



Noise complaints

If you have a noise complaint the RA's on duty will speak to the students involved and if appropriate remind them of the Code of Conduct. Every incident is reported to the Student Support Officers and followed up by them.

Harassment / Threatening behaviour

If you are feeling threatened / harassed or are having difficulties with your housemates they will discuss the situation with you and provide any possible immediate assistance. At all times an RA will take into account your preferred outcome. Immediate assistance may include a temporary move to alleviate the situation. All situations will be fully investigated and dealt with in confidence.

Wellbeing

If you are feeling ill or depressed RA's will visit you and help you decide on a course of action. They will call a doctor or ambulance if necessary and ensure that you receive any help or additional support. This may include referral to other University services such as Counselling Service or the Mental Wellbeing Advisor.

Student Support Officers

During office hours (08:30-5:00 Monday to Thursday, 08:30 – 4:00 Friday) Student Support Officers handle any issues or concerns that you may have. They love meeting their students so feel free to contact them! In addition, if you contact an RA the Student Support team will contact you the next working day to follow up on the RA visit if necessary.

You can contact Student Support officers on both campuses;
College Lane: **01707 284062**
de Havilland: **01707 281163**
email campus on **housingervices@herts.ac.uk**



Contact numbers

Security
01707 281010

Emergency
01707 285555

Repairs (during office hours)

College Lane: **01707 284063 – ULiving@herts.ac.uk**
de Havilland: **01707 251183 – helpdesk.uoh@pinnaclepsg.co.uk**

Student Support

College Lane: **01707 284062**
de Havilland: **01707 281163**
housingervices@herts.ac.uk

Student Wellbeing

01707 284453

Housing Services

is a department of the Office
of the Dean of Students

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University of
Hertfordshire **UH**

Out of Hours Service for Resident Students



Accommodation Out of Hours Services

For many, University is often your first chance to spread your wings and live independently for the first time. This can be both rewarding and enjoyable, but from time to time you may need some extra help, so we provide a 24/7, 365 days a year service to assist you when you need it.

There are many scenarios when you may need a little help; from a broken window, being locked out, feeling unwell or having difficulties with your housemates... The following information explains how to access our Out of Hours Services.

Resident Assistants

Resident Assistants (also known as RAs) are on hand to help you when you need it. They receive extensive training so they are able to assist in any situation. Like you, they live in the halls of residence; so they are never far away and always ready to help. RA's also have the support of Out of Hours Coordinators (OHCs) for incidents which are particularly serious and of Security who work alongside RAs and will also assist and take appropriate action where required.

When to contact an RA

If there is an emergency or if something needs to be reported or repaired you should contact an RA.

For example:

- If you are locked in / out of your room.
- You have no heating or hot water.
- Broken windows which allow water in or cause a security risk.
- Serious leaks or floods.
- The only toilet in the flat / house is blocked.

As well as being responsible for dealing with emergencies RA's can help with all sorts of problems including:

- Illness/Injury
- Accidents
- Issues involving threats or harassment
- Feeling low / troubled / depressed (from worrying about exams to personal relationships or family issues).

You should call an RA if you are experiencing noise disturbance, having difficulties with your neighbours, you're injured or unwell or even if you're just unsure about who you can turn to.

How do I contact an RA?

To contact an RA please call security on **01707 281010** and request to speak with an RA.

In the case of a serious incident such as a fire, please dial the emergency number **01707 285555** and evacuate the building.

Confidentiality

When you contact an RA they will come and see you to discuss the situation in person. When you talk to your RA you do so in confidence, RA's will never discuss what you tell them with other students, your family or friends. They will, however, need to provide a report for the Student Support Officers about every call that they attend.

ID Cards

RA's will need to see your ID card for any call that they attend.

Use your Resident Assistants – they are there to help you!

FAQs

When does the Out Of Hours service run?

Our Out of Hours service runs between 5:00pm and 08:30am Monday – Thursday and 4:00pm – 08:30am Friday – Monday.

How will I spot an RA?

An RA will wear a blue t-shirt with 'Halls Staff' written on it, or a jacket with the University Logo. They will also have a Staff ID card and usually have a radio as well.

When might an emergency not be an emergency?

Examples of when situations are not emergencies include; broken kettles, bedroom bulbs not working, or blocked toilets when there is another toilet available.

If you are in any doubt you should report the repair and Security or the RA will decide on the level of urgency.

Neither RAs nor Security will put themselves at risk in any situation. They will not intervene in a fight other than to try and calm the situation. However, in situations where there is any violence they will call the police and work closely with them to resolve the situation.

Who should I contact for repairs?

During office hours, repairs should be reported to the College Lane Help Desk on 01707 284063, ULiving@herts.ac.uk or the de Havilland Help Desk on 01707 251183, helpdesk.uoh@pinnaclepsg.co.uk

