

Greenwich Residencies

Student Accommodation Handbook



Welcome

We are delighted that you have chosen to live in University of Greenwich halls of residence for this academic year, and we look forward to welcoming you to your new home and community. We sincerely hope that you will find your experience in our halls of residence positive and enjoyable.

Within this handbook you will find a lot of information that will help you get the best out of living in halls of residence and will support you through any challenges that may arise throughout your stay.

Please use this handbook as a quick reference for any queries that you may have, and feel free to reach out to a member of the team should you have any queries or concerns.

This handbook may be updated throughout the course of your stay.

Accommodation Services
University of Greenwich

Table of contents

Your new address.....	6
Assistance and support.....	6
Accommodation Services	6
Meet the team	7
Sodexo team – Cutty Sark Hall, Daniel Defoe Hall, Devonport House.....	8
McMillan Student Village	9
Resident Assistants (RAs).....	9
Security team	10
Student and Academic Services (SAS).....	11
Feedback, queries and concerns	11
Surveys	11
Complaints	11
What is included?	12
Internet.....	12
Internet faults	13
Insurance	13
Provided in your bedroom.....	13
Provided in your communal area	13
What do I need to bring?	14
UniKitOut.....	14
Campus/hall facilities	14
Launderette	14
Common room.....	15
Student common room (for residents of McMillan Student Village only)	15
Gym.....	15
Care of your flat and room.....	16
Inventories	16
Looking after your home	16
Ventilation and heating.....	16
Ventilation.....	16
Heating.....	17
Cleaning.....	17
Refuse removal and recycling.....	19
Flat inspections.....	19
Maintenance	19
Greenwich: Cutty Sark, Daniel Defoe, and Devonport House.....	20
Greenwich: McMillan Student Village.....	21

Living in halls of residence	21
Living with others	21
Guests.....	24
Requests to move rooms	24
Ending your licence agreement early	24
Moving out at the end of your licence agreement	25
Staying for summer and rebooking for next year	25
Storage	25
Health and safety	26
General safety tips	26
Electrical safety.....	26
Fire safety	27
Smoking policy.....	29
Windows and balconies.....	29
Pests	29
Reporting Accidents & Incidents	30
Incident and Accident Reporting.....	30
Report & Support	30
Health and wellbeing.....	30
SafeZone App	30
Wellbeing Support	30
Spectrum.Life	31
Sustainability	31
Energy efficiency and environment.....	31
Medical support	33
Registering with a doctor	33
Dental care	33
First aid and medical emergencies.....	34
Social and leisure.....	34
Students' Union.....	34
ResLife	34
Travel and parking.....	35
Inter-campus bus service	35
Bicycles	35
Parking.....	35
Taxis and cabs	35
Accreditation Network UK (ANUK).....	35
Useful contacts.....	36
Accommodation Services	36
Security	36

Resident Assistants (RAs)	37
Glide – internet provider.....	37
Local doctor.....	37

Your new address

Please see your new address below:

Cutty Sark Hall 1 Welland Street London SE10 9ED	Daniel Defoe Hall 10 Lovibond Lane London SE10 9FY
Devonport House 66-68 King William Walk London SE10 9JW	McMillan Student Village Creek Road London SE8 3BU

Please ensure you provide your full name, flat and room number when providing your address. Post will be delivered to secure post boxes located within the residences. Students will be provided with a key to these boxes. Please note that a charge will be applied for a replacement key if the one provided is lost or damaged. Don't forget to change your address if you move rooms.

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 the sender. When you move out of the hall or if you move to another flat within it, it is your responsibility to redirect your mail. Parcels are delivered directly to you by the courier company, or where possible to the hall reception. A large number of parcels arrive each day and the halls have minimal storage so please collect promptly and do not arrange deliveries when you are away from hall.

Assistance and support

Here you will find information about different teams and support available to you throughout your stay.

Accommodation Services

The Accommodation Services team are available Monday to Friday to offer help and advice on all aspects of accommodation.

Accommodation Services
University of Greenwich
Student Centre, Dreadnought Building
Greenwich Campus
Park Row
London
SE10 9LS

Telephone for general enquiries: 020 8331 8272

Email for general enquiries: gr.accommodation@gre.ac.uk

Opening hours: Monday to Friday from 10am to 4pm (bank holidays not included). Please arrange an appointment via the link on the accommodation portal for non-urgent enquiries.

Meet the team

See below, information about our team who will support you during your stay in halls of residence.

Lisa Winter

Assistant Head of Accommodation
Services & Accommodation Services
Manager (based at Greenwich Campus)

Responsible for overseeing day-to-day business operations, assist with emails and day-to-day management of the service. Available to meet with students with ongoing concerns and/or disciplinary issues.

Elizabeth Goatley

Accommodation Officer (based at Greenwich Campus)

Responsible for answering student queries, providing advice and guidance to students, investigating any concerns raised, liaising between services that relate to the accommodation team and promoting Accommodation ResLife events.

Godwin Oyinlola

Accommodation Officer (based at Greenwich Campus)

Responsible for answering student queries, providing advice and guidance to students, investigating any concerns raised, liaising between services that relate to the accommodation team and promoting Accommodation ResLife events.

Zoe Vines

Accommodation Administration
Assistant (based at Greenwich
Campus)

Responsible for answering student
queries, providing advice and guidance
to students

Taiwo Betiku

Night Welfare Officer (based across all
campuses)

Responsible for answering student
queries, providing advice and guidance
to students, investigating any concerns
raised, liaising between services that
relate to the accommodation team and
promoting Accommodation ResLife
events, primarily outside usual office
hours. Taiwo will also host flat meetings
and be available for appointments
evenings and weekends.

David Boadu

Night Welfare Officer (based across all
campuses)

Responsible for answering student
queries, providing advice and guidance
to students, investigating any concerns
raised, liaising between services that
relate to the accommodation team and
promoting Accommodation ResLife
events, primarily outside usual office
hours. Taiwo will also host flat meetings
and be available for appointments
evenings and weekends.

Sodexo team – Cutty Sark Hall, Daniel Defoe Hall, Devonport House

Sodexo is the company that manages the facilities across our university-managed residences (not including McMillan Student Village). This includes housekeeping, security and maintenance services, as well as reception services in some of our residences.

See maintenance section for more information on how to report a fault or maintenance item for your residence.

McMillan Student Village

CLVUK is the company that manages the facilities for the McMillan Student Village. CLVUK operate a Helpdesk, located in the reception of the hall, for residents who live there.

Staff will assist with enquiries relating to:

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

McMillan Student Village telephone: 020 3837 6800

Resident Assistants (RAs)

Also known as RAs, Resident Assistants are students who work for Accommodation Services. 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.

You can contact RAs by calling one of the numbers below.

Cutty Sark: 07895 286 021

Daniel Defoe: 07497 824 633

Devonport House: 07513 775 925

McMillan Student Village: 07789 240 452

RAs can assist with:

- Responding to emergencies or welfare/pastoral care needs
- Ensuring that residential rules and regulations are followed
- Acting on complaints about issues that arise outside of office hours (such as noise)
- Assisting with any queries regarding university information
- Promoting health and safety awareness
- Planning and organising social and educational events
- Signposting to university support that you may require
- Providing information about local services, such as transport and local amenities.

RAs cannot assist 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 (please refer to the maintenance section of this handbook)
- Supplying you with essentials such as toilet rolls and cleaning products (**if you require emergency support for food or essentials, please reach out to Accommodation Services**).

Night Welfare Team

The Night Welfare team are available to assist with any concerns or welfare concerns you may have in the evenings or over the weekend. The team also organise workshops and drop ins for students and can offer support, advice and guidance when the university campus based services are closed.

The team work on a rota basis on both weeknights and weekends and are available via phone (please reach out to your duty Resident Assistant or see the contact details displayed in your flat) or you can make an appointment to meet the team via your accommodation portal.

Security team

A security team work evenings and weekends at each of the halls. They can assist 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 (as should the duty RA) if you have made a 999 call and emergency services will be attending. We would advise that you save their number in your phone for easy access.

Cutty Sark Hall security telephone: 07909 459 342 and they can be spoken to in person at reception.

Daniel Defoe Hall security telephone: 07385 408 423 and they can be spoken to in person at reception.

Devonport House: 07384799552 or 0208 331 7922 and they can be spoken to in person at reception.

McMillan Student Village security telephone: 020 3837 6800 and they can be spoken to in person at reception.

Note: Residents are responsible for the security of their accommodation. You should always ensure that you close and lock all doors and windows when leaving. Personal belongings should be stored safely and securely.

Note: A full security plan is in place for each campus, these plans list the security measures in place to keep you, your visitors, and your possessions as safe as possible during your stay. If you would like a copy of the security plan for your residence, please request this from your campus Accommodation Services team.

Student and Academic Services (SAS)

Whatever your circumstances, the university's Student and Academic Services (SAS) can help you make the most of academic and social life at the University of Greenwich and support you in dealing with challenges that you may encounter.

Counselling and advice services are available from qualified counsellors and welfare advisers who work within SAS. The team also includes a disability and dyslexia adviser and an international students' adviser.

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

Feedback, queries and concerns

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 Services staff via email accommodation@gre.ac.uk.

Surveys

We have changed the way in which we obtain feedback about our service from our residents.

In Term 1 of your stay with us, you will be invited to complete our Term 1 accommodation survey. This will allow you to provide feedback on your booking and arrivals experience, as well as your first impressions and experience of living in halls so far.

In the summer of your stay with us, you will be invited to complete an externally managed accommodation survey, which will ask for your feedback on your experience of living with us for the academic year.

Please do ensure that you complete the surveys when prompted, as your feedback is used to identify things that you really love about living with us, and areas where we can do better.

Complaints

Informal Complaints

If you have a specific complaint, please contact Accommodation Services, ideally via email, or make an appointment to visit us for a meeting, or phone Accommodation Services to discuss your concerns. Every effort will be made to resolve any difficulties you are experiencing as quickly as possible.

You may request that your complaint be escalated to the relevant Accommodation Manager if you remain unhappy with the outcome.

If you would like for a complaint to be escalated further upon receiving a response from the relevant Accommodation Manager, or if you would like to appeal a decision made by the Accommodation Manager, you may request that the complaint be reviewed by the Head of Accommodation Services. The Head of Accommodation Services will review the complaint and all supporting information, or in such cases that they are unable to act, will appoint an Accommodation Manager from a different campus to review the matter.

Note: If the complaint relates to a maintenance issue that you feel has not been dealt with within a reasonable time or appropriately, you must ensure that you let Accommodation Services know via email. You need to provide the reference number that you received when logging the maintenance item or supporting proof of your initial maintenance report (see maintenance section for more information).

Formal Complaints

If a problem is not resolved after all attempts at resolution have been made, you may pursue a formal complaint via the Student Complaints Procedure. You can review the policy via your Digital Student Centre Knowledge Base and can also submit a complaint via your Digital Student Centre. For further information please see [Student Complaints Policy and Procedure](#)

Additionally, all University of Greenwich halls of residence are members of 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/.

Paying your Hall Fees

You can set up your payment plan via your student portal after registration and should do so within one week of move in.

If you cannot make the first payment or have not completed your registration at move in, please make the plan as soon as possible. If no plans are available for you, please reach out to your local Accommodation Service team.

What is included?

Here you will find more information about some of the great services that come with your room and what you will need to bring with you.

Internet

Your internet provider for your residence hall is Glide.

See below some benefits as part of this service:

- Connect up to 25 devices at once
- Home network service allows you to link your devices, for example with 'Amazon Alexa'
- Symmetrical speed, which allows you to upload as fast as you can download
- 24/7/365 support available.

Internet faults

If you experience any faults or problems with your internet service, please ensure that this is reported to Glide immediately.

We encourage all residents to call Glide directly, allowing a team member to troubleshoot and try to resolve the fault while you are on the phone. However, if you are unable to call Glide, then please see below all communication methods:

Tel: 0333 123 0115

Email: studentsupport@glide.co.uk

X: <https://x.com/GlideStudent>

LiveChat: <https://direct.lc.chat/8568028/6>

Insurance



Contents insurance for students is included within your accommodation fees. Further information about the policy, making a claim, purchasing additional coverage, and benefitting from a range of great offers and discounts, is available via [Howden for Students](#). Simply go to your app store and search 'Howden for Students'. Note: It is important that you register in the app and confirm your cover as soon as possible.

Note: It is important that you register in the app and confirm your cover as soon as possible.

Provided in your bedroom

- Bed, mattress, and mattress protector
- Desk
- Chair
- Wardrobe and shelving unit.
- Under bed storage
- Waste bin
- Mirror

Provided in your communal area

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

What do I need to bring?

You will need to provide your own:

- Bedding
- Cutlery
- Crockery (top tip: 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.

Note: 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.

UniKitOut

Why not take the hassle out of buying and transporting your bedding and kitchen items by pre-ordering from our friends at **UniKitOut**. All you need to do is [click here](#), choose the items you want, select your residence, then confirm and pay for your goods. The pack will then be pre-delivered directly to your residence, so it is there ready and waiting for you in your room when you arrive, leaving you to quickly settle into your new and exciting environment.

Don't forget to enter the promotional code sent with your arrivals and orientation information to receive your discount.

Campus/hall facilities

Launderette

There is a launderette, located on site where you can do your laundry. There is a charge to use the washers/dryers, however you will be offered a competitive student

price. Prices are displayed on each machine alongside information to download the washpoint app and instructions to use the laundry.

Top tip: Try not to overload machines with clothes. If a machine is too full, it cannot spin properly and won't clean your clothes effectively. Clothes will also be too wet at the end of the washing cycle meaning that the dryers won't be able to dry them effectively either.

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.

The Launderette in McMillan Student Village is operated by Washstation. Please report any faults with washing machines or dryers at this residence using the details below:

WashStation (for McMillan Student Village)
0800 141 2331

Common room

Student common room (for residents of McMillan Student Village only)

McMillan Student Village has a common room offering gaming and social facilities for all residents. CLVUK will advise you of opening hours as well as their expectations regarding behaviour in the common room.

If you live in one of our other residences, you will find communal seating and socialising spaces around hall / in your hall reception. Devonport House is just a short walk to the university campus hub and student union café and bar.

Gym

There is a gym located on Greenwich Campus within Dreadnought Building, and it is available for all students. The great news is that gym membership is included in the fees that you pay for your accommodation!

To join the gym, simply go there to sign up and take a passport-sized photo with you (this can be a print out).

Daniel Defoe residents only

The air-conditioned mini-gym contains weight machines, treadmills, exercise bikes, cross trainers, medicine balls and a small stretching area.

Students can request an induction if needed. Please email sports@gre.ac.uk and we can arrange one for you.

Care of your flat and room

Inventories

Inventories are a great way for you to tell us the condition of your room when you arrive to live in halls of residence.

You will receive an email including your online inventory prior to arriving to live in halls of residence. When you arrive to move in you will be asked to confirm that you have received an email about your inventory.

Once you have settled into your room, follow the instructions on your email to complete and submit your inventory. Your feedback will be saved and reviewed at the end of your contract to ensure that you aren't held responsible for any items that were present when you arrived.

Note: Maintenance items that need repairing during your stay should not be logged on your inventory. Please log these as maintenance jobs instead (see maintenance section).

Looking after your home

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 that 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.

Note: Students must request permission from Accommodation Services before bringing furniture into halls of residence 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 and heating

Ventilation

It is important to keep study bedrooms and communal areas ventilated to prevent condensation and ensure clean air circulates. This is very important to avoid damp and mould and in kitchens to prevent smoke build-up during cooking. 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 as they can trip the multi-sensors located in halls and trigger a fire evacuation.
- Open your window 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 launderette. If wet clothes are kept in the room, ensure the window is opened to allow ventilation.

Note: In order to prevent mould from growing in your room it is important that it remains well-ventilated throughout the year. Opening windows for a short time regularly will ensure that moisture in your room is kept to a reasonable level.

If you believe that you do have mould in your room, then please log a maintenance request immediately. See Maintenance section of this handbook.

Heating

Heaters are supplied in your room. If you need any advice or support on how to operate the heater, please speak to the hall reception team.

Extra tips

Make sure your radiators are not obstructed by objects

Shut windows and draw curtains when it is very hot as this will help keep the room cool.

You may want to leave the window open for ventilation but if the air outside is warmer than in your room, keep the window closed.

Remember to switch off lights and heaters when leaving the room and at the end of term.

The sustainability team is also here to help with sustainable living, and to support any innovative ideas you may have on how we can improve our environmental footprint. The team can be contacted on sustainability@greenwich.ac.uk. [Click here](#) for what you can do to live sustainably and save money.

Keep an eye out for additional emails on how to be sustainable in halls.

Note: All personal or portable heaters are strictly prohibited for use in residential buildings unless you have written permission from Accommodation Services.

Cleaning

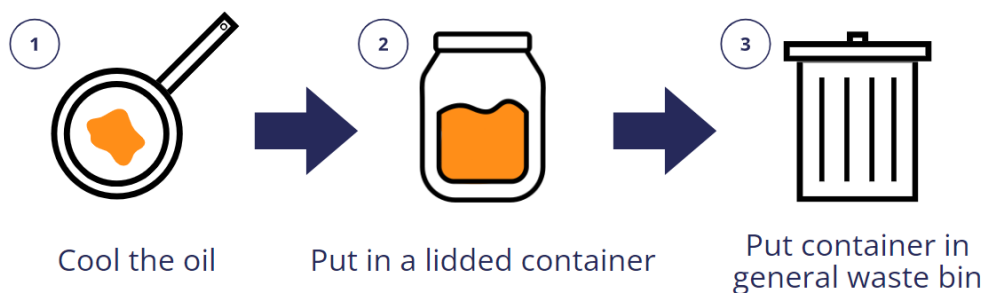
Keeping your flat clean will create a happier environment for everyone and help to ensure that pests are not attracted!

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 to clean your kitchen. You will be advised of the day of the week when cleaning will take place, and you will be notified in advance if this date and time is changed, or if a weekly clean cannot be conducted for any reason.

The sinks, work tops, cooker tops and floor in the communal kitchen area will need to be cleared to enable the domestic assistants to carry out their work. The kitchen and communal areas must be kept in a reasonable condition at all times. This includes ensuring sinks/work tops are free of crockery, cutlery, and other items. If this is not done, the domestic assistants will be unable to complete their tasks.

Never put oil down the sinks as this can clog the sink and prevent water from draining, you can empty cold oil into a plastic bottle and dispose of in the bin.

How to dispose of cooking oil and fat:



DON'T pour directly in :



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 Services 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, for some room types, shower room cleaning is available and you will be notified of this.

Domestic assistants may also require access to your shower room to carry out shower-head descaling. You will receive notification of this in advance.

Refuse removal and recycling

Here is how you can help to keep your home as clean as possible and help our community to achieve its sustainability targets.

RUBBISH DISPOSAL

- Please dispose of your rubbish in appropriate sections of bin in your kitchen.
- Please empty your bin on a daily basis to avoid smells.
Staff can assist you with any queries.
- Please **DO NOT** contaminate the recycling bins provided (with orange lids) in the bin stores by disposing of black/other bags in them.
- Only clear recycling bags (and flattened out) cardboard should be thrown in recycle bins (with orange lids).
- Black/other bags **must** be disposed of in general waste bins (with grey lids).

There are recycling facilities, including food caddies, provided in your kitchen and on-site. Recycling waste will be removed by the domestic assistants on a weekly basis. However, if your recycling needs emptying before this time, you are responsible for doing this to ensure that areas remain clean, and pests are not attracted to your living area.

Residents are responsible for disposing of their non-recycling waste or heavy waste in the communal bins. If your communal bins become full, you will need to dispose of these yourself. Please do not keep extra rubbish bags in the flats as they attract unwanted pests.

Recycling and non-recycling waste bags are available from reception for shared flats (4 bedrooms or more). Residents of 2-bed flats or studios must provide their own waste bags.

For information about what bins to use and what can be added, please see posters in your flat and chat to the team if you have any questions.

Flat inspections

Accommodation Services and/or Sodexo staff check flats from time to time (likely once per term) to ensure that the flat is in good condition regarding rubbish disposal, furniture, and general cleanliness. You will be notified in advance of when inspections will take place.

Maintenance

We understand that things don't always run as smoothly as we would hope. There are dedicated teams available to support you if maintenance or replacement of any university-owned fixtures, fittings or equipment develops a fault.

By recording a request for repairs to be carried out, unless expressly stated otherwise, you are giving permission for university staff/contractors to enter your flat or bedroom to complete the repair. Maintenance teams work within the timescale provided in the **Accreditation Network UK (ANUK)** Code, of which the university, Sodexo and CLVUK are all signatories. Listed below for reference:

Priority One – Emergency Repairs	Are completed as soon as possible or in any event within 24 hours of a report of a defect. These would be any repairs required to avoid a danger to health, a risk to the safety of occupants or serious damage to buildings or occupants' belongings
Priority Two – Urgent Repairs	Are completed within five days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the occupants
Priority Three – Non-Urgent Repairs	Are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories

Note: Please see maintenance reporting instructions for different blocks within our campuses. It is important that you report maintenance items in the correct way in order for the fault to be repaired as quickly as possible. Please also be sure to keep a record of your reported fault.

Although maintenance teams will aim to complete non-urgent tasks within 28 days, this may not always be possible. Where there are unavoidable delays, or it is not practical or possible for a maintenance item to be completed, you will be informed of this. Please contact our maintenance teams with any queries regarding your reported fault.

Greenwich: Cutty Sark, Daniel Defoe, and Devonport House

Online:

1. Please Visit your online portal <https://portal.gre.ac.uk/web/student/home>
2. Scroll down and click on “**Log a Facilities Request**”
3. You will be taken through to another page, where you can click on “**Sign in as guest**”
4. Click on “**Student Requests**”
5. Click on the most suitable option for your fault.
6. Follow through the options ensuring that you complete all information and give a detailed description of your fault. If you would like to be present during a visit to your room, then please state this in the description field.

Note: It is important that all contact information is entered and it is accurate so that you can receive updates on the job that you have logged. Please also keep your reference number handy, for your records.

Telephone: **0208 331 7779**

If your request is urgent, then please call the 24-hour helpline above. You should be given a reference number during your call; however, if you have not been, the please report request using the online method above also, so that you have a record of your report.

Note: If you have any ongoing concerns regarding a reported maintenance fault, please email accommodation services quoting your reference number or attaching a record of your original report.

Greenwich: McMillan Student Village

McMillan Student Village repairs should be reported online through the CLVUK portal. Information on how to do this will be available from the reception desk at McMillan Student Village.

Living in halls of residence

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 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 so as not to cause unnecessary noise or disturbance
- 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 in your flat 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 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.
- Chat to your new flatmates before or at arrival, to make sure you agree responsibilities for cleaning, rubbish disposal, cooking and guest visits. Chat to a member of the Accommodation Service team if you would like support making a flatmate agreement.

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. Please respect that everyone will have their own personal lifestyle choices and chat to a member of the team if you need any support understanding the regulations or resolving disagreements with flatmates.

Complaints about others:

- If 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 among residents themselves
- If problems persist and cannot be resolved, speak to a Resident Assistant or Accommodation Services for advice
- If problems are serious or if they have escalated, notify Accommodation Services via email. You can also discuss the matter with us in person and over the phone but for any action to be taken the problem must be reported in writing.

live together better

Shared living is a big part of coming to uni. Use these tips to have a good relationship with your flat mates and the wider community.



respect

Learn to compromise

Understand each others
schedules and habits

Ask before using things

Be nice to the neighbours
and keep the noise down

talk

Check in with each other,
sometimes all we need is
a chat

Discuss issues together
sooner rather than later

Set up a space to chat on
message or together

Remember to listen to
what they have to say

chill

Spend time together
even if it's just to watch a
film or eat pizza

Shared spaces are for
everyone

Allow others to have a
private space

Find a shared interest

If things become too overwhelming,
or have a detrimental effect on your
stay in Halls of Residence, scan the
QR codes and get in touch.



Accommodation

GSU



Student Wellbeing Service



Guests

You are welcome to have guests visit you in halls. However, if you are having a guest stay overnight, please notify your flatmates. Guests should not normally stay longer than two nights and residents should have the agreement of their flatmates if their guest is staying more than one night. Please note that children cannot stay overnight in the hall and you should avoid having young children visit the hall, you are responsible for all guests and must ensure that they are aware of the regulations.

Guests are not permitted to stay in halls of residence on a regular basis. Where this is believed to be the case, Accommodation Services may request that your guest vacate the premises and not return as an overnight guest for a specified period of time.

Guests are not permitted to be on the premises 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 into the building or your flat.

Chat to your flatmates before or at the time of move in, so you are agreed on arrangements for guests to visit.

Requests to move rooms

If you would like to move rooms for any reason, you can complete the room transfer request form after 1 October. For emergency moves please contact Accommodation Services who will be able to advise you of what might be possible. Please note however that room move requests cannot be accepted before 1 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.

Please note that we are not able to facilitate many moves in term one as the residences are usually full.

If you are experiencing difficulties in your flat that are the reason for your move, please do talk to us so we can help you to resolve these issues.

Ending your licence agreement early

If you wish to terminate your licence agreement before the contractual end date, you will need to complete the Leaving Early request on the Accommodation Portal. However please note that we will only usually permit a termination if you are leaving your studies, in which case we will permit a 28-day notice period. If you are not leaving your studies, then a new student will need to take on your licence agreement and this can be difficult as we move through the academic year. You should never sign a contract for new accommodation while you remain under licence to the university as you may end up in a situation where you are paying two rents.

Moving out at the end of your licence agreement

Your licence end date will be stated in your booking confirmation email, as well as on your licence agreement. 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 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, please notify Accommodation Services via the online check out form and an arrangement will be made regarding your departure. Please be aware you will be charged for the room until the end of your licence regardless of the date you leave hall.

Staying for summer and rebooking for next year

Limited rooms in halls of residence are available for students continuing their courses beyond your licence agreement end date. Information regarding applications for the summer vacation and next academic session will be published in January. Summer bookings open on 11 January and the booking process to return to hall for the new academic year will open from 1 February.

Note: It is important that you apply within the deadline provided, as rooms will be offered on a first-come, first-served basis.

Note: You may be required to move rooms when moving into summer accommodation

Storage

Please note that there are no storage facilities within halls of residence. 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.

Health and safety

The health and safety of you and our community is important to us. Here you will find some information that will help to keep you and others as safe as possible.

General safety tips

KITCHENS	GENERAL
• Please use the kitchen and all appliances responsibly. • Please DO NOT store anything on top of the cooker hoods/extractor fans for safety reasons. • All residents are responsible for keeping this kitchen neat and tidy at all times. Please clean and wash up on a daily basis to ensure the kitchen is hygienic and clean for other users. • Please DO NOT leave cooking unattended as it can be a major fire risk and ensure the hob and oven are turned off after use. • Please ensure you keep the microwave & oven(s) clean. • Please DO NOT throw leftover food down the sink drain as it causes blockages. • Please DO NOT leave rubbish bags on the floor as it could be a health and safety hazard. • Please report any maintenance or repairs using the correct reporting method, as soon as you are aware of an issue or fault, don't assume your flatmates have done so.	• Please keep all communal areas neat & tidy. • Your flat corridor should be kept clear at all times. • Kitchens are cleaned and inspected weekly by the cleaning team. • Any maintenance repairs or damage should be reported immediately. • Please DO NOT prop open your flat entrance or bedroom door, these are fire safety doors and must remain closed at all times. • Please DO NOT allow unknown people into the building and/or in your flat and please remember you are responsible for your guests. • Please DO NOT cover the smoke detectors and remember, smoking is NOT permitted in the building. • All windows are set on 'tilt-only' and will not open fully. Please DO NOT force them open. For every window found open, there will be a charge to close it.

Electrical safety

<u>Do</u>	<u>Don't</u>
Make sure all electrical equipment carries the CE mark	Replace plugs
Make sure your equipment is safe to use	Use extension leads from outside the room
Ask if you are unsure how to connect 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 using the correct maintenance reporting method (see maintenance section)	Hang or trail leads/cables/flexes across your room
Remove the plugs from the sockets when you are away from your room	Try to repair electrical equipment unless you know how to do it safely
	Use sockets above wash basins for anything other than electrical shavers
	Bring plastic toasters into hall

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 are 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 Accommodation Services.

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:

Banned in Halls of Residence

The following items are not permitted anywhere in the university halls of residence:

- Portable heaters



- Shisha pipes



- Lighted candles



- Incense sticks



- Aromatic Oil heaters



(or anything producing a naked flame)

- Nitrous Oxide canisters



Furthermore, the following items are not permitted within Halls of Residence:

- Electric fan heaters or other heating devices unless authorised in writing by Accommodation Services staff
- Cigarettes including e-cigarettes
- 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.
- Electric scooters and bikes
- Plastic toasters

Note: All 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
- 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
- Fire doors should be kept shut when not in use
- Residents or guests should not tamper with self-closing devices
- Residents should report any fault or damage to a self-closing device immediately
- 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 flat and 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, warn other residents within your flat (if you can do so safely) and then sound the alarm by pressing a red call point as you leave

the building. Once outside, call the fire brigade and report to the assembly point.

- On the hearing the alarm, evacuate the premises and assemble at the area noted 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.

Smoking policy

University halls of residence are a smoke-free environment. Smoking, including e-cigarettes/vapes, are not permitted to be used anywhere in halls of residence (this includes bedrooms, communal areas, kitchens, corridors, lobbies, stairwells, and entrances)

Designated smoking areas are available at all campuses. Please speak with teams based in halls of residence or Accommodation Services if you have any queries or concerns.

Note: Smoking on any balcony in any university managed halls of residence is strictly prohibited and will be treated the same as if a student smoked within a building.

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.

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.

Pests

Pests can cause a nuisance and negatively impact on your living experience, as well as contaminating food and spreading disease. The best way to protect your home against pests is to ensure that it is always kept in a clean condition.

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 minimise 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 that you have been bitten by bed bugs you should seek treatment from your doctor and contact Accommodation Services immediately.

Reporting Accidents & Incidents

Incident and Accident Reporting

The university operates an online system for students to report serious accidents or incidents on. This system allows such incidents to be recorded and investigated by an appropriate member of university staff.

Please click [here](#) for further information on reporting an accident or incident that may have occurred within university property and/or involving other members of the university community.

Report & Support

All University of Greenwich students have access to an online system to report and receive support following any acts of harassment, bullying, hate crime, and sexual misconduct. Reports can be made anonymously and can be made by students who have witnessed such incidents also.

[Please click here for further information.](#)

Health and wellbeing

It is important that residents and members of our community are safe within our campuses and that you receive any support that you require during your time at the university. See some helpful information below.

SafeZone App

The SafeZone mobile phone application is an important tool to ensure that you receive any urgent support that you may require whilst on university property, including academic and accommodation buildings that are owned or managed by the university. It is easy to raise the need for first aid or to raise an alert to an emergency, this will then be responded to by a member of the university team.

[Please click here for further information.](#)

Wellbeing Support

Our dedicated university Student Wellbeing Service is available to support our students to achieve great mental health, this may include one-to-one counselling sessions to self-development group workshops.

If you require any wellbeing support, you can self-refer to the service by clicking [here](#) and completing the form.

Spectrum.Life

The Spectrum.Life platform and app is designed to provide further support to our students 24-hours a day. As well as E-Learning content relating to mental health, fitness plans and recipes, students also have access to professional support via telephone and online chat 24/7, 365 days of the year via the Student Assistance Program (SAP).

[Please click here for further information.](#)

Sustainability

We take our sustainability responsibilities seriously at the University of Greenwich and are committed to achieving Net Zero 2030. Here is how you can help us to achieve this target.

Energy efficiency and environment



Energy saving

We support sustainable living and expect you to try to save energy. Flats that use an excessive amount **may be charged**.

Energy-saving tips

- **Make sure** your radiators are not obstructed by objects
- **Shut windows and draw curtains** to help keep in heat from the day
- **Use a lid** on saucepans where possible to heat more with less energy
- **Switch off** lights, TVs, microwaves, computers, and other appliances when not in use
- **Ask your friends** if they also want a cuppa; only boil what you need
- **Put on full loads of washing** to avoid water and energy wastage

We partner with [NUS and Student Switch Off](#), with competitions in all halls. **Win prizes and make a difference! Did you know** that between 2015 and 2019 students saved **68,062 kWh**, that is the equivalent to boiling a kettle for **2.1 million** cups of tea!



Reduce water consumption

Water is crucial to us all. 70% of our planet is covered in water but **only 2.5% is drinkable** and **1% easily accessible**.

Water reducing tips

- **Have shorter** showers, one fewer minute could save 21 glasses of water
- **Plug it or bowl it:** do not leave taps running when washing up
- **Share the load:** consider sharing a machine for a full load of clothes
- **Use enough:** put a lid on saucepans to save on evaporation loss
- **Drink enough:** plants will love the leftover water from your glass

Did you know that according to Waterwise a dripping tap if left can waste 5,000 litres of water a year? That is the amount of **one pint per day!** Imagine pouring a pint and watching it drain away: no one wants that!



Caring for the environment and yourself

Outdoor areas can provide relaxation, fresh air, and natural space to socialise. We can help ourselves and surrounding wildlife thrive.

Environment tips

- **Do not litter:** plenty of bins are available in and outside
- **Cigarette butts** will leach chemicals and include plastic, use the bins
- **Chewing gum** does not degrade so aim for the bin
- **Remember to think:** would this be acceptable in my parents' house?
- **Remember,** free advice is a click away www.greenwichsu.co.uk/advice/
- **Accessible 24/7** <https://togetherall.com/en-gb/> is also a safe community



Getting involved

By sharing knowledge, we can all help in making a positive difference. It can also help your studies and future careers.

Ways of getting involved

- **Speak to your friends;** it can bring some interesting insights
- **Join Eco-Team;** the university's dedicated student and staff network
- **Volunteer;** from gardening to campaigning there are opportunities
- **Become an ambassador;** NUS Student Switch Off has annual teaching
- **Lead by example;** your actions make a difference and will influence

Learning more



You do not have to study a related degree to learn more. There are plenty of resources that can assist you in making positive changes.

Ways of learning more

- **Check out** our sustainability team's website www.gre.ac.uk/sustain
- **Visit the library;** they have plenty of environmental books to offer
- **Keep an eye on the news** for the latest innovations and discussions
- **Guest lectures** are a great way to gain new insights into the field
- **Calculate your footprint;** <https://footprint.wwf.org.uk/#/>
- **Ask questions** on your courses to include sustainability in learning

Medical support

Here you will find important information on medical support, should you need this throughout your stay.

Registering with a doctor

We recommend that when you arrive at your halls of residence you register with a GP 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.

For further information on medical practises that the university works closely with, [please click here](#).

Please below, some alternative medical practises:

The Wallace Health Centre Clarence Road
London
SE8 3BX

Telephone: 020 8469 1111

Website: <http://www.burneystreetpractice.co.uk/>

The practice also has a branch at:
48 Burney Street
London
SE10 8EX

Telephone: 020 8858 0631

Students may be referred to this surgery if an appointment is unavailable at the Wallace Health Centre.

Opening hours: Mondays, Wednesdays and
Fridays, 8.30am to 6.30pm; Tuesdays and
Thursdays 7am to 5.30pm

Dental care

You may wish to also register with a dentist during your time in halls of residence.

Some local dentists are:

Dental clinic

207 Greenwich High Road
London
SE10 8NB
Telephone: 020 8858 1055

Greenwich Dental Care
119 Vanburgh Hill
London
SE10 9HB
Telephone: 020 8858 1422

First aid and medical emergencies

For any minor medical needs, we have got you covered. A lot of our teams are first-aid trained.

First aid boxes are located at the reception desks at Cutty Sark Hall and Daniel Defoe Hall 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.
Cutty Sark Hall (and Devonport House emergencies) security telephone: 0740 014 5100

Daniel Defoe Hall security telephone: 0747 650 0808

McMillan Student Village security telephone: 020 3837 6800 or 07921 897 518
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 and leisure

A big part of life in halls of residence will be to build relationships and create bonds with the wider community. There are a number of ways that you can do this.

Students' Union

Greenwich Students' Union (GSU) organise social events, as well as providing advice and assistance about financial and other matters. Visit their website for information on events and what they offer students www.greenwichsu.co.uk

ResLife

Accommodation Services organises events, both online and live, throughout the academic session for residents. Keep an eye out for emails and posters alerting you to these events!

Note: If you have any ideas for events or activities that we can hold, then please let our friendly RAs or a member of Accommodation Services know. We'd love to hear them!

Travel and parking

Inter-campus 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 Students' Union shops on any of the three campuses.

[Click here](#) for more information on current timetable and prices for the service.

Bicycles

Greenwich 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 is bicycle storage inside Daniel Defoe Hall and there are secure bicycle storage areas on the main university campus, a short walk from hall at the Dreadnought Student Hub and Stockwell Street. You can access the bike store with your student ID card.

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 no car parking at any of the Greenwich Campus halls but public transport links locally and into the centre of London are excellent by bus, train and DLR (which links to the Tube). A night bus also connects Greenwich and the West End every night of the week.

Taxis and 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.

Accreditation Network UK (ANUK)

The University of Greenwich, as well as our partners, are active members of the Accreditation Network UK (ANUK).

ANUK operates a national code for Large Student Developments, which aims to ensure transparent and professional management of Purpose-Built Student Accommodation.

Benefits:

There are a number of benefits for our residents in living in halls of residence that adhere to the National Code set out by ANUK, see some below:

1. All members agree to follow ANUK guidelines, an example of this is the timescales in which we aim to respond to maintenance faults (see maintenance section)
2. Our buildings will generally meet or exceed fire safety requirements of local authorities
3. We agree to notify residents of access required to occupied spaces (see maintenance section)
4. You may escalate a complaint to ANUK if you believe the university has not dealt with a matter sufficiently.

To find out more about ANUK please click [here](#).

Useful contacts

Accommodation Services

General enquiries – pre arrival

Email: Accommodation@greenwich.ac.uk

Telephone: 020 8331 8272

Greenwich accommodation team

Email: gr.accommodation@greenwich.ac.uk

McMillan Student Village telephone: 020 3837 6800

General enquiries – after arrival

Contact the team through your digital student centre. A member of the team will usually respond within one working day.

You can make an appointment to meet with the team via the link on your accommodation portal or chat to your resident assistant team in hall.

Security

Greenwich:

Cutty Sark Hall (and Devonport House emergencies) security telephone: 0734 080 3081

Daniel Defoe Hall security telephone: 0747 650 808

McMillan Student Village security telephone: 020 3837 6800 or 07921 897 518

Resident Assistants (RAs)

Cutty Sark: 07895 286 021

Daniel Defoe: 07497 824 633

Devonport House: 07513 775 925

McMillan Student Village: 07789 240 452

Glide – internet provider

Telephone: 0333 123 0115

Email: studentsupport@glide.co.uk

Twitter: <https://x.com/GlideStudent>

LiveChat: <https://direct.lc.chat/8568028/6>

Local doctor

The Wallace Health Centre Clarence Road
London
SE8 3BX

Telephone: 020 8469 1111

Website: <http://www.burneystreetpractice.co.uk/>

The practice also has a branch at:
48 Burney Street
London
SE10 8EX

Telephone: 020 8858 0631

Students may be referred to this surgery if an appointment is unavailable at the Wallace Health Centre.

Opening hours: Mondays, Wednesdays and
Fridays, 8.30am to 6.30pm; Tuesdays and
Thursdays 7am to 5.30pm

Accommodation Services

University of Greenwich

Old Royal Naval College
Park Row
London SE10 9LS

gre.ac.uk/accommodation

