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 housingservices@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
housingservices@herts.ac.uk

Student Wellbeing
01707 284453

Housing Services
is a department of the Office of the Dean of Students
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