



**R**esident Assistants (RAs), are full-time students employed to provide advice and guidance to everyone living in halls. RAs live in halls and act as a link between the University and residents. It is their job to offer you advice and assistance to help promote a good living environment.

**A**n on-duty RA can provide immediate advice or assistance outside of the Accommodation Services opening hours.

Among other things they can:

- provide on-call assistance
- respond to noise complaints
- administer first aid support
- help solve flatmate disputes
- give advice on other university support services

They cannot however:

- Deal with repairs and maintenance
- provide financial advice
- deliver cleaning services

RAs are on-duty in the evenings and on weekends:

- 6pm-8am on weekdays
- 6pm on Fridays until 8am on Mondays

You can contact the on-duty RA for Cutty Sark on:

**07513775902**

In the unlikely event that the RA number is unavailable and the matter is urgent, please call Security on **0208 166 2992** or visit reception. In situations that are life-threatening please call the emergency services on **999** and then inform the RA and Security staff.



Grace Monteith



Mark Young



Emily Refoy



Samara Monet-Telfer