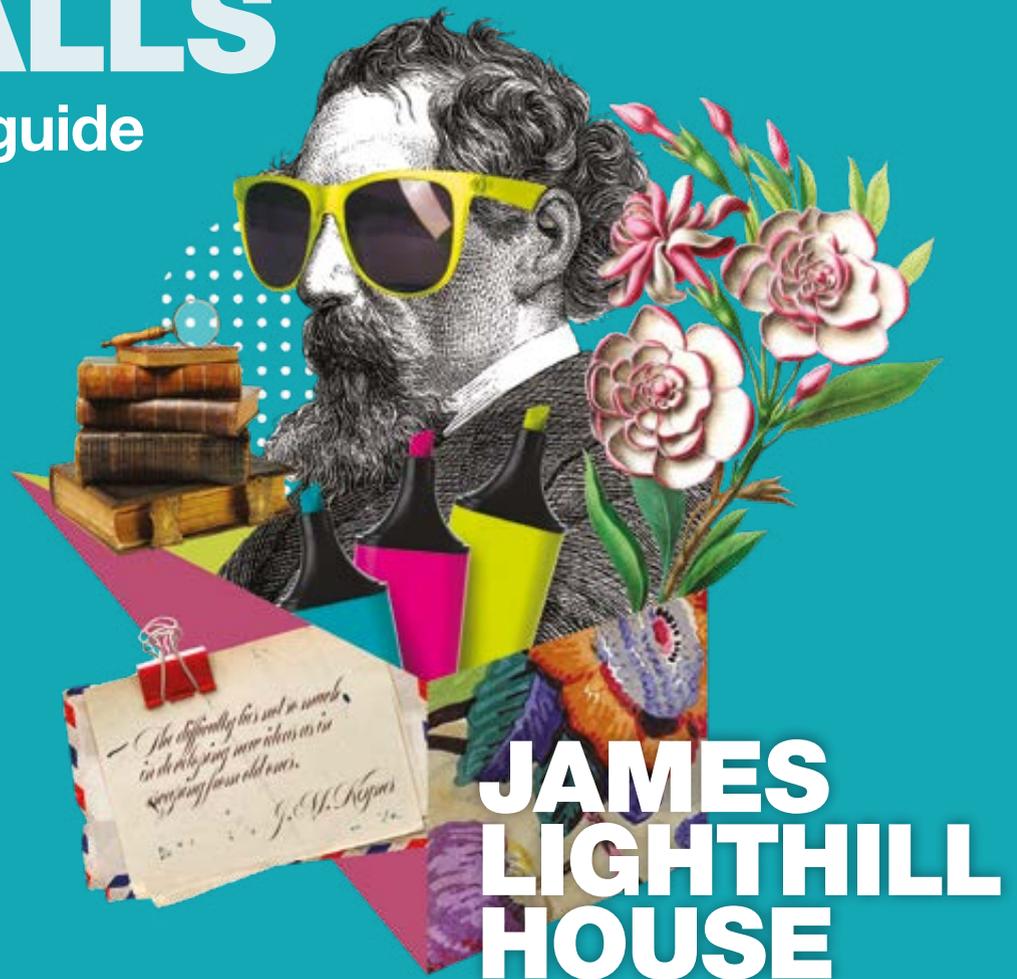




# HOW TO LIVE HAPPILY IN HALLS

Quick start guide

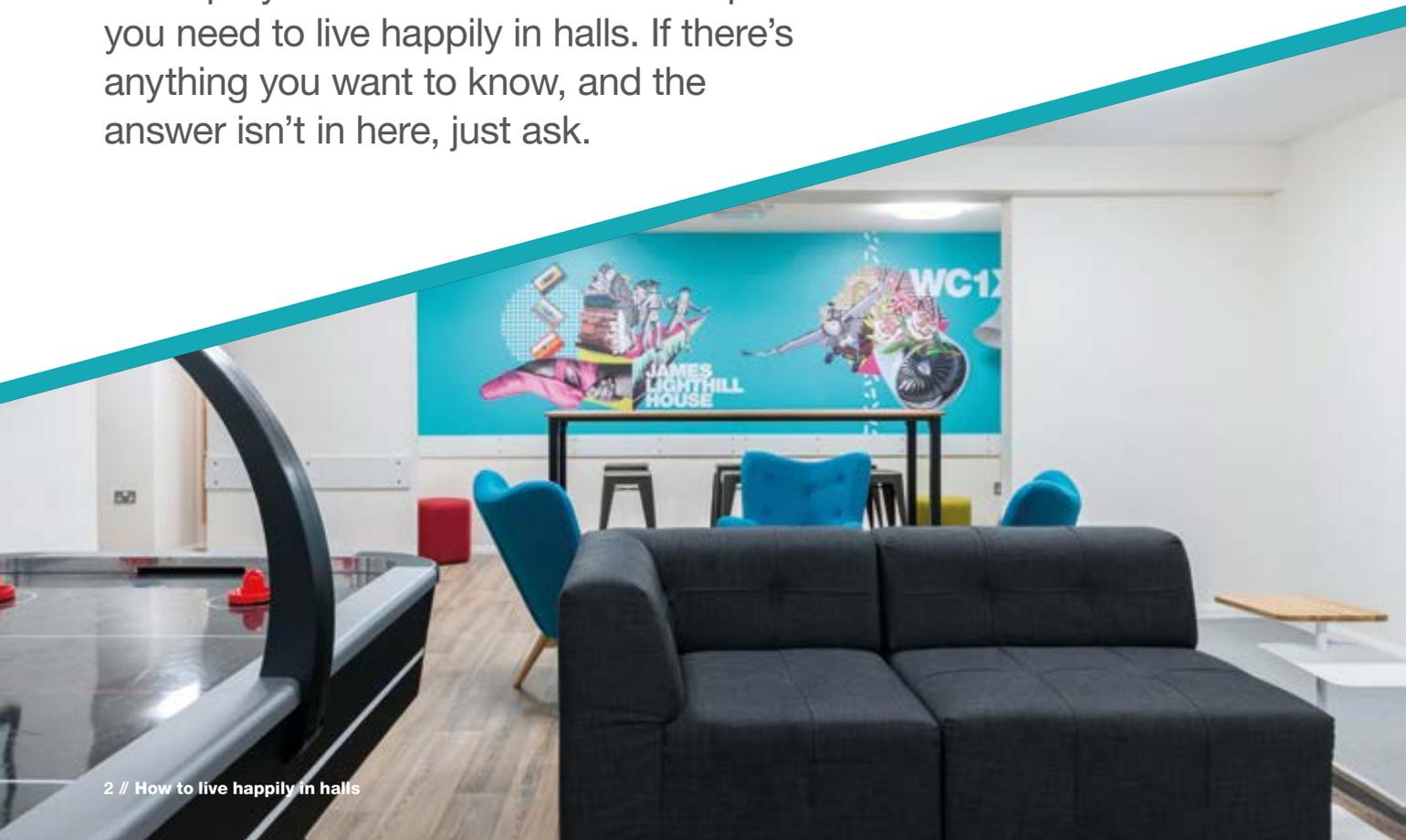


# JAMES LIGHTHILL HOUSE

# WELCOME TO UCL

**You've arrived, ready to study at one of the world's best universities. As you discover this exciting global city, you'll soon feel 'at home'.** At first, even simple stuff can seem stressful. Where to shop? How to get a bank account or see a doctor? How to use the Underground?

This quick guide aims to help get your university career off to a stress-free start. Based on advice from UCL students, we hope you'll find all the hints and tips you need to live happily in halls. If there's anything you want to know, and the answer isn't in here, just ask.



## Hall team

You'll find your hall team at reception, 08.30 to 17.30, Monday to Friday (excluding bank/university holidays). They take care of day-to-day management of the halls and you can call them on **+44 (0)20 7837 6704** or email **james.lighthill.house@ucl.ac.uk**

## SRA team

The Student Residence Advisers (SRAs) are postgraduate students who live with you in your hall and here for your well-being and welfare. They'll be based at reception for an hour every day if you've got any questions or want to talk about a specific issue. Out of hours (5.30pm – 8.30am on weekdays and all day at weekends), a member of the SRA team is 'on-call'. You can call your SRA team on the out of hours duty mobile number **+44 (0)74 3251 0043**



## Wi-Fi

Log on to Wi-Fi (Eduroam) using your UCL ID ([ucluserid@ucl.ac.uk](mailto:ucluserid@ucl.ac.uk)) and password. Prior to enrolment, students can use The Cloud network to access the internet in halls until 29th September. If you have any problems with Eduroam, call the Information Services Department (ISD) on **+44 (0)20 7679 5000** or email **servicedesk@ucl.ac.uk**

## Email (UCL account)

You'll need your UCL user ID and password that was set up as part of pre-enrolment. If you have any access issues, contact the ISD. All information from your department and central UCL teams will be sent to your UCL email account, so it's important to check it often.

## Follow UCL Accommodation

Keep up to date with accommodation announcements by following UCL Accommodation on social media. If you have a question about halls, just ask us.

   **@UCLACCOMMODATION**



# FIRST THINGS FIRST

## Student bank account

If you don't have a UK bank account, opening one is a good idea to manage your money more easily and safely. We strongly advise against carrying large amounts of cash or keeping money in your room.

When opening an account, you'll need a letter from UCL confirming your student status. This may be collected from the Student Centre. You will also need a letter confirming your current hall's address from the Student Centre or hall reception, as well as your ID.

For more information on how to open a UK bank account, including the documentation required and the different banking services available to you locally and digitally, visit [bit.ly/UCLbanksUK](http://bit.ly/UCLbanksUK)



## Online portals

Portico is an online student information portal which hosts key services such as paying your rent, choosing modules, checking grades and re-enrolment. You'll need your UCL user ID and password to log on. If you are having trouble joining Portico, call the Information Services Department (ISD) on **+44 (0)20 7679 5000**

Log on at [evision.ucl.ac.uk](http://evision.ucl.ac.uk)

Moodle is UCL's virtual learning environment which hosts all your subject module information such as lecture notes. Log on with your UCL user ID and password.

Log on at [moodle.ucl.ac.uk](http://moodle.ucl.ac.uk)

## Register with a doctor

Registering for local health services is one of the first things you should do. As a UCL student, you're advised to register with UCL's partner health clinic, Ridgmount Practice [ridgmountpractice.nhs.uk](http://ridgmountpractice.nhs.uk)



## Get to know your hall

You'll find the common room on the lower ground floor. It's the perfect place to meet new friends.

## Welcome Fair

Students' Union UCL organises the Welcome Fair – 28th / 29th September. It brings together more than 250 clubs and societies, commercial stalls, music and entertainment. It's a great opportunity to sign up to a club or society.

The Welcome to UCL app has details of events for ISOP and Welcome Week. You can find out more at [bit.ly/UCLWelcomeApp](http://bit.ly/UCLWelcomeApp)

## Explore UCL

UCL's main campus covers a large area of Bloomsbury, with additional sites around London and beyond. All central facilities are open to all students, no matter where you're based. The UCL Maps website ([ucl.ac.uk/maps](http://ucl.ac.uk/maps)) and the student app UCL Go! (available for Android and iOS) can help you find your way around.

## Note the address of your hall

(Your name)

(Room number)

**James Lighthill House**

University College London

3 Penton Rise

London

WC1X 9EN

## Fire alarms

Our fire alarms are tested once a week. If the alarm lasts more than a minute, or occurs outside of the weekly test time, you'll need to evacuate the building quickly.

## General Regulations

UCL publishes a General Regulations & Guidance Handbook on our website.

This document has information for students living in UCL accommodation and we recommend you read it.

[bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)

## Be wary of strangers

London is a big city and is generally safe. However, you do need to stay aware. Be cautious with who you let into your home and it's never a good idea to let strangers follow you in the front door.

If you do find strangers on the property, call a member of your hall team, SRAs or the Police. Trying to confront intruders is definitely not recommended. But do report the matter to the hall team or SRA team as soon as you can.

# YOUR ROOM

## Got a bedding pack?

If you haven't already purchased a bedding pack from UniKitOut, prices start from £24 and packs include a duvet, pillow, duvet cover, pillowcase and sheet. Visit [unikitout.com/pages/ucl-student-packs](http://unikitout.com/pages/ucl-student-packs)



## Got an inventory?

You'll find an inventory form in your room. Please complete this within your first 48 hours of arrival in your hall and return it to reception.

It's important to check your inventory. Note anything which seems missing or damaged, otherwise you may be charged at the end of the year. If you don't have a form, just ask your hall team.

## Inviting friends

You're welcome to have friends and family stay over. Visits are limited to three nights in a month-long period, and you must sign your guests in and out. For everyone's security, please email your hall team in advance with names and dates of any visitors.



## Drinking water

It is safe to drink water from any tap in your hall, unless labelled otherwise. Tap water in the UK is of high quality and purity, and there are plenty of drinking water fountains throughout the UCL campus.

## Room inspections

The inspection is a simple check to make sure everything is working properly in your room, and takes about five minutes.

Once a term, you'll get an email to let you know when your room inspection will take place.

## Room swap

If you would like to move rooms within your hall, you need to contact your hall reception and fill in a room swap form. If you would like to move halls, you can pick up a room swap form from the Accommodation Office at 117 Gower Street from 7th October onwards. If you already know another student you wish to swap with, the Accommodation Office can action a direct swap. If not, you can still complete a form and the Accommodation Office will let you know if they can meet your request.

## Decorating your room

There are lots of ways to personalise your room. You can put posters on non-painted surfaces such as pinboards, wardrobe and shelves.

Sorry, but fire hazards like candles, fan heaters and mains-powered fairy lights are not permitted. A full list can be found in UCL Accommodation General Regulations.

To make the room your own, UniKitOut is a great place to pick up room decorations such as battery-powered fairy lights, as well as useful things like adaptors and laundry baskets. [unikitout.com/pages/ucl-student-packs](https://unikitout.com/pages/ucl-student-packs)



# YOUR COMMUNITY

## Kitchen

Every shared kitchen has at least one oven, hob, fridge, freezer, microwave, kettle, toaster and sink, as well as food preparation areas and storage space. Due to fire risk, you must only cook in the kitchen.

## Noise levels

Please be respectful of your neighbours. You will need peace and quiet to study, and so will they. You may not think you're making much noise – but if someone is really trying to concentrate, noise can be distracting. We ask you to keep noise levels low between 23:00 and 08:00 on weekdays and between midnight and 08:00 on weekends – especially during exam time, when we don't allow parties in halls.



## Become a Hall Rep

At the start of every academic year, residents vote for their Hall Representatives. Each Hall Committee has a fund to help run community events for residents. As a Hall Rep, you can also get a discount on your rent. If you like the sound of becoming a Hall Rep, you can find out more at [studentsunionucl.org/hall-reps](https://studentsunionucl.org/hall-reps)

### Tidying and cleaning

Communal kitchen areas are cleaned once a week, and showers and WCs are cleaned three times a week. You need to keep your own room tidy. Remember to empty the wastepaper bin and keep on top of your washing up.

### Vacuum Cleaners

A vacuum cleaner is provided in each shared kitchen. It is your responsibility to ensure this is cleaned and that you put this back in the kitchen after this has been used. If you are in a studio, there will be a small number of vacuums that are stored at reception and will be available to sign out.

### Rubbish and recycling

James Lighthill House provides refuse and recycling containers in every kitchen. There're also recycling facilities in the bin area inside the fenced compound in the courtyard.

### Smoking

For the most part, UCL is a no smoking zone. You are not allowed to smoke or vape in your room or anywhere in the building. Some halls have designated outdoor areas where smoking is permitted.



## If you need help

Being a student can be difficult and stressful. If you find yourself in need of help or guidance, you're not alone. Whatever your reason, we're always here to help. We have many people you can turn to for support: Student Residence Advisers; your tutors; and the UCL Student Support and Wellbeing Services.

You can call in confidence on **+44 (0)20 7679 0100** or contact us through our student enquiries system **askUCL** at [bit.ly/StudentSupportAskUCL](https://bit.ly/StudentSupportAskUCL) once you have your UCL username and password set up.

UCL's Student Support and Wellbeing resources can be found online at [bit.ly/UCLWellbeingSupport](https://bit.ly/UCLWellbeingSupport)

# YOUR HALLS

## Paying your rent

Your rent is paid via Portico, once a term. You'll get an invoice via email with details on how to pay. If you are facing serious financial hardship and are unable to pay the full amount of a term's rent in advance, you may be able to pay in up to four instalments. Ask at the reception about rent instalment forms.

## Computer room

You'll find the computer cluster room on the lower ground floor of James Lighthill House. Log on using your UCL user ID and password. If you have any issues, you can call the Information Services Department (ISD) on **+44 (0)20 7679 5000** or email **servicedesk@ucl.ac.uk**

Cluster rooms have printing and scanning services. Charges apply and you can top up the credit on your UCL ID card online or in UCL libraries. To find out more, visit **bit.ly/UCLPrint**



## Keeping your bicycle safe

You can keep your bicycle in the rack in the front courtyard. Always keep your bike safe and secure – with a good D-lock to deter theft.

## Parking

We recommend that you don't bring a car to UCL. London has excellent transport networks, and it's much easier and faster than trying to get around by car. There is no parking available at James Lighthill House.

## Receiving mail

Normal letters are delivered to your post box in the security booth. Registered post or large parcels are also kept in the security booth. You will be notified by a card in your post box and find your name on a post list in the security booth. You'll need your UCL ID to collect any post.



## Washing your clothes

Laundry facilities are on the lower ground floor, open 24 hours. With a smartphone, you can pay via the Circuit Laundry app [circuit.co.uk/mobile-app](https://circuit.co.uk/mobile-app)

Currently the cost of a wash is £2.60, and a drying cycle is £1.60. You can use powder or tablets in washing machines – just put the detergent in the bottom of the drum.

## Reporting a fault

We look into all emergency faults right away.

Non-emergency maintenance is handled on a scheduled basis and you should let us know of any faults at the earliest opportunity. Your hall team log all maintenance issues and will inform you of planned works. If you find a fault, email the team at [james.lighthill.house@ucl.ac.uk](mailto:james.lighthill.house@ucl.ac.uk)



# YOUR NEIGHBOURHOOD

## Enjoy yourself and stay safe

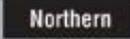
London is a big city. But, despite its history and famous architecture, it's maybe more like a collection of villages. Different areas have distinctive characters. It's a young city too – with lots to see and do for students. Social life can be a key part of student life. So, it's vital to stay aware of what's going on around you, especially at night or if you find yourself on your own. Be careful what you drink, and always plan how you're getting home.

\*For advice on alcohol, see [drinkaware.co.uk](http://drinkaware.co.uk)

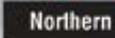
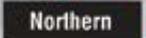
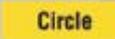
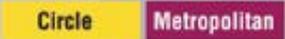
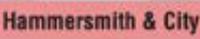


**Bus Stop**  
for  Main Campus take  
30/73/205 to Euston Square  
or take 476 to Euston  
also 214 to Archway and Highgate

**Bus Stop**  
Buses from the Euston area stop here  
30/73 to Angel  
205 to Liverpool Street  
214 to Moorgate  
476 to Northumberland Park

5 minute walk to  
  
Angel  


5 minute walk to  
King's Cross  
  


 Northern  
 Victoria  
 National Rail  
 Circle  
 Metropolitan  
 Hammersmith & City

## Halls

WC1X 9EN

## University

WC1E 6BT

// 25 minutes walk

## Local banks

### Lloyds

// 344 Grays Inn Rd  
Kings Cross  
WC1X 8BX

### Co-op

// 1 Islington High St  
N1 9TR

### Natwest

// 11 Upper St  
Islington  
N1 0PQ

### Barclays

// 38 Islington Green  
N1 8EH

## ATM/Cash machines

// 113 King's Cross Rd  
Kings Cross  
WC1X 9LR

// 153 King's Cross Rd  
Kings Cross  
WC1X 9BN

## Nearest supermarkets

### Tesco

// 122-128 Pentonville Rd  
N1 9TT

// 21 Caledonian Rd  
N1 9DX

### Waitrose

// 21 Liverpool Rd  
Islington  
N1 9EN

## Local shops

### Starr Pharmacy

// 81 Grays Inn Rd  
WC1X 8TP

### Argos

// 5 Grays Inn Rd  
WC1X 8PH

## Nearest IKEA

### IKEA

// 2 Drury Way  
N Circular Rd  
NW10 0TH

## Student bars\*

### Phineas Bar

// 25 Gordon St  
Bloomsbury  
WC1H 0AY

### Mully's

// Lewis' Building Basement  
136 Gower St  
WC1E 6BP

## Gyms, parks etc.

### Anytime Fitness London

### Kings Cross

// Unit 2 The Nido Building  
200 Pentonville Road  
Kings Cross  
N1 9JP

### Ozone Health and

### Fitness Club

// 1 King's Cross Rd  
WC1X 9HX

### Post box

// By the Nido building,  
towards King's Cross.

### Post office

// 17/21 Euston Road  
London  
NW1 2RY

## Police station and hospital

### Police station

// 2 Tolpuddle Street  
N1 0YY

### A&E

// University College Hospital  
on Euston Road  
NW1 2BU



# YOUR TRANSPORT

## Railcard

If you're aged 16-25 or if you're over 25 on a full-time education programme lasting at least 20 weeks, you're eligible for a 16-25 Railcard. This gives you 1/3 discount on rail travel across the UK. You can even link this card to your Oyster for further discounts. Visit [16-25railcard.co.uk](https://www.16-25railcard.co.uk)



## Oyster (18+ Student Photocard)

Many students are eligible for the 18+ Student Oyster photocard. This replaces the standard Oyster card and gives you a 30% discount off the price of adult-rate Travelcards and Bus & Tram Pass season tickets. If you use public transport regularly, an 18+ Student Oyster photocard is highly recommended. A Student Oyster card costs £20, so may not be worth it if you rarely use public transport. Find out more at the TfL website, visit [bit.ly/UCLOysterCard](https://bit.ly/UCLOysterCard)



## Public transport cost

You can pay as you go on all London buses displaying the TfL logo. Current fares start at £1.50 with a contactless bank card or Oyster card. Costs for all Tube, DLR, London Overground and TfL Rail services and National Rail services in London can be found at [bit.ly/UCLPublicTransport](https://bit.ly/UCLPublicTransport)



## London Underground links (James Lighthill House)

Kings Cross St. Pancras (N1 9AL) – Circle, Hammersmith & City, Metropolitan, Northern, Piccadilly and Victoria lines and mainline services.

Angel (N1 8XB) – Northern line.

## UCL by foot

UCL's Central Campus is a 25-minute walk from James Lighthill House.

Plan your route at [citymapper.com/london](http://citymapper.com/london)

## UCL by bus

Catch the number 73 from outside James Lighthill House and this will take you to directly outside the gates of UCL's Central Campus.

Find more information on fares at [bit.ly/UCLbyBus](http://bit.ly/UCLbyBus)

## UCL by Underground

Take the Circle, Hammersmith & City or Metropolitan line from Kings Cross to Euston Square. This station is a three-minute walk from UCL's Central Campus.



## Parking information

Your nearest National Car Park (NCP) is Brunswick Square, Marchmont Street, London, WC1N 1AF  
Call +44 (0)84 5050 7080  
or visit [ncp.co.uk](http://ncp.co.uk)

## Congestion charge

The Congestion Charge is a toll on vehicles within Central London. It operates Monday to Friday, between 07:00 and 18:00. James Lighthill House is not within the Congestion Charging zone.

An Ultra Low Emission Zone (ULEZ) also operates 24 hours a day, 7 days a week, every day of the year in this same area. Most vehicles need to meet the ULEZ emissions standards or drivers must pay a daily charge to drive within the zone. Find out more at [bit.ly/UCLulez](http://bit.ly/UCLulez).



# WORKING

## National Insurance number

If you are a non-UK student eligible to work in the UK, then you'll need a National Insurance (NI) number. The NI number allows the government to record your National Insurance contributions and the taxes that you should pay. You can start work without an NI number. (UK nationals should have received their NI number at age 16.) Find out more at [bit.ly/UCLApplyNIN](https://bit.ly/UCLApplyNIN)

## Part-time job

If you're looking for work experience or just some extra money, you can get help finding a part-time job through the myUCLCareers listings and the Students' Union JobShop [bit.ly/UCLJobShop](https://bit.ly/UCLJobShop)

If you're an international student on a Tier 4 Student visa, there are restrictions on the number of hours you can work. Make sure you adhere to the terms of your visa. For more information on student visas, visit [bit.ly/UCLTier4VisaJobHelp](https://bit.ly/UCLTier4VisaJobHelp)

Find out more at [bit.ly/UCLcareers](https://bit.ly/UCLcareers)



# SAVING MONEY

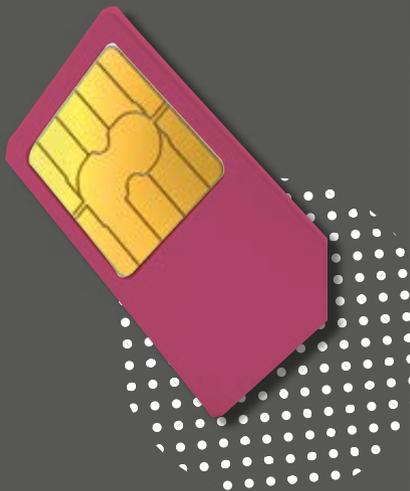
## TOTUM card

All students on a programme lasting longer than 12 weeks are eligible to get a TOTUM card from the National Union of Students. As the most widely recognised student discount card, this gives you access to a wide range of discounts and services. You can choose from a one-year card for £12, a two-year card for £22 or a three-year card for £32. Find out more at [bit.ly/UCLNUSCard](https://bit.ly/UCLNUSCard)

## SIM card

If you're an international student, it's worth considering a UK SIM card for your mobile phone. This may make local, as well as international, calls more affordable.

You'll find a free SIM card in your Welcome Box.



# LIVING WELL ON A BUDGET

## Make your own lunch

Try to eat healthily. Shop wisely and plan your meals in advance.

Eating 'on-the-go' can be expensive. Making your own healthy lunch can be good for your finances and your wellbeing.

There's also a range of good foods at student prices from UCL and Students' Union UCL bars and cafés on campus.

Local markets can be good value too.



## Reusable water bottle

Water is free from drinking water fountains all over campus, so carry a refillable water bottle with you rather than paying for bottled water. You can also use the Refill app (available for Android and iOS) to find free places to refill across London.

## Coffee cups

Got a reusable coffee cup?

You will receive a discount at all coffee shops on campus.

Reusable cups are available on a not-for-profit basis at UCL cafés and the Students' Union UCL shops.

Find out more at [bit.ly/UCLditchDisposable](https://bit.ly/UCLditchDisposable)



**Once you've settled in, and maybe explored a bit of your new home and neighbourhood, your thoughts may turn to day-to-day practicalities.** How do I report a fault or maintenance issue? What do I do if I feel unwell? What's a TV Licence?

Here are a few general pointers to help you enjoy a healthy, happy time as a student in UCL halls and get the most out of living in London.



# A-Z

## A

### Absence from halls

If you stay away overnight, let your hall team know by email. It's important they know who is in the building in case of a fire.

### Alcohol

The UK has a fairly open attitude to alcohol. However, it is against the law to buy or drink alcohol if you're under the age of 18. Some bars will not serve you if you're under 21, and you will need ID to get served. Buying or giving alcohol to someone under 18, or encouraging anyone under age to drink alcohol, is illegal. [drinkaware.co.uk](http://drinkaware.co.uk)

### Anti-social behaviour

Anti-social behaviour is any action or speech that affects the wellbeing of our residents or which compromises the health and safety of others or UCL property. Disciplinary action may be taken against anyone engaging in anti-social behaviour. To find out more, see UCL Accommodation General Regulations at [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)



## B

### Bed linen

UCL does not provide bed linen or towels. If you wish, you can buy a bedding pack from UniKitOut. Prices start from £24 and packs consist of a duvet, pillow, duvet cover, pillowcase and sheet. [unikitout.com/pages/ucl-student-packs](http://unikitout.com/pages/ucl-student-packs)



## Bicycles

When cycling, stay safe on the streets. Use lights, wear bright or reflective clothes and a helmet. Remember to keep your bike safe and secure. We suggest using a strong D-lock to deter theft.

You can store your bike in designated areas on campus and some halls have bike storage facilities. You mustn't store your bike inside your room, hall, flat or attached to the building exterior. UCL cannot accept responsibility for your bicycle and, if your bike is valuable, insurance cover is advised.

## C

### Complaints

We welcome student feedback. The best way for us to make improvements is to hear what you have to say. Feedback forms are available from your reception.

There are more details in the UCL Accommodation General Regulations [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)



### Computer room

There are computer cluster rooms in some of our accommodation at UCL. Log on using your UCL user ID and password. If you have any issues, you can call the Information Services Department (ISD) on **+44 (0)20 7679 5000** or email [servicedesk@ucl.ac.uk](mailto:servicedesk@ucl.ac.uk)

### Council Tax

Generally, as a student, you do not have to pay Council Tax. Your UCL student accommodation is exempt from Council Tax.

## Contract

View your contract any time by logging on to UCL Accommodation Online Services. [residences.ucl.ac.uk](http://residences.ucl.ac.uk)

## D

### Damage

If you come across any damage, please report it to your hall team as soon as possible. Sometimes charges are made for any necessary repairs, lost UCL property or if we have to clean up. You can find more details in the UCL Accommodation General Regulations [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)

### Decorating

We're sorry but candles, fan heaters and mains-powered fairy lights are not permitted as they're serious fire hazards. There are lots of other ways to personalise your room. You can put posters on non-painted surfaces such as pinboards, wardrobe and shelves.

To make the room your own, UniKitOut is a great place to pick up room decorations such as battery-powered fairy lights, as well as useful things like fused adaptors and laundry baskets. [unikitout.com/pages/ucl-student-packs](http://unikitout.com/pages/ucl-student-packs)



## Deposits

Your deposit will be offset against the final instalment of your rent unless there are outstanding charges. For more information see the General Regulations [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)



### Discrimination and personal harassment

Harassment is prohibited at UCL and any incidents should, in the first instance, be reported to your hall team or your SRA team.

### Drinking water

All kitchen taps provide drinking water, unless labelled otherwise.

### Drugs

We don't allow illegal drug use or distribution at UCL. This includes legal highs or new psychoactive substances. UCL's drug and alcohol policy can be viewed online at [bit.ly/UCLdrugPolicy](http://bit.ly/UCLdrugPolicy)

For more information, see the UCL Accommodation General Regulations [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)

## Disability

At UCL we have an inclusive learning and teaching environment, allowing all students to access the same opportunities. If you'd like to find out more visit: [bit.ly/UCLdisabilitysupport](https://bit.ly/UCLdisabilitysupport)

You can contact Student Support and Wellbeing on **+44 (0)20 7679 0100** or through our student enquiries system **askUCL** at [bit.ly/StudentSupportAskUCL](https://bit.ly/StudentSupportAskUCL) once you have your UCL username and password set up.



## Doctor

Registering for local health services is one of the first things you should do. As a UCL student, you're advised to register with UCL's partner health clinic, Ridgmount Practice: [campusdoctor.org.uk/ucl/reg.html](https://campusdoctor.org.uk/ucl/reg.html)

### Ridgmount Practice

8 Ridgmount St, Fitzrovia, WC1E 7AA

// Call the practice on **+44 (0)20 7387 6306**

// Email the practice at [gpp@nhs.net](mailto:gpp@nhs.net)

// Visit the Ridgmount Practice website at [ridgmountpractice.nhs.uk](https://ridgmountpractice.nhs.uk)





## Financial aid

Looking after your own cash and living on a student budget isn't always easy. If you ever find yourself under financial strain or need to find help, then there's some sound advice on the Fees and Funding page of the UCL website. Visit [bit.ly/UCLfeesandfunding](https://bit.ly/UCLfeesandfunding)

You can get in touch with a student funding adviser through our student enquiries system **askUCL** at [bit.ly/StudentFundingAskUCL](https://bit.ly/StudentFundingAskUCL) once you have your UCL username and password set up.



## E

### Electrical appliances

You'll find an adaptor in your room, and there are two in twin rooms. We use appropriately fused, UK-bought adaptors (13 AMP). We don't allow the use of cubed-style adaptors, so please use only trailing-style, fused, multi-socket adaptors.

Any personal equipment must be in a good state of repair, suitably fused, checked for safety (casing, wire and plug) and comply with the UK voltage supply (230v). The electrical equipment from some countries (especially those outside of the EU) may not be suitable for use in the UK. If you use lower-voltage equipment (110v) in the UK, it's likely to cause damage to your equipment, even though it may connect to the electrical supply with an adaptor.

### Electricity and gas

Your rent includes the cost of both electricity and gas. You can help reduce our carbon footprint in halls by turning off all appliances, lights and switches within your room.

### Emergency

If you have an emergency, **call 999** for the **Police, Ambulance Service or Fire Brigade**. This is a free service. You should also inform the hall team or SRA team about any emergency, as soon as you can.

### Electoral registration

It's up to you to register to vote at any time. You're able to register online, but you should remember to include your room number if you do. All details can be found at [gov.uk/register-to-vote](https://www.gov.uk/register-to-vote)

## F

### First aid

If you need first aid, the hall team or SRA team can help you, 24-hours a day.

### Fire alarms

Fire alarms are tested every week. You may find this irritating, but it's definitely more fun than being rescued by the fire brigade. If the alarm lasts more than a minute, you'll need to evacuate the building. If you're slow to leave the building, or stay inside during an alarm, this creates unnecessary risk, stress and work for our staff.



## G

### General Regulations

They may be boring but the 'UCL Accommodation General Regulations' are important. These are the rules by which, as a student, you have to abide.

It's well worth giving them a quick read at [bit.ly/UCLregulations19](https://bit.ly/UCLregulations19)

### Guests

Visits from guests are limited to three nights in a month-long period. You will need to email the hall team in advance with names and dates of any visitors you may have.

In a twin room, your room-mate must agree to visitors in advance. You will need to email the hall team in advance with names and dates of any visitors and confirm your room-mate has given permission for you to have visitors.



## H

### Hall Committee

The Hall Committee for each hall is made up of the Hall Rep and SRAs. Each Hall Committee has a fund to help run events for residents.

### Hall Reps

At the start of every academic year, residents vote for their Hall Representative. As a Hall Rep, you chair the Hall Committee and act as the voice of your fellow residents. Hall Reps also get a discount on rent. If you like the sound of becoming a Hall Rep, you can find out more at [studentsunionucl.org/hall-reps](https://studentsunionucl.org/hall-reps)

### Health and safety

Our health and safety provisions at UCL ensure all the necessary precautions are taken to provide you with a safe and secure environment. If you have any concerns about health and safety, you should send an email to your hall team.

UCL's Health and Safety Policy is available at [bit.ly/UCLhealthAndSafety](https://bit.ly/UCLhealthAndSafety)



## Health and medical arrangements

If you feel unwell, you should make an appointment to see your doctor. If you need help, contact your hall team during the day or, out of hours, the SRA team. If you're diagnosed with a serious infectious disease which may pose a risk to other students, for example, meningitis, mumps, pandemic flu etc., please notify your hall team right away or, out of hours, your SRA team.

If you have an emergency and need an ambulance **call 999**

For most halls, the nearest hospital with a 24-hour A&E department is

**University College Hospital (UCH)**,  
235 Euston Road, NW1 2BU.

Call the hospital on **+44 (0)20 3456 7890**

You'll find a reliable source of health and dental information available from NHS 111 Direct. You can **call them on 111** from any landline or mobile phone free of charge or visit **[bit.ly/UCLNHSEmergency](https://bit.ly/UCLNHSEmergency)**

If you have a non-emergency, but still require assistance, you can contact UCL's Student Support and Wellbeing, details at **[bit.ly/UCLStudentSupport](https://bit.ly/UCLStudentSupport)**

You should report any accident, injury or emergency you have in halls to your hall team as soon as possible.



## I

### ID

You will be issued with a UCL ID smart card when you enrol. If you need a replacement ID, bring a form of personal ID (e.g. bank card, driving licence) to the Security Office in the Andrew Huxley Building in the South Quad of UCL's Bloomsbury Campus – use the door closest to the Geology building.



### Insurance

At UCL, we provide a block insurance policy. However, we encourage you to think about whether you might need further cover. UCL takes no responsibility for loss of personal property. Check what's covered at [bit.ly/cover4insurance](http://bit.ly/cover4insurance)

### Internet access

Your internet connection cost is included in your rent. Log on to Wi-Fi (Eduroam) using your UCL user ID ([ucluserid@ucl.ac.uk](mailto:ucluserid@ucl.ac.uk)) and password. Prior to enrolment, students can use the The Cloud network to access the internet in halls. If you have any problems with Eduroam, call the Information Services Department (ISD) on **+44 (0)20 7679 5000** or email [servicedesk@ucl.ac.uk](mailto:servicedesk@ucl.ac.uk)

### Inventory

You should have an inventory form in your room when you arrive. You must fill this in and return to your hall team within 48 hours of moving in.

## Information for international students

UCL has a website that's dedicated to helping all of UCL's international students. The UCL International Student Support site will give you information and guidance on a variety of useful topics and can be found at [ucl.ac.uk/iss](http://ucl.ac.uk/iss)

If you have any queries for the team, you can contact them by email [internationalssupport@ucl.ac.uk](mailto:internationalssupport@ucl.ac.uk)

For questions about your visa, immigration, or employment, the Students' Union UCL Advice Service can help you. Visit [studentsunionucl.org/help-and-advice/advice-service](http://studentsunionucl.org/help-and-advice/advice-service)

The UKCISA can also give you guidance on living and studying in the UK. Visit [ukcisa.org.uk](http://ukcisa.org.uk)

## International students and the NHS

You can find out about NHS services at [bit.ly/UCLinternationalNHS](http://bit.ly/UCLinternationalNHS)





# K

## Keys

Your keys cannot be duplicated, except by the hall team. Please keep your keys safe at all times. Your keys are your responsibility. It's up to you to return keys to the hall team at the end of your occupation. If you lose your keys, you need to call the hall team or SRA team right away. For new keys, you'll be asked to show ID and a charge may apply:

- // £5 to replace a key card (Astor College only)
- // £40 to replace a set of room keys (includes fob, room keys, post key)
- // £30 for a lock change (plus additional charge for room keys)
- // £20 to replace a fob/swipe or access card/single key (front door, post box, bicycle shed)
- // £5 for a replacement meal card.

## Kitchen

Food preparation areas, storage and cooking facilities are provided in every kitchen. No cooking is permitted anywhere else in the halls. Cooking should never be left unattended. Maintaining a good standard of hygiene in shared kitchens is important and will minimise food hygiene risks and avoid pests:

- // Defrost and clean fridges/freezers once every 3–6 months
- // Keep all food in sealable containers and store in cupboards
- // To allow the kitchen to be cleaned, personal items and food should be stored and surfaces and sinks left clear on the allotted cleaning day.



## L

### Laundry

You have access to laundry facilities on-site. With a smartphone, you can pay via the Circuit Laundry app – [circuit.co.uk/mobile-app/](http://circuit.co.uk/mobile-app/). Currently the cost of a wash is £2.60, and a drying cycle is £1.60. You can use powder or tablets in washing machines – just put the detergent in the bottom of the drum.

### Leaving instructions

On your day of departure, you need to vacate your room by 10am and return your keys, swipe / access card and electronic key fob to reception.

Your accommodation (including bathroom, if en-suite) and kitchen should be left clean or charges will be applied. For more information about charges, visit [bit.ly/UCLregulations19](http://bit.ly/UCLregulations19)

### London congestion charge

You may be subject to the Congestion Charge if you drive a vehicle within the charging zone from Monday to Friday, between 07:00 and 18:00. The Congestion Charge does not apply on weekends, English public holidays, designated non-charging days, or from Monday to Friday, between 18:00 and 07:00.

UCL Bloomsbury Campus falls within the Congestion Charging zone, as do the following residences: Astor College, Arthur Tattersall House, Campbell House, Endsleigh Gardens, Frances Gardner House, Gordon Square, Ian Baker House, James Lighthill House, John Adams Hall, John Dodgson House, John Tovell House, Langton Close and Ramsay Hall.

For further details visit [cclondon.com](http://cclondon.com)

An Ultra Low Emission Zone (ULEZ) also operates 24 hours a day, 7 days a week, every day of the year in the same area. Most vehicles need to meet the ULEZ emissions standards or drivers must pay a daily charge to drive within the zone.

Find out more at [bit.ly/UCLulez](http://bit.ly/UCLulez)



## M

### Maintenance

If you find a fault or defect, you should email your hall team as soon as possible. We look into all emergency faults right away. Non-emergency maintenance is scheduled on a priority basis. Our hall team log all repairs and pass them onto the maintenance team. Out of hours, if you have a major issue, call the SRA team.

### Meningitis and MMR

All 1st year undergraduate students younger than 25 years of age are recommended to have the Meningitis ACWY vaccine before attending university. If you have not had this vaccine, ideally you should get it during the first few weeks of term as the vaccine takes time to become effective.

Students are also recommended to ensure they have received two doses of the MMR [mumps, measles and rubella] vaccine and this is usually given to children worldwide as part of the routine immunisation schedule.

Your doctor can provide this immunisation if eligible.

## Mental Wellbeing

Student life can be fun and exciting. But it can also feel stressful and lonely. If you, or someone you know, feels isolated, homesick, depressed or stressed-out, you're not alone. You can talk confidentially to the hall team or SRA team at any time. If you have a specific personal problem, we can help put you in touch with expert advisors.

UCL Student Psychological Services has a range of help and information available. Support ranges from personal development workshops and one-to-one counselling, to self-help guides and online guidance. Find out more at [bit.ly/UCLmentalhealth](https://bit.ly/UCLmentalhealth) or call on **+44 (0)20 7679 1487**

See the guide to UCL's Student Support and Wellbeing services at [bit.ly/UCLStudentSupport](https://bit.ly/UCLStudentSupport)

If you're diagnosed with a mental health condition, the Student Disability Services at UCL is a useful contact and it's worth registering when you arrive.

Call them on **+44 (0)20 7679 0100**

Contact them through **askUCL** at [bit.ly/DisabilityServicesAskUCL](https://bit.ly/DisabilityServicesAskUCL) or visit [ucl.ac.uk/disability](https://ucl.ac.uk/disability)



## N

### Noise

Other students may want to study or sleep at different times than you do, so please respect their need for quiet time. Please keep noise to a minimum between 23:00 and 08:00 on weekdays, and between midnight and 08:00 on weekends – especially during exam time, when we don't allow parties in halls.

There are more details in the UCL Accommodation General Regulations [bit.ly/UCLregulations19](https://bit.ly/UCLregulations19)

## P

### Parking

We recommend that you don't bring a car to UCL. London has excellent transport networks, and it's much easier and faster than trying to get around by car.

### Parties

You're welcome to hold small parties and get-togethers. We just ask that you make an email request, giving the hall team two weeks' notice. Once your party is approved, you'll receive permission by email.

### Pest control

It's unlikely but if you spot any unwanted pests, please email the hall team right away. We have pest controllers contracted to UCL Accommodation, and they'll respond appropriately.

### Post

If you're receiving mail from overseas, it's important to be aware of the restrictions on posting items to the UK.

During times of university closure (i.e. Christmas and Easter), halls will request post to be withheld from delivery for security reasons.

Don't forget to change your address after you leave – your post won't be forwarded to you. If post and deliveries arrive after you've left, this will be refused or returned to the sender.

See details in the UCL Accommodation General Regulations [bit.ly/UCLregulations19](https://bit.ly/UCLregulations19)

### Privately rented accommodation

If you need advice on moving from halls into the private sector, see the advice site for UCL students by UCL students [housingadvice.london](https://housingadvice.london) University of London Housing Services can offer advice [housing.london.ac.uk](https://housing.london.ac.uk) UCL has a range of accommodation available for returning students, with rooms in both purpose built student accommodation at preferential rates and in private rental properties.

For more information, visit [bit.ly/UCLReturningStudents](https://bit.ly/UCLReturningStudents)



### Pets

Pets are not allowed. Guide dogs, trained to UK regulations, may be approved under special conditions.

### Prohibited items

The following items are prohibited in UCL Accommodation:

- // Portable heating equipment or humidifiers
- // Candles, incense sticks, oil lamps, fragrance burners
- // Smoking, e-cigarettes, hookah or shisha pipes, Nitrous Oxide (laughing gas)
- // Fairy lights (only battery operated are allowed)
- // BBQs or fireworks
- // Dartboards and ball games
- // Non-fused and cubed adaptors
- // Weapons

For more information, visit [bit.ly/UCLwhatNotToBring](https://bit.ly/UCLwhatNotToBring)

### Prohibited areas

We suggest that you should steer clear of all roof areas, balconies, parapets and ledges. Please observe all safety notices.



# R

## Rent

Your rent includes all utilities, such as gas, electricity, water and internet. Rent is payable at the start of each academic term. You'll get an invoice via email with details on how to pay. If you're having difficulty paying your rent, in the first instance, please contact your hall team.

View weekly fees and payment methods for all halls online at [bit.ly/UCLAccommodationRent](https://bit.ly/UCLAccommodationRent)

## Room inspection

Once a term, we carry out room inspections. The simple checks take five minutes to make sure everything is working properly. You'll get an email a few days before to let you know when it's going to happen. Your room can also be accessed by the hall team, as well as contractors who carry out repairs. You will usually be given 24 hours' notice unless it's an emergency. All of the hall team, including contractors, will show ID.



# S

## Security

You should always lock your door and close your windows when you leave your room. Please also make sure that all outside doors are locked behind you as you enter or leave. If you think you have spotted an intruder, or may have had something stolen, in the first instance please contact your hall team. Out of hours, contact your SRA team.

See [bit.ly/UCLsafety](https://bit.ly/UCLsafety)

## Smoking

For the most part, UCL is a no smoking zone. You are not allowed to smoke or vape in your room. Some halls have designated outdoor areas where you can smoke.



## Student Residence Advisers (SRAs)

Our team of SRAs are there to help you find your feet at UCL and to create a caring and supportive environment in your hall. They are your first point of contact for any wellbeing concerns and can signpost you to appropriate support services if you ever need them. In order to provide a positive experience for all residents, their role also includes welfare and discipline.

You can find the UCL Student Disciplinary code at [bit.ly/UCLdisciplinaryCode](https://bit.ly/UCLdisciplinaryCode)



## Student support

If you are experiencing difficulties – academic or personal – you can talk confidentially to the hall team or the SRA team. They are here to help you. You may also think about talking to your personal or departmental tutor. Your doctor can also help with a wide range of health, personal, social and emotional issues. For external support, visit:

Students' Union UCL Advice Service  
15 Gordon Street  
Call **+44 (0)20 7679 2998**

UCL Student Psychological Services  
3 Taviton Street  
Call **+44 (0)20 7679 1487**

London Nightline (term time only)  
Call **+44 (0)20 7631 0101**  
or visit [nightline.org.uk](https://nightline.org.uk)

Samaritans Helpline (24 hrs)  
Call **+44 (0)84 5790 9090**  
or visit [samaritans.org.uk](https://samaritans.org.uk)

Mind (mental health charity)  
Call **+44 (0)84 5766 0163**  
or visit [mind.org.uk](https://mind.org.uk)

Talk to Frank (drugs helpline)  
Call **+44 (0)30 0123 6600**  
or visit [www.talktofrank.com](https://www.talktofrank.com)

Drinkline (alcohol helpline)  
Call **+44 (0)80 0917 8282**

London Lesbian & Gay Switchboard  
Call **+44 (0)20 7837 7324**  
or visit [switchboard.lgbt](https://switchboard.lgbt)

Care First  
Call **+44 (0)80 0197 4510**  
or visit [carefirst-lifestyle.co.uk](https://carefirst-lifestyle.co.uk)  
for online messaging service.  
Log in using  
username **uclstudent**  
password **bentham**

There are more details in the  
UCL Accommodation General Regulations  
[bit.ly/UCLregulations19](https://bit.ly/UCLregulations19)

For a guide to UCL's Student  
Support and Wellbeing services,  
see [bit.ly/UCLStudentSupport](https://bit.ly/UCLStudentSupport)



## Summer accommodation

As a student, you're welcome to apply for summer accommodation. Places are allocated subject to availability, and a satisfactory payment and disciplinary record.

We can't give any guarantees about the style, cost or location of summer accommodation for students. In certain circumstances, you may also need to move halls.

[ucl.ac.uk/residences](http://ucl.ac.uk/residences)

## Sustainability

UCL is aware of its environmental impact and how we can work together for sustainable change.

There are many ways to be more sustainable. Get involved at

[ucl.ac.uk/greenucl](http://ucl.ac.uk/greenucl)

# T

## Tidying and cleaning

Communal kitchen areas are cleaned once a week, and showers and WCs are cleaned three times a week. You need to keep your own room tidy. Remember to empty the wastepaper bin and stay on top of your washing up. A mop, bucket, dustpan, brush and vacuum cleaner are provided in each shared kitchen.

You're responsible for the cleanliness of your own room, and for cleaning shared or communal facilities after you have used them. This includes showers, toilets and kitchen facilities. If your room is en-suite, you're expected to keep your own bathroom clean too. If you live in a studio or flat, the kitchen, bathroom and living areas should also be kept clean.



## TV licensing

If you want to bring a TV or use streaming services like iPlayer, then you will need your own TV licence. You won't be covered by the licence in your hall, or by a licence held at your home address, if you are viewing in your room. You can find further information about TV licensing at [tvlicensing.co.uk/students](http://tvlicensing.co.uk/students)

# W

## Window restrictors

Your windows are fitted with restrictors, and for your own safety and security, you're not permitted to tamper with them.

**We hope you've found some useful information and tips in our booklet.** From time to time, you may like to refer to the booklet when you have a query. If you need to get in touch, your Hall Team and SRA Team contact details are listed below.

**James Lighthill House**  
University College London  
3 Penton Rise  
London  
WC1X 9EN

**Your Hall Team**  
call +44 (0)20 7837 6704  
email [james.lighthill.house@ucl.ac.uk](mailto:james.lighthill.house@ucl.ac.uk)

**Your SRA Team**  
Out of hours duty mobile number  
call +44 (0)74 3251 0043

The information in this booklet is correct and complete at the time of publication. All recommendations are made without guarantee on the part of the authors or UCL.

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