Life in Halls: Introducing your Student Residence Adviser team

Student Residence Advisers (SRAs) are recruited from the UCL postgraduate student community and both the SRAs and the Wardens live amongst students in UCL halls and houses. The Wardens' role is to support and manage the teams of SRAs and in turn the teams support students settling into their new life in halls and to encourage a supportive, harmonious social atmosphere, maintain order and whenever necessary advise students with pastoral issues.

One of the SRAs is on duty every night from 5:30pm to 8:30am the following morning, and throughout the weekends and holidays. Alongside security staff who are also present at selected sites, this means there is always someone available (365 days per year) to provide support in case of an emergency in all UCL accommodation.

Wardens and SRAs develop connections with students and support them across a number of areas such as organising social events on site to referring students to the appropriate support services on offer at UCL.

When should you seek help and/or advice from a Student Residence Adviser?

- If you need/know someone who needs basic First Aid
- If you are worried about a fellow resident in your halls
- If you are feeling homesick or having trouble adjusting to a big city like London
- If you would like to get involved in what happens socially in halls
- If you are a victim or witness harassment/bullying of any kind
- If you see strangers in your halls
- If you notice an issue with the amenities outside of office hours - such as a water leak/flood
- If you are worried about loud music being played next door or other loud and disruptive noises, in particular after 11.00pm. Remember we need to sleep and study too!
- If you would like to talk to someone about the transition into halls

Anything else.....

SRAs:

- are the first point of contact for any welfare or pastoral issues you or a fellow student may have and can help signpost you to UCL’s support services for students and can call emergency services if you ever need them
• can help you get familiar with your accommodation site
• can tell you about some of the local amenities such as supermarkets and share any hidden gems
• will evacuate the building safely in the event of a fire alarm
• can provide you with useful tips for university life – remember they’ve all been in your position once upon a time

Most importantly, SRAs aim to ensure students feel safe and supported during their time in halls and the community is happy and respectful.

Wardens and SRAs can be contacted through the local hall office. If you have an emergency, out of hours (5:30pm to 8:30am, and all day and night at weekends) use the ‘duty mobile’ number (a list can be found at http://www.ucl.ac.uk/current-students/support/ssw/accommodation) – put this into your mobile phone contact list – even if you don’t need it, you may find a friend who doesn’t know it.

In addition to the Wardens and SRAs, UCL also has an out of hours’ telephone counselling and information service that is free and confidential. You will have seen a flyer in your welcome bag for this service. Store the telephone number in your phone along with the duty phone number so that you have it to hand if you need it.

Hopefully this has given you a good idea of what Wardens and SRAs do and how they can help you during your first year here at UCL. If you want to get involved in supporting the social aspects of living in halls you might want to nominate yourself as a Hall Rep or help the Hall Rep with any activities. You can find information about the role and the benefits on the Students Union website. The closing date for nominations is 11 October 2017.

Now meet the Wardens and their 2017-2018 SRA teams. Their photos are displayed at each residence and you will often see them wearing their distinctive Warden Team polo shirt or hoodie.

Denise Long, Director of Student Support and Wellbeing, is Warden of Schafer House, Prankerd House and Stapleton House.

Schafer House
Zouina Assassi
Aaron Kujawa
Richard Picardo
Denise Long

Prankerd House
Claudia Cristalli
Catriona Gold

Stapleton House
Ayesha Ahmed
Gareth Campbell
Solveig Settemsdal
Christen Van den Berghe

Mitesh Vagadia, UCL’s Student Funding Welfare Coordinator, is Warden of Ramsay Hall, Ian Baker House, Gower Street Houses and Goldsmid House.

Ramsay Hall/Ian Baker House
Taylor Enoch
Kathryn St John
Razvan Marinescu
Azfar Javed
Charlotte Bell
Mitesh Vagadia

Gower Street Houses
Joana Assis Manuel
Ram Aswani
Alessandro Galloni
Alexis Udegbe

Goldsmid House
Alexander Antrobus
Benjamin Barker
Erini Gallou
Amanda Rice
Marek Ziebart, Professor of Space Geodesy, is Warden of Langton Close and Frances Gardner House, Campbell House, John Dodgson House, James Lighthill House, John Adams Hall and Endsleigh Gardens.

**Langton Close / Frances Gardner House**
- Saima Azam
- Samuel Eduawor
- Heather Steele
- Erin Vehstedt
- Marek Ziebart

**Campbell House**
- Dean Connolly
- Martha McLaughlin
- Grace O'Regan
- Alex Wood (on site Residence Manager)

**John Dodgson House**
- Yasmin Aslam
- Sam Capindale
- William Devine
- Sian Smith

**James Lighthill House**
- Jenna Crosbie
- Lauren Horsfall
- Lukon Miah
- Zachery Spire

**John Adams Hall**
- Anne Fitzgibbon
- Young-Jin Hur

**Endsleigh Gardens**
- Radhika Poduval
- Aman Ubhi

David Batty, Professor of Public Health - Institute of Epidemiology and Health Care, is Warden at Ifor Evans Hall (which also includes Max Rayne House, Ann Stephenson House & Neil Sharp House), Hawkridge House, New Hall and Bernard Johnson House.

**Ifor Evans Halls**
- Stephanie Adeyemi
- Mikael Brudfors
- Vignesh Gopalan
- Charlotte Liu
- Michelle Naessens
- Theo Semertzidis
- David Batty
- Darren Watts (on site Student Accommodation Officer)

**Hawkridge House**
- Lee Chisman
- Tumi Imevbore
- Sophia Lam
- Carlos Siganporia

**New Hall**
- Bilal Aziz
- Elizabeth Chamberlain-Keen
- Samuel Eboreime
- Djamil Damry
- Gianpaolo Manalastas

**Bernard Johnson**
- David Gomez

Now here’s some great advice from some of our SRAs ….

“Students can always call us and talk to us if they feel homesick or if they have trouble accommodating to life in London, especially in the first few weeks. I found that many students are actually not aware that we do this, as they think we’re there only for emergencies” - Raz

“As SRAs we aim to ensure students feel safe and supported especially during their first few weeks at university. We encourage students to approach us if they encounter any difficulties” - Kathryn
"My thoughts are to mention that we are the first point of contact for any welfare or pastoral issues and that we are able to discuss any personal worries or concerns that students might have about anything and we have the knowledge to refer them onto other networks of support in a systematic manner. Also having been around London for a while, it's worth mentioning that in the first few weeks we can provide informal advice on studying tips, good places to go, where to buy stuff, saving money as a student etc" - Ram

"Coming into university can be a stressful period especially if you're from outside London. You're worried about adjusting, worried if you will get accepted and can make new friends. The SRAs are all graduates who went through the same experience. You can talk to us for any advice or help. We're here for you" – Azfar

"It's maybe a little generic, but a thing I would want students to know is: if they have any worries or concerns about starting university, then reach out to us SRAs as we will be more than happy to give advice or just have a chat" – Charlotte

"Goldsmid House team is there for you from the first day you arrive: we will be happy to guide you through the hall and the common areas, show you the basics around the neighbourhood and ready to share hidden gems in and around your new home!" – Eirini

"Moving to study in London is a rich and exciting experience in a student’s life, however it can also be stressful and emotionally exhausting. Speaking as someone who has lived in a number of different countries I personally found London the most difficult to adjust to. On the move in day, but moreover throughout the duration of the academic year I'd like to offer my support to students if they need to talk to another fellow student like myself about adjusting to the pressures of life in London. Be it exam pressure, integration within the university or at the halls and any other concerns that the students may have, I'm available to listen, advise and support students through their time at University College London" – Amanda

"SRAs are a great source of guidance on useful tips for Uni life - I mean we've made it this far right? So if you're feeling anxious about work-life balance, keeping up with your degree, managing your finances, etc. discuss it with your SRA. Even just talking about it can make the problem more manageable"- Alex

"I think it's important to highlight or address some of the more unique needs for the demographic of those staying here, i.e: that we at Ramsay Hall and Ian Baker House have a team with training and experience to support students who are overseas, LGBT, or under 18; also, that many of us either have been or currently are undergraduate tutors at UCL ensures our training and experience to support students through the unique stresses of undergraduate study, especially come exam time" - Taylor