

Accommodation Guide Avery Hill

Contents

Welcome	page 3
Your new address	page 3
Assistance	pages 4-7
<ul style="list-style-type: none">- Accommodation Service Centre- Sodexo Staff- Resident Assistants- Security- Student and Academic Support Services (SAAS)- Nightline- Accommodation fees- Feedback, complaints, and comments	
What is included in my room and flat?	pages 7-8
<ul style="list-style-type: none">- Internet- Insurance- Provided in your bedroom- Provided in your communal area- What do I need to bring?	
Campus Facilities	pages 9
<ul style="list-style-type: none">- The Dome- The Dome Gym- Laundrette- Students Union Shop	
Care of your flat and room	pages 9-12
<ul style="list-style-type: none">- Inventories- Looking after your flat and room- Ventilation- Cleaning- Recycling and rubbish- Flat inspection- Maintenance	
Living in halls	pages 12-14
<ul style="list-style-type: none">- Living with others- Guests- Smoking policy- Request to change flats, rooms, or halls of residence- Requests to end your license agreement early- Moving out at the end of your license agreement period- Storage- Continuing to live in halls during the summer and/or next year	

Health and Safety	pages 14-17
<ul style="list-style-type: none">- Bed bugs- Electricity – Efficiency and safety- Energy saving tips- Safety do's and don'ts- Checking electrical safety- Fire safety- Windows and balconies	
Medical needs	pages 18-19
<ul style="list-style-type: none">- Registering with a nurse- Dental care- First aid/medical emergencies	
Social and leisure	page 19
<ul style="list-style-type: none">- Students Union- Students Union Bar	
Travel and parking	page 19-20
<ul style="list-style-type: none">- Intercampus bus service- Bicycles- Parking- Taxi's/cab's	
Contacts	pages 20-21

Welcome

Welcome to University of Greenwich and thank you for choosing to live in the Student Village at our Avery Hill campus. We understand that moving to University is a very exciting time and there is a lot for you to take in. We hope that you find this guide useful in helping you to prepare for university life and get the most out of your time in halls.

Find out more about your accommodation <http://www.gre.ac.uk/accommodation>

We look forward to meeting you!

The Accommodation Team at the University of Greenwich

Your new address

Your new address in the Student Village must include your first and last name, your flat number and room followed by the following addresses for each court.

Aragon Court 257 Avery Hill Road London SE9 2EU	Boleyn Court 259 Avery Hill Road London SE9 2EW	Cleves Court 265 Avery Hill Road London SE9 2ER	Howard Court 263 Avery Hill London SE9 2EQ
Parr Court 267 Avery Hill Road London SE9 2ES	Seymour Court 255 Avery Hill Road London Se9 2ET	Henry Tudor Court 261 Avery Hill Road London SE9 2EP	

The Royal Mail will deliver post, sorted by flat number, to secure post boxes located at the entrance to each block. Students will be provided with a key to these boxes. A charge will be applied for a replacement key if lost or damaged.

It is important that you have your mail correctly addressed so that it is not delayed and is delivered correctly. If your mail is not addressed correctly, it will normally be returned to sender. When you move out of the Student Village or if you move to another flat within it, it is your responsibility to redirect your mail.

Please do not address parcels via the Accommodation Service Centre (Aragon Court) or the university. For security reasons, Accommodation Services staff will not accept parcels or courier deliveries over the desk. Any such parcels sent in this way will be returned to the sender. The university accepts no responsibility for lost, damaged or stolen post. Students are therefore advised to receive valuable post by recorded delivery.

Assistance

Accommodation Service Centre

There are many places to go for help and assistance while living in the Student Village.

Accommodation Service staff are available Monday to Friday to offer help and advice on all aspects of accommodation including raising maintenance concerns for residents of Aragon, Boleyn and Seymour Courts.

Accommodation Services
University of Greenwich
1 Aragon Court
257 Avery Hill Road
Eltham
London
SE9 2EU

Telephone for general enquiries: 020 8331 8272

E-mail for general enquiries: ah.accommodation@gre.ac.uk

Opening hours: Monday, Tuesday, Thursday & Friday from 9.00am – 4.45pm Wednesday 10.00am - 4.45pm(not including bank holidays).

For further information and updates please like us on Facebook at:
www.facebook.com/groups/averyhillhr

Accommodation Officers:

Aysha Al-Rubaie
Claire Hunter

Accommodation Services Manager:

Simon Charlesworth

Sodexo staff

For students living in Howard, Cleves, Parr and Tudor Courts, Sodexo is the company that manages facilities. Sodexo operate a Helpdesk, located in The Dome, on the ground floor Tudor Court, to assist with enquiries relating to:

- Building maintenance and repairs
- Cleaning and waste disposal
- Care and use of property and equipment (including damage reports)

Telephone: 020 8331 8015

E-mail: maintenance.averyhillcampus.uk@sodexo.com

Opening hours: Monday to Thursday, 8am until 5.30pm (not including bank holidays)
Friday, 8am until 5pm (not including Easter Friday)

Resident Assistants (RAs)

Also known as RAs, these are students who work for the Accommodation Service of the university. They live on site and are on call throughout the evening and weekends to offer care and support for residents (6pm - 8am Monday to Thursday and 6pm Friday to 8am Monday). They are also trained in First Aid. Contact details for the RA's can be found on your communal kitchen notice boards and block notice boards and at <http://www2.gre.ac.uk/current-students/accommodation>. We would advise that you save their number in your phone for easy access.

RAs are expected to:

- Respond to emergencies or welfare/pastoral care needs
- Ensure residential rules and regulations are followed
- Act on complaints about issues that arise outside of office hours (such as noise)
- Disseminate university information
- Promote health and safety awareness
- Plan and organise social and educational events
- Solve problems or refer you to someone who can help if they are unable to
- Provide information about local services, transport, etc.

RAs can't help with:

- Cleaning (apart from providing mediation in cases where there is a dispute in a flat about this)
- Caretaking
- Medication
- Maintenance – such as repairs, plumbing, and electrics
- Supplying items that students are supposed to provide themselves, e.g. toilet rolls, cleaning products.

Security

Security staff work on site 24/7, they are based in the Security Gatehouse located at the entrance of campus. They can assist students with all aspects of security including allowing access to flats in the event of lost keys and working with the RAs to help control anti-social behaviour. They should also be advised immediately if you have made a 999 call and emergency services will be attending. There is a poster available in each kitchen outlining the role of Security staff more fully and you are advised to read it and to store their number in your phone for easy access.

Telephone: 020 8331 9101

Please note that you are responsible for the security of your accommodation. You should always ensure that you close and lock all doors and windows when leaving. Personal belongings should be stored safe and securely. There are CCTV cameras in every court and on the perimeter of the Village to enhance security. This CCTV operates 24 hours per day, 365 days per year and is monitored by the security team

on the campus. Please also take care generally regarding your personal safety and follow safety tips sent to you by the Accommodation Service throughout the year.

Student & Academic Support Services (SAAS)

Whatever your circumstances, the university's support and advisory services, of which the Accommodation Service is one, can help you make the most of academic and social life at the University of Greenwich and support you in dealing with any issues or problems you encounter. Counselling and advice is available from qualified counsellors and welfare advisors who work within SAAS. The team also includes a disability and dyslexia advisor and an international students' advisor.

Further information about the other services offered can be found at www.gre.ac.uk/study/support.

Nightline

London Nightline is a confidential listening, support, and practical information service for students in London. You can talk to London Nightline about anything – big or small – in complete confidence. Volunteers are available to listen to whatever is on your mind. All London Nightline volunteers are students themselves who have undergone extensive training and understand that university life in London isn't always plain sailing.

The service is open from 6pm to 8am every night of term. You can contact London Nightline using the methods below:

Phone: 0207 631 0101

E-mail: listening@nightline.org.uk

Skype Chat: chat.nightline

Skype Phone: londonnightline

Text: 07717 989 900

Accommodation fees

You should already be aware of how much your accommodation is going to cost before your arrival as your Licence Agreement will have specified the total amount due for your contracted period. You also will have been asked to specify a type of payment plan when you filled out your hall application (single payment, termly or monthly). Please contact accommodation services if you require another copy of your Licence Agreement or information about your payment plan.

Accommodation fees and information about methods of payment can be found at the Accommodation Portal

You will be sent regular reminders about paying hall fees but it is ultimately your responsibility to make sure you pay on time whether you have been sent a reminder or not. We would advise you to contact the Accommodation Service should you have any questions regarding your accommodation fees.

Feedback, complaints and comments

We welcome any feedback – positive or negative – that you may wish to provide in order to help us continue to do things right or to improve the service that you receive. Please feel free to express these comments to Accommodation Service staff.

In the event that you have a specific complaint please contact the Accommodation Service ideally via e-mail or visit or phone the Accommodation Service to discuss your concerns. Every effort will be made to resolve issues raised as quickly as possible. If the complaint relates to a maintenance issue that you feel has not been dealt with quickly enough or appropriately, you must ensure that you let the Accommodation Service know via email (even if you report this in person or over the phone).

If a problem is not resolved after all attempts at resolution have been made by local managers, you may pursue a formal complaint via the Student Complaints Procedure. A full copy of these procedures can be provided to you by the manager upon request or from the university's website at

http://www.gre.ac.uk/_data/assets/pdf_file/0005/635153/Student-Complaints-Procedure-Jan-2016.pdf

Additionally, all University of Greenwich halls of residence are covered by the ANUK/Unipol Code of Standards. Students whose complaint relates to aspects of their accommodation covered by the code and who feel that their complaint has not been resolved within the university may wish to register a formal complaint with the National Code Administrator. A copy of the code containing information on how to make a Formal Complaint is available at www.nationalcode.org/.

What is included in my room and flat?

Internet

The Student Village has a 50Mbps service provided to you by Glide Student, the cost of which is included within your hall fees. This is available to you both wired and Wi-Fi. Glide Student provide TV and Gaming upgrade packages, Cloud Backup, and more.

If you experience any problems with your internet during your residence please contact the Glide Student 24/7 service desk directly on 0333123 0115 by email at studentsupport@glide.co.uk or via twitter at @GlideStuHelp

Insurance

Standard block insurance coverage for students is included within your accommodation fees. Further information about the policy, making a claim and/or purchasing additional coverage is available at www.endsleigh.co.uk/reviewcover

Provided in your bedroom:

- Bed, mattress and mattress protector
- Desk, chair and desk lamp
- Mini-fridge
- Wardrobe and shelving unit
- Under bed storage
- Waste Bin
- Mirror

Bedding and towels are NOT provided for you. Please bring these with you or purchase them after your arrival from a local shop.

Provided in your communal area:

- Electric cooker
- Kettle
- Microwave
- Toaster
- Waste bin
- Recycling bin
- Dustpan & brush
- Iron and ironing board
- Vacuum cleaner

What do I need to bring?

You will need to provide your own:

- Bedding
- Cutlery
- Crockery (we recommend that you pick a unique pattern so your items are easily identifiable)
- Cooking utensils
- Any other living items such as laundry baskets, bins, floor mats, toilet roll, and cleaning products
- Personal items to make you feel more at home such as posters, photos, laptop, and a television.

Please note that if you decide to bring a television with you or watch it on your laptop or tablet, you will need to purchase a TV Licence. Study bedrooms are single occupancy and require a licence per bed space (unless there is a single TV in the flat i.e. in the kitchen/dining area). Please visit <http://www.tvlicensing.co.uk/> for more information.

Campus facilities

The Dome

The Dome, located on the ground floor of Tudor Court next to the Accommodation Service Centre, includes a café open Monday - Friday 8am to 3pm. PCs and tables and chairs where students can meet as well as a gym (see below). The Sodexo Helpdesk, where residents of Cleves, Howard, Parr and Tudor Courts can report maintenance concerns, is also situated within the Dome.

The Dome Gym

The gym is fully air conditioned with the latest tunes provided over the sound system. For anyone that thought they had to leave their gym workouts at home, this campus gym is very affordable and right on your doorstep!

Further information about joining and prices the gym can be obtained by visiting the centre in person or by logging on to <https://www.gre.ac.uk/about-us/campus/facilities/sports>

Lauderette

There is a laundrette, operated by Circuit Laundry, located next to the Dome where you can do your laundry. There is a charge to use the washers/dryers, however Circuit Laundry offer a very competitive student price. Please report any faults with the washing machines and dryers with Circuit Laundry on 01422 820040

We ask that you do not hang wet clothes in your flat as this may cause damp and mould and it may also be a fire hazard if clothes are left on or near heaters. Please dry your clothes using the dryers provided.

Students Union Shop

The Students' Union Shop is located in Seymour Court next to the Dome. It sells stationery, confectionery, basic food, household items and newspapers.

There is also a busy shopping area on Eltham High Street, easily reachable using the 286 bus just outside of the Avery Hill Campus Southwood Site entrance, where you will find branches of many high street shops, banks, supermarkets, a police station and a post office.

Care of your flat and room

Inventories

When you have completed the checking in process on arrival into the Student Village, you will be given an inventory form for your study bedroom and the communal areas of the flat. It is important that you carefully read and complete the inventory forms as they will be used to determine any costs for damage or missing items within your bedroom and communal areas at the end of your residency.

Any discrepancies, defects and missing items should be noted – and the inventory must be returned within 72 hours of your arrival. If you have not received inventory forms when checking into the hall, please advise the Accommodation Service immediately in order to ensure you obtain these forms and return them. When you return the form, you will be given a copy which you should retain as proof that you have submitted the form in order to avoid any potential misunderstandings when your licence agreement finishes.

Looking after your flat and room

You are responsible for taking care of the fittings and furnishing in your flat and in addition to looking after your study bedroom, you are encouraged to work together with your fellow flat mates to ensure that the communal areas of your flat are kept in the condition they were in when you moved in.

Any damage or defacement, except caused by normal wear and tear, will be charged to the student responsible. If responsibility cannot be attributed to or recovered from a particular student, all residents within the particular flat or block may have to accept shared responsibility and any costs applied to the residents' hall fee accounts. Repair costs are displayed in flats and on communal notice boards. The list is not an exhaustive list, and further charges will be applied as appropriate. Any furniture or furnishings brought into the flat must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.

Students must request permission from the Accommodation Service before bringing furniture into halls and will be asked to remove any items that do not comply with these regulations. Please remember that any furniture that you bring into accommodation will need to be removed before you vacate.

Ventilation

It is important to keep study bedrooms and communal areas ventilated to prevent condensation and ensure clean air circulates. This is very important in study bedrooms to avoid damp and mould and in kitchens to ensure that they do not get smoky. This can be achieved by students completing the following:

- Ensure that all extractor fans in the flat are working and report any faults
- When cooking keep the kitchen door closed, open a window and use the extractor fan
- Cover pans when boiling
- When having a shower keep the door closed during and after
- Crack your window open when in residence (taking care to close and lock these when you are out)
- Do not hang clothes in your room – use the driers provided in the laundrette. If wet clothes are kept in the room, ensure the window is opened to allow ventilation

If you are having any problems with damp or mould in your room, please report this immediately to Accommodation Services (for Aragon, Boleyn & Seymour) or to Sodexo (for Cleves, Howard, Parr & Tudor).

Cleaning

Keeping your flat clean will create a happier environment for everyone as well as helping ensure that pests are not attracted!

You are responsible for keeping your bedroom, kitchen and toilet/shower rooms in a clean and tidy manner. However, a domestic assistant will visit your flat once a week between 9am and 12.30pm, Monday–Friday to clean your kitchen (in all flats) and the toilet/shower rooms (in flats in Aragon, Boleyn and Seymour Courts). Your flat will be advised of the day of the week when cleaning will take place. The sinks, work tops, cooker tops and floor in the communal kitchen area and the communal toilets and showers will be cleaned however in order to enable the domestic assistants to carry out their work, the kitchen and toilet/shower areas must be kept in a reasonable condition. This includes ensuring sinks/worktops are free of crockery, cutlery, etc. If this is not done, the domestic assistants will be unable to complete their normal tasks and you may be charged for additional cleaning necessary.

We recommend that you work together as a flat to ensure that your flat is kept in a good state, perhaps working with a cleaning rota to take it in turns. A Resident Assistant or Accommodation Service staff member can offer help and advice if you have any concerns about working with your flatmates to keep your flat in good order. There will be no domestic services provided for cleaning your bedroom however if you live in en-suite accommodation (Cleves, Howard, Parr and Tudor Courts), Sodexo will perform shower descaling on a 6 week cycle. They will notify you when your room is scheduled for this.

Recycling and rubbish

There are recycling facilities provided in your kitchen and on site. Recycling waste will be removed by the domestic assistants on a weekly basis but if your recycling needs emptying before this time you are expected to do this yourself.

Residents are responsible for disposing of their non-recycling waste or heavy waste in the communal bins within the courts. Glass can be taken to the glass bottle banks provided at the back of Cleves/Parr Courts or behind Aragon Court.

Flat inspections

Accommodation Services check flats from time to time, typically once a term, in order to ensure that the flat is in good condition in regards to rubbish disposal, furniture and general cleanliness. You will be notified by the Accommodation Service when your inspection will take place.

Maintenance

Aragon, Boleyn and Seymour - maintenance and repair requests for shared facilities flat should be made at the Accommodation Service Centre or via the link on the

Accommodation Portal. Replacement of faulty light bulbs for desk lamps, kettles, toasters and irons can be obtained from the Accommodation Service Centre. Please bring the defective item to reception stating a reason for the exchange.

Cleves, Howard, Parr and Tudor - maintenance and repair request for en-suite facilities flats should be reported to the Sodexo Helpdesk located in the Dome or via email at maintenance.averyhillcampus.uk@sodexo.com. Helpdesk staff will also assist with the replacement of light bulbs and other faulty goods.

By recording a request for repairs to be carried out you are giving permission for university staff/contractors to enter your flat or bedroom to complete the repair. Our maintenance teams work within timescale provided in the Accreditation Network UK (ANUK) Code of which the university is a signatory - http://www.nationalcode.org/Upload/File/NationalCode_Edu.pdf.

If you have made a request for a repair or replacement and it does not appear to have been dealt with in a reasonable amount of time, please contact the Accommodation Service to let them know and they can look into this on your behalf. This should always be done in writing via email even if you have notified the Service in person or via the telephone.

Living in halls

Living with others

Sharing a flat with other students can be fun but can also present some challenges. A good way to ensure this goes well is to try to get to know all of your flatmates and to treat others as you would like to be treated.

Consideration for others:

- Do not use other residents' possessions or eat their food. If you want to borrow something, ask first
- Avoid late night noise from stereos, TVs, loud talking or shouting, etc. and always respect a request to keep the noise down whatever the time of day. There should be no audible noise from outside your bedroom – headphones are a great way of ensuring this
- Take care when entering or leaving your room or the flat not to cause unnecessary noise or disturbance
- Don't let your flatmates get isolated – make sure they are ok
- If you are making special or extended use of the communal facilities, for example inviting friends to a meal, you should ensure that the other residents are not deprived of the use of the common spaces and facilities or check with them first
- Clear up when you have finished cooking and eating – it is unfair to expect the other residents to have to clean the communal facilities before using them
- Making a rota for the flat can be beneficial and helps to delegate responsibility

Tolerance of other residents:

- The university will not tolerate any form of bullying or harassment whether it be based on someone's race, faith, gender, sexuality, disability or anything else
- Others may have a different lifestyle or pattern of behaviour which means that they may work, eat or sleep to a different timetable. Make sure you respect this

Complaints about others:

- If at all possible you should try to tell them first yourself as they may not be aware of the problem they are causing – it is in everyone's best interest to sort out issues amongst residents themselves
- If problems persist and cannot be resolved, speak to a Resident Assistant or the Accommodation Service for advice
- If problems are serious or if they have escalated, notify the Accommodation Service via email. You can also discuss the matter with them in person and over the phone but for any action to be taken the problem must be reported in writing

Guests

You are welcome to have guests visit you in hall, however if you are having guests stay overnight please notify your flatmates. Guests should not normally stay longer than two or three nights and residents should have the agreement of their flatmates if their guest is staying more than one night. Information about local places to stay can be found at <http://www.visitgreenwich.org.uk/accommodation/>

Your guests are not allowed to be in the flat when you are not there and should never be given keys. They are also not permitted to sleep in communal areas within a flat. Please note that all residents are responsible for the behaviour of their guests. This also remains true for unauthorised guests so please be careful about who you allow in to your flat.

Smoking policy

University halls of residence are a smoke free environment. Smoking, including e - cigarettes, is not be permitted in university halls of residence at all (this includes study -bedrooms, communal areas, kitchens, corridors, stairwells and entrances). Please note you may be fined £100 if you are found to be smoking in your flat.

Requests to change flats, rooms or halls of residence

If you are unhappy living where you are for any reason, it is often possible to move (subject to availability) – just contact the Accommodation Service who will be able to advise you of what might be possible. Please note however that room move requests cannot be accepted before 1st October unless there are exceptional circumstances.

You are not allowed to swap rooms with other students without permission. If a room move is granted, you may be required to sign a new Accommodation Licence Agreement.

Requests to end of your licence agreement early

If you wish to terminate your Licence Agreement before the contractual end date you will need to speak to the Accommodation Service. We will be able to run through your options which can vary throughout the licence period. There is also an online form that you must complete if this is something that you are thinking of doing. It is available on the Accommodation Channel on the portal (the same place where you would have found your hall application form).

Moving out at the end of your licence agreement period

The end of the licence period for students on a standard 40 week contract is Saturday 22nd June 2019. You are required to vacate your room and return your keys no later than 10am on this day. Please ensure that you have vacated and cleaned your room. We would expect the flat to be returned to us in the condition that it was let to you in. When the time comes to move out of your accommodation you will be sent further information.

If you are moving out at any other time, an arrangement will be made with the Accommodation Service regarding your departure.

Storage

Please note that there are no storage facilities in the Student Village. You are advised to contact a reputable storage company if you need to store your belongings. Items left in rooms at the end of the year will be disposed of by the university and a charge levied for this removal.

Continuing to live in halls during the summer and/or next year

A large number of rooms in the Student Village and a limited number of rooms in Greenwich Campus halls are normally available for students continuing on their courses beyond the current academic session. Relevant dates to apply, etc. will be published in January and you will need to apply within the deadline provided.

Health & Safety

Bed bugs

Bed bugs are small, flightless insects found worldwide and they are becoming more common in the UK due to the increase in global travel. They hide in crevices in the bed and other furniture as well as under carpets and behind skirting boards, pictures and mirrors. You can minimize the risk of a bed bug infestation by frequent cleaning of bedding and clothing and regular vacuuming. In particular, ensure that you wash and dry clothing as soon as you return from any travels or holidays. If you suspect you

have been bitten by bed bug you should seek treatment from your doctor and contact the Accommodation Service immediately.

Electricity – efficiency & safety

Your flat is fitted with an electricity credit meter, which is positioned in the hallway. The university supports a sustainable living environment and expects you to make a conscious effort to save energy. Flats which use an excessive amount of electricity may be charged for excessive usage.

Energy saving tips

- Make sure your radiators are not obstructed by curtains or furniture
- Draw your curtains at dusk to help keep the heat generated inside your rooms
- When cooking on the hob, use a pan which is the same size as the cooker ring to prevent heat loss
- Use a lid on saucepans where possible so the contents heat up faster and require less energy
- Turn off household appliances such as microwaves, TVs, videos, music systems, and computers when not in use
- When using a kettle, only boil as much water as you need

You are responsible for the electrical safety of all appliances that you bring into Halls of Residence, please ensure that they are fitted with the correct plug. Please do not tamper or adjust any presets or controls within Halls of Residence.

Safety dos and don'ts

<u>Do</u>	<u>Don't</u>
Make sure all electrical equipment carries the CE mark	Replace plugs unless you know what you are doing
Make sure your equipment is safe to use	Use extension leads from outside the room
Ask if you are unsure how to connect up your plugs	Allow your appliances to overheat through lack of ventilation – this could cause a fire
Make sure your plug complies with BS 1363 and is properly fused and earthed	Use multi-sided adapters – fused extension leads are much safer
Report any faults with University-supplied equipment to the hall manager and/or the accommodation service	Hang or trail leads/cables/flexes across your room
Remove the plugs from the sockets when you are away from your room (excluding fridge/freezers if you are using these)	Try to repair electrical equipment unless you know how to do it safely
	Use sockets above wash basins for anything other than electrical shavers

Checking electrical safety

In order to check your electrical equipment, you should first switch off and unplug the equipment and then look for the following danger signs:

- Damage (apart from light scuffing) to the cable covering
- Damage to the plug – is the casing cracked or the pins bent?
- Damage to the outer cover of the equipment – any dents, loose parts or screws
- Overheating – burn marks or staining on plugs, equipment or socket

You may be required to have your own electrical equipment checked by the university's engineers. In the interests of safety, unsafe or unsatisfactory equipment found in use may be removed for safekeeping by the university without notice.

Overseas students should note that the electricity supply in the UK is 230 volts (not 110 volts) and only electrical equipment purchased in the UK should be used. However, if you need to use 110 volt equipment, you must have an approved voltage and plug/pin converter (please note that most travel adaptor plugs do not convert voltage). If you are unsure of the voltage or safety of your equipment, do not use it. Instead, either purchase a UK model or seek advice from the Accommodation Service.

Fire safety

Fire safety within the hall is extremely important and you are encouraged to practise good fire safety and make a note of the following points.

Students are advised that the following items are **NOT PERMITTED** in halls:

- Lighted candles
- Joss sticks
- Shisha pipes
- Aromatic oil heaters
- Electric fan heaters or other heating devices unless authorised in writing by Accommodation Service staff
- Cigarettes including e-cigarettes
- Any item with a naked flame
- Hanging of net curtains or other non-fireproof material
- Furniture that does not comply with fire safety standards (furniture that complies will have a label confirming it meets legal safety standards)
- Portable hobs or barbeques.

All of these prohibited items have been the cause of previous fires and the university cannot stress strongly enough how dangerous they can be.

Top tips to avoid alarms and fires:

- Never leave cooking unattended
- Deep fat frying and the use of chip pans (i.e. a saucepan full of oil) is prohibited (thermostatically controlled electrical deep fat fryers may be used provided they are fitted with a correct fused plug and thermostatic control)

- Always close the kitchen door and switch on both the cooker hood extractor and outside extractor. Failure to do so is likely to activate the smoke detector in the hallway and hence set off the fire alarms
- Do not interfere with or remove door closers; these are an essential element of fire safety
- You must not put any metal or metallic objects in the microwave oven as this could damage the oven or possibly cause a fire. Please ensure that microwaves are cleaned after use
- In the event of fire involving oil, do not throw water on the fire as this can cause the fire to spread
- In the event of a fire do not open the windows as oxygen will feed the fire

Fire safety equipment, alarms and evacuation procedures

- All flats are fitted with heat and smoke detectors, fire alarms fire blankets and door closures
- It is a criminal offence to tamper with any fire safety equipment including heat and smoke detectors, 'break glass' alarms and fire extinguishers and it is also in breach of your accommodation license agreement
- Please familiarise yourself with the fire instructions which are prominently displayed throughout the campus and in your room in order to make sure you know your nearest exit and assembly point. Fire practices/drills are held at regular intervals in order to familiarise all members of the university with the alarm's distinctive sound
- If you discover a fire sound the alarm immediately. The Fire Brigade will be called by security
- On the hearing the alarm, evacuate the premises and assemble at the area marked on your fire action notice located in each bedroom. Do not re-enter the building until permitted to do so by the Fire Brigade Officer or a member of security staff.

Windows and balconies

All windows are on a restricted opening mechanism and will not open fully due to health and safety legislative requirements. Residents must not tamper with window restrictors, sit on window ledges or climb or hang over balconies. Residents found to be breaching these regulations may be subject to disciplinary action and may have their balcony door locked.

For safety and security, please ensure that you close and lock windows when you are leaving the room, particularly if you live in a flat on the ground floor.

Medical needs

Registering with a doctor

We recommend that when you arrive at Avery Hill you register with the on-campus doctor within the first week. It is much easier to register when you are well rather than wait until you need medical assistance. This enables the surgery to register you on its computer system and obtain your previous notes. The medical centre is based at:

25 Aragon Court
Southwood Site
Avery Hill Campus

Opening Hours: Monday to Friday, 9.30am - 4pm (closed 12.30–1pm)

Telephone: 020 8331 9680

All students are welcome to attend the practice's main surgery in Eltham when the campus is closed, during vacation and for evening appointments:

Cold Harbour Surgery
79–81 William Barefoot Drive
Eltham
SE9 3JD
Telephone: 0203 675 0751

If you need medical assistance when the Medical Centre is closed, please telephone the surgery on 020 8331 9680 and follow the instructions provided on the answering machine.

GRABADOC also provide medical support for urgent matters outside of office hours. They can be contacted on 020 8319 3030

Dental care

The nearest NHS dentist to the Avery Hill Campus is:

SunnyDent Dental
188 Bexley Road
Falconwood
London
SE9 2PH

Telephone: 020 8850 9999

First aid / medical emergencies

First aid boxes are located at the Accommodation Service Centre (Aragon Court), the Security Gatehouse and in Resident Assistant (RA) flats. All RAs and Security staff are trained in First Aid and you can contact them in an emergency. However for serious accidents or life-threatening situations you call an ambulance directly by dialling 999 from any phone.

If you call the emergency services you must also contact security 0208 331 9101 to advise them of the location of the casualty and notify them that the emergency services have been called. Security will then ensure that emergency services that arrive on site are directed as quickly as possible to the correct place.

Social & leisure

Students Union

The Students' Union organise social events as well as provide advice and assistance about financial and other matters. Please refer to students' union information provided to you before and after you arrive or visit their website at <https://www.suug.co.uk/>

Residence Life (ResLife) events

The Accommodation Service organises events throughout the academic session for residents. Keep an eye out for emails and posters alerting you to these events!

Travel & parking

Intercampus bus service

The university inter-campus bus service connects Avery Hill, Greenwich and Medway campuses. The timetable operates to cover normal university working hours and is the best way to travel between our campuses. The service between Greenwich and Avery Hill is currently free. There is a charge for services to and from Medway. Tickets must be purchased in advance from the Student Union shop's from any of the three campuses.

View the current timetable and prices for the service:
<http://www2.gre.ac.uk/about/travel/bus>

Bicycles

Avery Hill is a great place to bring your bike, there is lots to do and see within a few miles.

The University is very supportive of a greener environment and encourages student residents to cycle. There are ample supplies of secure bicycle storage within the

Student Village. There is also a pump and emergency bicycle repair kit at the security office. Please do not store your bike in the communal area of your flat, they are deemed a fire hazard and can block exits.

Parking

There is pay and display parking available at Avery Hill, charges apply Monday to Friday 9am - 5pm. Students and visitors can pay for a daily or hourly ticket. If you're planning on bringing your car to the university, annual Car Parking Permits are available for residents of the Student Village. For further information about parking at Avery Hill including costs, visit <http://www2.gre.ac.uk/about/travel/avery-hill>.

Taxis/cabs

For local taxi companies, please text 'home' to 60835. You are advised never to use unregistered mini cabs or any cab that approaches you. Please always use a cab from a registered taxi firm or a licensed black cab.

Contacts

Accommodation Services

Contact during working hours (Monday, Tuesday, Thursday & Friday from 9.00am – 4.45pm Wednesday 10.00am - 4.45pm):

Tel: 0208 331 8272 (option 3 'accommodation')

Email: ah.accommodation@gre.ac.uk

Maintenance queries for Howard, Cleves, Parr, and Tudor Courts:

Tel: 020 8331 7543

Email: maintenance.averyhillcampus.uk@sodexo.com

Contact outside of working hours (Mon-Fri, 5-10pm and all day Sat-Sun):

Avery Hill Gatehouse Security: 0208 331 9101

Resident Assistant (RA)

Check the number on the poster in your kitchen or visit <http://www2.gre.ac.uk/current-students/accommodation> for the contact telephone number.

Nightline

Telephone: 0207 631 0101

E-mail: listening@nightline.org.uk

Skype Chat: chat.nightline

Skype Phone: londonnightline

Text: 07717 989 900

Glide Student – Internet Provider

Telephone: 0333 123 1192
Email: support@glide.co.uk
Twitter: [@GlideStuHelp](https://twitter.com/GlideStuHelp)

Laundrette – Circuit Laundry

Telephone: 01422 820040

On-campus Medical Centre

25 Aragon Court
Southwood Site
Avery Hill Campus

Telephone: 020 8331 9680

Off-campus Medical Centre

Cold Harbour Surgery
79–81 William Barefoot Drive
Eltham
SE9 3JD

Telephone: 020 8857 1900
Out of hours telephone: 020 8331 9680

GRABADOC – Urgent Medical Support

Telephone: 020 8319 3030

Dental Care

Dental Surgery
188 Bexley Road
Falconwood
London
SE9 2PH

Telephone: 020 8850 9999

Local taxi service

Text 'home' to 60835