions in your room or in the kitchen. If another resident asks you to be quiet please do as they ask - they might have an important test or deadline approaching. If you are disturbed by any loud noise and your requests for quiet are unsuccessful please contact the Hall Supervisor or Duty Warden. Some halls have quiet areas as an alternative place to work and study.

Parking and transport

There are no parking facilities available for students in halls or guests.

We actively discourage the use of any motorised vehicle; there are good transport links and bike routes between College sites. Motorbikes and mopeds (or component parts) must not be brought into halls.

At some halls there are limited parking facilities but these are exclusively reserved for students, staff and visitors with disabilities. These facilities are managed locally; please contact your Hall team for further information.

Bike storage

Imperial is keen to promote cycling as a healthy, sustainable and efficient way to travel so most halls have bike storage. Check with Hall staff for information on bike storage at your hall.

For health and safety reasons, bikes are not permitted in bedrooms or any communal areas (including corridors, stairways or fire exits). Do not chain your bike to railings or lampposts — any bikes found store in this way, or left in hazardous positions, will be removed. We also expect you to take your bike with you at the end of your stay.

The College does not want you to lose your bike but theft is common in central London — so please mark it, lock it or lose it! Follow these tips to help you keep your bike safe:

- Use a Solid Secure British Standard approved lock i.e. 'D' type locks, available from the Security Office in room 155 in the Sherfield building at a cost of £35 (RRP £85).
- Lock the frame of your bicycle to the locking point and, whenever possible, include the wheels and saddle.
- Never leave your bicycle unattended overnight unless in secure storage.
- Record the make, model, and serial number of your bicycle, along with any unique identifying features — a recent photo makes an excellent record.
- Make the most of the sessions held on campus, throughout the year, where you can get your bicycle frame marked with your personal details.

We strongly recommend that you take out additional insurance cover for your bike.

Learn more at www.imperial.ac.uk/estates-facilities/travel/cycling

Locate your nearest bike shop by visiting www.cyclescheme.co.uk



Vacating your room early

If you wish to leave halls early you will still be liable for your accommodation fees until the end date on your licence agreement, unless the room is re-let to another Imperial student who is not currently living in halls.

Notice to quit

If you wish to leave your room during the licence period, you should talk to staff from the Student Hub on Level 3 of the Sherfield Building and complete a 'notice to quit' form.

The Student Hub team will try to re-let your room, though there are no guarantees. You should also note the following:

- Rooms that were not previously occupied that year will always be let first.
- Rooms are re-let in the order of 'notice to quit' forms received.
- Rooms with particular criteria (i.e. a single sex only flat/corridor) may take longer to re-let.

Cessation of studies

If you formally withdraw, interrupt your studies or are de-registered from Imperial you must inform the Student Hub team immediately:

- You will not be eligible to remain in College accommodation.
- You will be released from your licence agreement, from the date you vacate your room and have returned your keys.

Note: Students at Silwood Park who wish to attend a field-trip should refer to specific terms and conditions within their licence agreement.

Confirmation of GP Registration Form

You should register with a local NHS doctor (GP) as soon as you have moved into your hall. Once you have registered with a doctor, please ask the surgery to stamp this form to confirm your registration and then pass on the stamped form to your Hall Warden.

Surname

First name

Date of birth

Name of Hall

GP practice (please stamp below)

Date

CUT ALONG DOTTED LINE

Useful contacts

Local Police

Tel: 101

NHS 111

Tel: 111

www.nhs.uk

Citizens Advice

Tel: 0844 411 1444

www.citizensadvice.org.uk

Transport for London (TfL)

Oyster Customer Service Centre

Tel: 0343 222 1234

www.tfl.gov.uk

National Rail Enquiries

Tel: 0845 748 4950

www.nationalrail.co.uk

Nightline

Tel: 020 7631 0101

www.nightline.org.uk

Samaritans

Tel: 0845 790 9090

www.samaritans.org

Frank (substance abuse support)

Tel: 0800 77 66 00

www.talktofrank.com

Big White Wall

(online anonymous support)

www.bigwhitewall.com

Please note: you will need to dial 9 from your hall phone to get an outside line. You will be able to call Local Police or NHS 111 using your room telephone without external credit.

If you need to dial one of the emergency services whilst on campus, please do so via Security on 4444 (or 020 7589 1000 from a mobile) so they can coordinate the emergency response units.

DISCLAIMER

The information in this guide is correct at the time of going to print (July 2021). For the latest information, please see the Accommodation website: www.imperial.ac.uk/study/campus-life/accommodation/current-residents

Student Accommodation Office

Supporting you in your new home from home

Whether living in our halls or in the private sector we are here to help.

College Accommodation

- Applications and queries
- Guidance for living in halls
- Medical and wellbeing support

Private Accommodation

- Support through all stages of your private housing journey
- Contract checking service
- Rent Guarantee

