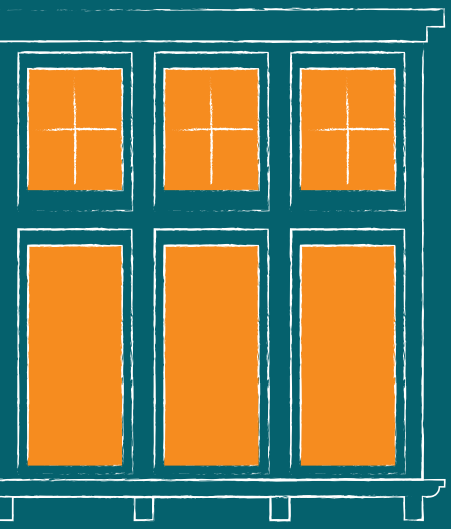
IMPERIAL
Student Accommodation Office

Living Guide

Halls Accommodation
2026–27






Welcome to your new home

We hope that you'll be happy with us, and we'll do everything we can to make sure you have a place where you can study, sleep, relax and enjoy yourself.

Our halls of residence are looked after by a team of experienced and knowledgeable staff, who are here to help you settle in as quickly as possible.

We really want you to enjoy your stay here so please do make the most of the facilities and let us know if you experience any problems.

In return, we rely on you to make a positive contribution to the hall community by following hall rules, being courteous and considerate to your fellow residents and respecting our neighbours who live in the nearby area.

Inside your Dig-In bag you will find several useful items to help you settle into University life and make the most out of your time in halls.

Whilst every effort has been made to ensure the contents of this guide are accurate, there may be changes in services offered – both in halls and on campus. These changes will be advertised online, or on local notices in your residences, so please check for the most up to date information.

Enjoy your stay!

Your Student Accommodation Team
Imperial College London

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Arrivals checklist

Below is a checklist of things we recommend you do as you settle into your new home.

- [ ] Locate the fire exit and assembly point for your hall
- [ ] Make a note of day and night contact details for help, advice and support
- [ ] Check everything in your room and complete the inventory form
- [ ] Review your contents insurance cover with Howden imperial.ac.uk/students/accommodation/current-residents/services/insurance/
- [ ] Register with a local doctor
- [ ] Find out where your local amenities are
- [ ] Plan the best route to campus from your hall
- [ ] Connect to the internet in your Hall
- [ ] Make a note of key hall events and Welcome Week activities
- [ ] Find out who your Hall Supervisor, Warden, Subwarden and Hall Seniors are (or Residential Assistants in Boathouse, Evelyn Gardens, Parsons House and Silwood Park)

Your room

Keys and door entry cards

All halls operate different door and room entry systems. To maintain the security of the hall:

- Carry your keys and entry card with you at all times - even for quick trips
- Do not leave your keys or ID card lying around, even in communal areas
- Do not lend your keys to anyone
- Lock your room at all times
- Do not leave your keys in bedroom, kitchen or cupboard door locks
- **Do not duplicate your cards or keys or add to other devices**

Contents insurance

Your accommodation fees include basic contents insurance, provided by Howden Insurance. You will need to confirm your free cover online.

To ensure your policy provides enough cover for your expensive items, you should review your policy and upgrade if necessary. Additional charges will apply for modifications to your policy; these charges are not included in your accommodation fees.

Details on accessing your Certificate of Insurance, information on key exclusions and excesses, and on how to make a claim are available online. See pg 4 for webpage.

Reporting lost, damaged or stolen keys

Lost/stolen cards or damage to keys must be reported to your Hall staff. If you need a replacement key, a non-refundable charge will apply; replacement costs will be on display in your hall.

If you fail to report any lost keys (or if you leave your bedroom door unlocked) you may invalidate the insurance policy. You are not permitted to change or install additional locks to your room, flat or kitchen cupboard.

Inventory form

Upon arrival you will receive an inventory form. You need to:

- Check your room for any problems or missing items and make a note
- Complete within 48 hours of arrival

Upon departure, we'll carry out an inspection and you may be charged for anything beyond fair wear and tear. **No items (posters, pictures, photos) should be pinned or stuck onto the walls, toilets or tiles using any adhesive materials (blue tack, Sellotape, hooks, command strips etc).**

Your room/flat may also be checked against the inventory periodically.

Your new home

Guests

Overnight guests are welcome in halls but policies vary from hall to hall. Before inviting any overnight guests, check with your Wardens or Resident Assistants for the policy for your hall. All guests need to be signed in and out and should be accompanied at all times. Do not leave them with your access card or keys. **You are responsible for your visitors' safety and conduct.** If you're in a twin room you'll also need to consult your roommate. You may not have more than one overnight visitor staying with you at any one time.

Be considerate of neighbours when hosting guests.

Noise

To ensure life in halls is pleasant and peaceful for all, noise must be kept at a reasonable level at all times and restrictions are particularly enforced at night and during exam times.

Avoid shouting in corridors or out of windows, slamming doors and having loud discussions in your room or in the kitchen. If you are disturbed by any loud noise and your requests for quiet are unsuccessful contact the Hall Supervisor or Duty Warden. Some halls have quiet areas as an alternative place to work and study.

Stay informed

Our main method of contacting you is via email to your university email address. Important information relating to hall services will be posted on noticeboards around your hall; please check the boards on a regular basis to keep yourself informed.

View our Privacy Policy on the accommodation website for information on how we deal with your data.

Administrative queries and questions

The day-to-day running of the halls is the responsibility of your Hall Supervisor or Reception team. They're an excellent first point of contact if you have any questions. For issues that they can't solve your Village Senior Supervisor or Village Manager will be happy to help.

Additional support is provided by the Student Accommodation Office. Get in touch with them at accommodation@imperial.ac.uk



Get involved in hall life

The wardening team and hall seniors (or Residential Assistants) play an important role in welcoming you to your new home. They oversee a year-round programme of social and cultural activities which are planned by a Hall Committee.

Your Hall Committee organises activities throughout the year. These are great opportunities to make friends, take a break from studying and get to know the local area.

Hall Committee

As a resident, you can be an active member of the Halls Committee by attending meetings during term time or becoming an elected committee member.

Cleaning

Keeping your home clean is everyone's duty. The hall's cleaning service doesn't excuse you from keeping your bedroom, shower room, corridor, and kitchen clean.

When does cleaning happen?

The cleaning timetable for your bedrooms and communal kitchens is displayed in your hall. It's also available online, alongside the location of cleaning equipment that you can use: imperial.ac.uk/students/accommodation/current-residents/services/cleaning

Your bedroom will be cleaned twice during your stay**. If you prevent access to your room on your scheduled cleaning day, cleaning staff will not attend again.** The Hall Supervisor may occasionally visit to check cleaning standards. If your room is excessively messy or dirty, you'll be expected to clean it yourself, or a deep cleaning charge may apply.

Any requests or complaints about the cleanliness of halls should be directed to the Hall Supervisor.

What gets cleaned?

In kitchens, cleaning staff will:

- empty bins
- clean all clear surfaces and sinks
- clean the cookers, grills, kettles, toasters and microwaves
- sweep and mop the floor
- wipe clean the front of fridges/ freezers, cupboard doors and drawers

In communal areas, cleaning staff will:

- clean toilets, baths, washbasins and showers
- replenish toilet consumables
- sweep or vacuum and mop all corridors, stairs and floors

Do not leave rubbish bags outside hall entrances

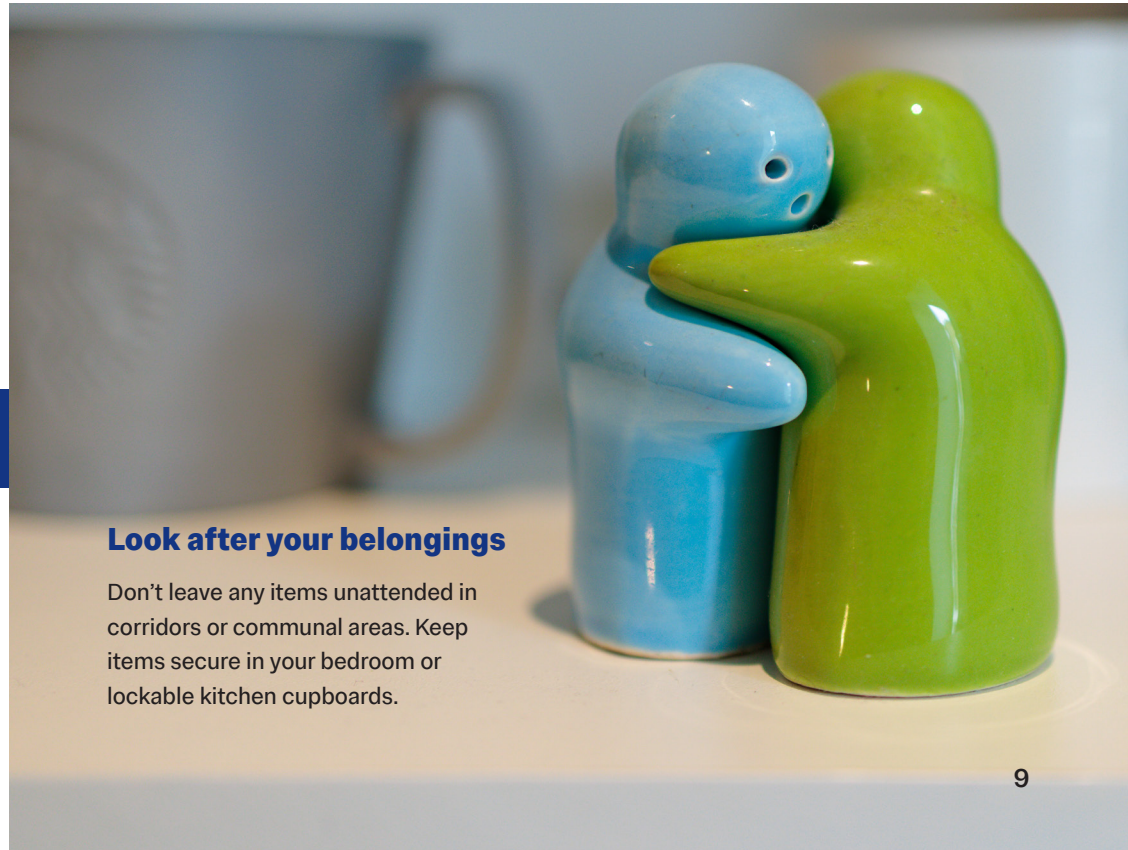
Cleaning etiquette

Cleaning etiquette and top tips are displayed on posters in your kitchen and can also be found in our handy online cleaning guide: tinyurl.com/ic-cleaning-guide

Your cleaning responsibilities

You must ensure all areas easily accessible and non-hazardous for cleaning staff to carry out their job. This includes:

- removing belongings from the floor
- keeping all surfaces clear of clutter
- washing up your dishes and cooking implements and putting them away in your cupboard
- keeping the cooker top, oven, grill pan, toaster and microwave free of cooking debris
- keeping your fridge clean and removing expired products
- using food waste bins, if provided
- sorting your bedroom waste, Monday to Friday, into the appropriate kitchen bins — do not overfill the bin; spare bin bags are provided
- not putting food waste in the kitchen sink, your wash basin, toilet or en-suite as this can cause blockages



Look after your belongings

Don't leave any items unattended in corridors or communal areas. Keep items secure in your bedroom or lockable kitchen cupboards.



Kitchens

Sharing a kitchen can occassionally be challenging – from coordinating cooking times to keeping on top of any mess. To ensure harmonious living, you are responsible for keeping the kitchens clean from washing up and tidying away crockery, cutlery and pans to placing rubbish or recycling in the bins provided. Keep kitchen doors closed to prevent the hallway fire detectors from activating.

We recommend that you label your food to avoid confusion and where possible, store it in your cupboard or in bags or containers. Don't take any food that doesn't belong to you!

Tripped fuses

Kitchens have sensitive electrical fuses that can trip and cause power loss. Immediately report this to hall staff or the Duty Warden for a reset. If a fridge/freezer is affected, do not re-freeze defrosted food.

The most frequent cause of a tripped fuse is using an unsound or incompatible electrical appliance.

Reduce the risk by avoiding using your own electrical appliances in the kitchen.

Drinking water

The halls have a good supply of drinking water, although in some halls the cold taps in the kitchens are the only designated sources of drinking (potable) water.

You should avoid drinking water drawn from taps that are labelled as 'non drinking water'.

Reduce water waste by reporting drips and leaks, and adopt water-saving habits, like taking shorter showers.

Kitchen appliances

Instructions on how to use the kitchen appliances provided are available from Hall staff but here are a few helpful tips:

Fridges and freezers

- Do not adjust the temperature settings — fast freeze options can burn out the motor if left on too long
- Do not overload — if the door does not close, the appliance will not work properly and food will be ruined
- Keep appliances clean and defrosted — a build-up of ice may prevent the freezer door shutting properly
- Keep the inside of the fridge and freezers clean at all times - remove old food regularly

Microwaves

- Never put metallic items in the microwave
- Immediately clean food splatter
- Do not cover the ventilation slots

Kettles

- Ensure the plug and cables are not wet before using
- Do not overfill the kettle as this can cause water to boil over
- Only use kettles for boiling water

Toasters

- Don't remove bread with sharp objects

Cookers and hobs

- If you use the grill, do not close the door as your food is likely to catch fire
- If you use the oven, always put items on a baking tray and never directly on the shelf
- Turn the extractor fan on to improve ventilation
- Never leave the cooker unattended

Laundry Rooms

24-hour laundry facilities are available at each hall.

The laundy rooms are equipped with washers, dryers, irons and ironing boards. In some halls additional irons and ironing boards may be available from your Hall Supervisor for use in kitchens. To avoid the risk of accidental fire these must not be used in bedrooms.

Reporting problems

Most of our launderette facilities are operated by Circuit who regularly visit to check and maintain the machines.

In the event of a problem please report faults directly using their online form at circuit.co.uk/contact-us/general-enquiries. Alternatively call their service helpline on 01422 820040.

When reporting a problem, remember to quote:

- the hall name and location (include the site reference number which can be found displayed in the laundry rooms)
- the faulty machine number, basic details of the fault and room number

You should also report the fault to the hall staff so that they can track the fault for you.

Students at Parsons House should follow local fault reporting procedures.

Circuit Go

Each laundry room has a tablet installed, so you can pay for your wash by card in the room itself. You can also get the Circuit Go app. Once downloaded you can top-up your credit whenever you need to and use the QR scan option to operate the machines.

Do your laundry with your phone!

Visit circuit.co.uk/mobile-app to get started

Laundry room etiquette

- Read the instructions posted on the laundry room wall before using the machines.
- Empty all pockets - check for tissues, keys and coins
- Bring your own washing supplies - we recommend pods as the machines don't have drawers for adding washing power or fabric conditioner
- Don't overload the machines.
- Make sure the machine doors are closed properly before starting it.
- Clean the tumble dryer filter before use
- Remove your laundry as soon as possible after you've finished so that others may use the machines.
- Check that the machines are completely empty - no stray items - and leave the machines clean
- Clothes that are left unattended are done so at your own risk.





Get connected

Internet, televisions and post.

Be Secure when online and make sure you've set up your **Imperial Passkey** to securely access your Imperial account.

Internet

The preferred method of connection is 'wired' through the network data port as this will provide a faster and more reliable connection.

WiFi is generally available throughout all communal areas in Halls and we aim to provide good coverage, however building design often makes this difficult and signal strengths may vary.

We have 'in-room' WiFi units in all bedrooms in Halls. On these units, ports 1, 2 and 3 are available for student use; the passthrough port has been disabled.

In Beit, Eastside and Southside Halls there is a single 'in-room'unit installed in twin rooms. Both occupants will have access to WiFi. However, if you both wish for wired connection, one will have access to the ports on the unit itself, the other will need to use the network data ports on the wall.

Currently, our WiFi network supports devices that can connect using WPA2 Enterprise (which uses a username and password for authentication). Some smart devices - such as TVs, Alexa, Xbox, PS4/ PS5, and similar - may not support this type of connection, and as a result, might not be able to connect via WiFi.

If your device has an Ethernet port, you may still be able to connect it to the network using a wired connection. Your device will need to be registered on the network - reach out if you need this option imperial.ac.uk/admin-services/ict/contact-ict-service-desk/

It is not permitted to connect active network devices such as network switches, hubs, wireless access points and routers to the university network.

For more guidance on accessing the internet in halls visit imperial.ac.uk/students/accommodation/current-residents/services/internet/

Television

If you have a television in your bedroom, or watch television through a computer, you are required by law to have a valid TV licence. This is **not included** in your accommodation fees. TVs provided by the university in common rooms and kitchens have been licenced.

You can buy a licence online and pay for it weekly, monthly, quarterly or yearly.

Failure to have a licence can result in you being fined and/or taken to court by the TV Licensing Authority.

TVlicensing.co.uk/studentinfo

Post

Procedures for post vary across halls, so check with your hall team about what happens to mail and parcels when they arrive. When giving your address use the format below to make mail distribution easier and faster:

[Name], [room number], [building name], [correct postcode]

Collect your items promptly as storage within halls is limited.

Please note: mail that arrives after your departure from your hall cannot be forwarded or stored and will be returned to sender. Use Royal Mail redirection services royalmail.com/redirections



Maintenance and reporting faults

Things go wrong from time to time. Make sure you know what to do to make it right.

Reporting faults

Whether in your room or communal area you should report any faults, maintenance or pest issues straight away. You can report a fault online at imperial.ac.uk/students/accommodation/current-residents/services/report/

In an emergency, call your hall office (during office hours), reception team or the Duty Warden (outside office hours). **A defect is considered urgent when it represents a danger to health or security e.g. flood, failed emergency lighting or power loss.** It may take longer for a minor fault to be repaired and only emergency repairs are dealt with outside office hours. For any urgent works, a minimum of 24 hours' notice should be given unless the circumstances require an immediate response.

After you have reported a fault

In reporting a fault, you are automatically giving your consent for authorised personnel to enter your room to investigate and carry out any necessary works.

Before their visit:

- ensure that your bedroom surfaces and floor are free of obstacles and clutter
- secure valuable items and money in a lockable drawer if available

When a contractor enters your room they should leave a 'Maintenance Calling Card,' which will detail the operatives name, time of attendance, defect description and an explanation of whether the defect has been resolved or if a return visit is required.

Defect day

Some halls have a dedicated day each week where a team of maintenance contractors will visit each hall to deal with non-urgent defects. Other halls have no set day for defects. The schedule for your hall defect day can be found on the reporting page listed above.

Prioritising fault reports

We prioritise faults on the basis of need so, for example, fixing faulty kitchen appliances would not be considered a top priority if you have access to alternative facilities. The hall staff will install temporary appliances (such as a fridge or a freezer) in the event of failure.

If your main light fails but you have an alternative source of light, such as a study lamp in your room, this will be dealt with when the contractors' visit your hall. However, in an emergency, we may have to enter your room without giving you notice.

Ongoing maintenance

There is a continuous programme of planned maintenance within halls and staff are required to visit bedrooms, kitchens and communal areas to carry out routine works such as shower descaling or smoke alarm testing. We will provide 7 days notice for any works required in bedrooms. We will try and keep disruption to a minimum but please be patient during these times.

Help prevent leaks and blockages

The majority of defects reported are blockages and leaks. Help us avoid this by:

- Keeping bathroom drains clear of hair
- Keeping kitchen sinksare clear of food waste
- Reporting even small issues immediately



Heating and hot water

Heating

The heating in halls is controlled by central timers and thermostats. It is set to maintain a constant temperature of around 20°c during cooler months and turn off at midnight. You can report any consistent under or over heating to your Hall Supervisor.

If you're living at Parsons House or Silwood Park, you should refer to local notices or Hall Staff for information about heating arrangements.

Use of space heaters

Space heaters are banned in bedrooms except in limited circumstances where the building systems cannot provide temperatures within acceptable variations of the ranges stated. In this case, your hall team will provide a suitable heater for your use. These must be switched off when you leave the room for any period of time.

Hot water

The supply of hot water in all Imperial-managed buildings is maintained at 50°c

Sustainability

We're committed to reducing our impact on the environment and saving energy.

There are a number of sustainable initiatives that we have in place in our halls. Throughout the year, we expect and encourage you to follow the three R's: **reduce** the amount of waste you generate, **reuse** items whenever you can and **recycle** as much waste as possible.

British Heart Foundation bins are available on campus and some halls for recycling unwanted clothes and shoes, whilst at the end of the year you can donate unwanted items to charity via the university's end-of-year re-use scheme.

We also support campaigns that encourage sustainable living and positive behaviours in halls. On top of that, many halls have their own bespoke activities - speak to your hall committee to find out how you can be more involved.

Full details of all our sustainable initiatives can be found on the website: imperial.ac.uk/students/accommodation/current-residents/sustainability/

Recycling in halls

The university is committed to reducing waste and harnessing the benefits of its waste resources. By reusing or recycling we are:

- Contributing to the conservation of natural resources
- Saving energy
- Helping to protect the environment
- Reducing the amount of waste going to be incinerated or landfilled

Recyclable material

Hard plastics
(not bags or films)
Plastic bottles
(lids removed)
Rigid plastic containers
Drinks cans
Food tins
Aluminium foil
Aerosol cans
(empty only - lids removed)
Transparent plastic milk containers
Margarine tubs
Yoghurt pots
Tetra Pak cartons
(eg fruit juice & milk cartons)

Glass bottles
Glass jars

Paper
Card/cardboard (flattened)
Office paper
Newspapers
Magazines
Junk mail and envelopes
(including window envelopes)
Phone directories
(inc Yellow Pages)
Catalogues

General waste

Broken glass
(wrap appropriately to ensure no one handling the waste is cut)
Window glass
Cookware glass eg Pyrex
Paper cups
Vending machine cups
All plastic films and bags
(recycle plastic bags at your supermarket)
Plastic cutlery
Polystyrene
Crisp packets
Food contaminated items
Waxed paper cups
Tissues / serviettes
Kitchen roll
Paper towels
Jiffy bags

Green bin
all recyclables except food

Black bin
is for non-recyclables

Red bin*
is for glass

Blue bin*
is for paper and card

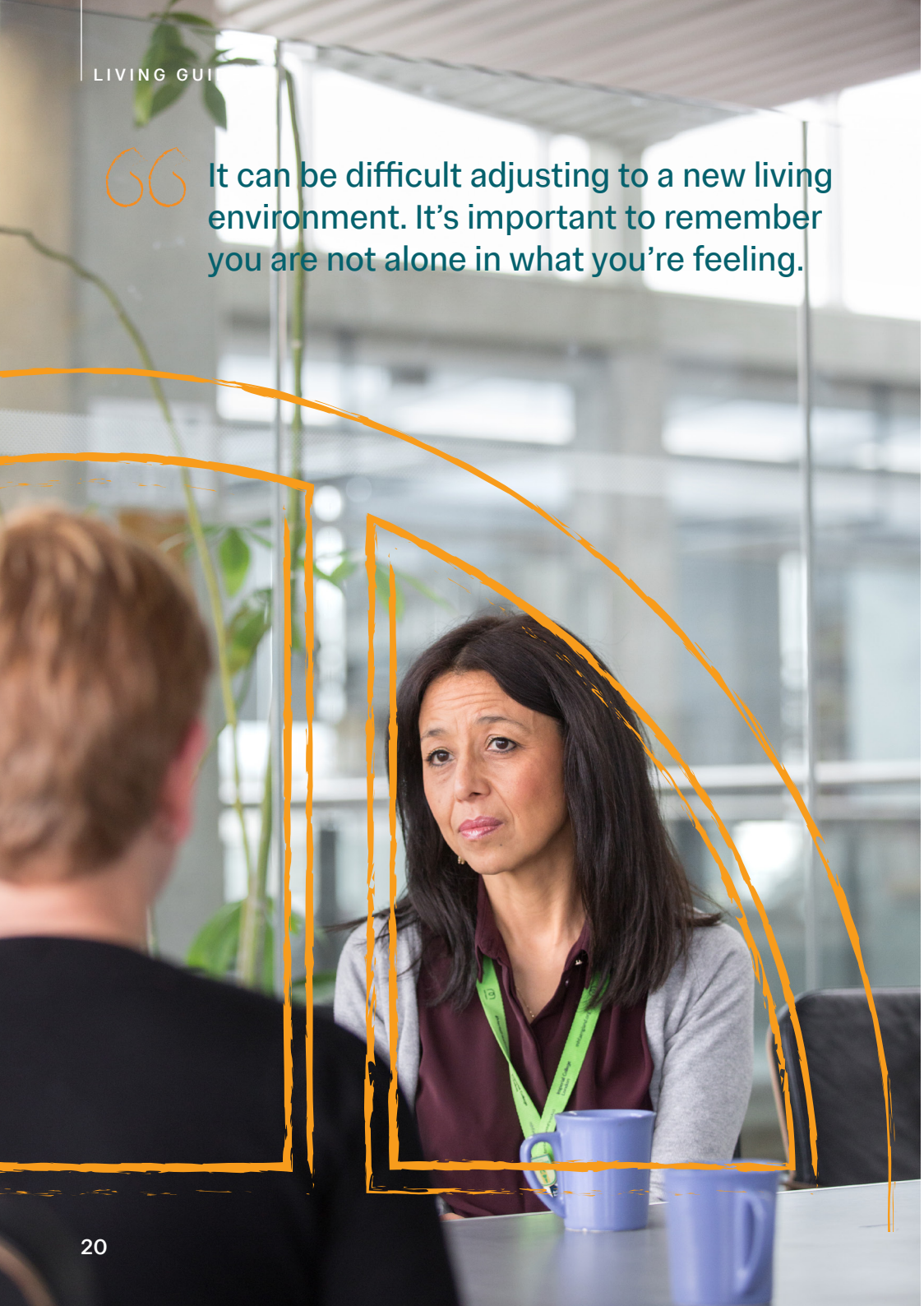
*if available

Food without packaging should be discarded in the **food waste bins** - not the black general waste.

Recycling tips

- Rinse items before putting into bins - this will help reduce smells
- Cardboard coated in food (eg. pizza boxes) cannot be recycled and must go in general waste
- Electrical items, including printer cartridges and batteries, cannot be placed in these bins. Inform hall staff if you have unwanted electrical items.





> It can be difficult adjusting to a new living environment. It's important to remember you are not alone in what you're feeling.

Personal and wellbeing support

You may find that you have difficulty adjusting to living in London, getting to know your flatmates, balancing university work and socialising or you're feeling particularly homesick during your first few weeks with us.

If you are living in a university hall of residence, there are a number of people who can support your transition to independent living.

- Your **Hall Warden and their team** provide pastoral support and advice, including emergency support 24/7, and have many years of experience supporting students in halls.
- Your **Hall Committee** organises social and cultural activities throughout the year; these are great opportunities to make friends and take a break from studying, so keep an eye out for these.
- If you're living in Evelyn Gardens, Silwood Park or at the Boathouse, your **Resident Assistants** are your first point of call for any personal or wellbeing support needs.

The Student Support Zone has lots of information about the resources available at Imperial and beyond to help you stay healthy and happy. It's a great place to start if you're looking for support or you have questions about things outside of your academic course. Visit imperial.ac.uk/student-support-zone to find out more.

Student Counselling and Mental Health Advice Service

The service is here to support you throughout your time at university, and is made up of Student Counsellors, Mental Health Advisors, Student Mental Health Intervention Officers and Study Mentors (Mental Health). The service is free and confidential. You can sign up for counselling through the website imperial.ac.uk/counselling

The student counsellors provide brief individual counselling sessions for any personal issues that may be affecting your wellbeing. These might include academic problems, low mood, anxiety, depression, relationship issues, loneliness, bereavement, issues around sexuality, self-esteem or self-harm. The service also runs workshops and online support groups. The online 'Kind Mind Series' includes a library of videos and resources to help you look after your wellbeing throughout your time at university.

We are not an emergency service. **If you are in crisis and need to speak to someone urgently, a list of services you can contact for mental health support can be found at the back of this guide.**

Health

It is a requirement of living in Halls that you are registered with an NHS Doctor.

All residents living in Imperial accommodation must register with a local National Health Service (NHS) General Practitioner near to their term-time address so that a doctor (GP) may be called in case of an emergency illness.

It's important that you register with a doctor soon after you arrive – don't wait until you are sick, as this could delay your access to treatment. Visit imperial.ac.uk/student-support-zone/your-health/doctor-and-dentist for more information.

Students living outside the extended catchment area for Imperial College Health Centre can still use the Health Centre during the day but also need to register with a local GP.

Minor injuries and illnesses

The Residential Support team in your hall are trained in first aid and first aid boxes are located in their accommodation or around the hall and in the hall office. Details of staff who are qualified to offer first aid are displayed on notices in the hall's main entrance.

If you're injured or unwell, the NHS provides a range of services to help you get better. You can get faster and better treatment by choosing the NHS service that can best treat your symptoms.

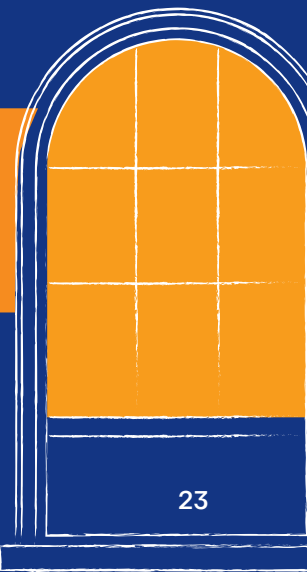
The NHS 111 service is the UK's non-emergency NHS service and is available 24 hours a day, 365 days a year. You should use this service by calling 111 from any phone if you need urgent medical help or advice but it's not a life-threatening situation.

If you have an accident, no matter how minor, please report it to the Warden or Hall staff immediately. Accident and Emergency (A&E) at hospital is for life-threatening illnesses and injuries only. If you're expecting a doctor or emergency service to visit you please inform Hall staff so that we can facilitate access and direct them to your room quickly.

Hall	Where to register	Contact
Beit, Eastside, Southside, Parsons House, Evelyn Gardens, Wilson House	Imperial College Health Centre 40 Prince's Gardens London SW7 1LY	**Tel:** 020 7584 6301 (24 hours) or 020 7594 9375/6 Internal number: 4937/6 **E:** imperialcollege.hc@nhs.net imperialcollegehealthcentre.co.uk
The Boathouse	Putneymead Group Medical Practice 266 Upper Richmond Road Putney, London SW15 6TQ	**Tel**: 020 8788 0686 **E**: waccgputneymead@nhs.net putneymead.co.uk
Woodward, Kemp Porter	Cloister Road Surgery 41-43 Cloister Road London. W3 0DF	**Tel**: 020 8992 4331 **E**: ealccg.cloisterroadsurgery@nhs.net cloisterroadsurgery.co.uk
Silwood Park	Kings Corner Surgery Kings Road, Sunninghill Ascot, Berkshire SL5 0AE	**Tel**: 01344 623 181 Out of hours: 111 **E**: kingscorner@nhs.net kingscornersurgery.co.uk

In case of emergency

In emergency or life-threatening situations call 4444 for Imperial Security services if you're on campus. Call 999 for emergency services if you are away from campus. Or use SafeZone (more information on page 31).



Vaccinations

We strongly recommend that if you are under 25 years of age, you take advantage of the free vaccinations against:

- Meningococcal meningitis
- Mumps

Although rare, both illnesses occur more commonly amongst university students. If you have not had these vaccinations, you should arrange them with your local NHS doctor (GP) as soon as possible. If you are uncertain about your vaccination status, it is safer to get the vaccines again, rather than be potentially unprotected.

Smoking and vaping

All Imperial halls are no-smoking. Smoking, including e-cigarettes and vaping, is only allowed where it won't cause a nuisance others, create safety risks, or violate NHS Trust policies.

Therefore, smoking and vaping are not permitted:

- on or within 20 metres of Imperial land
- inside any vehicle owned or operated by Imperial
- anywhere on our medical campuses
- on major pedestrian routes, or areas where prohibition is designated with signage

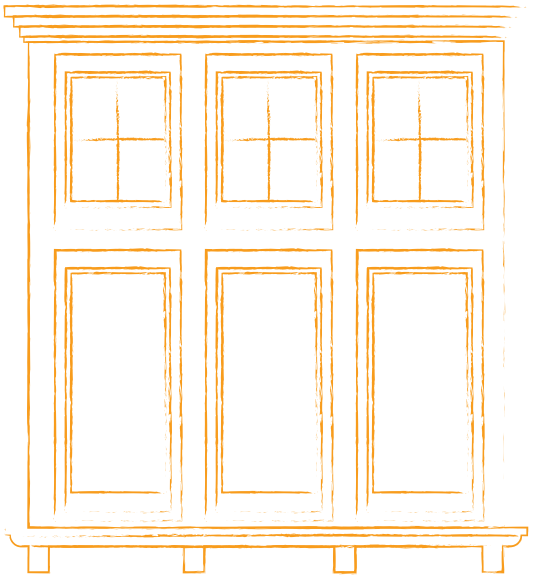
Dental treatment

Imperial College Dental Centre in Prince's Gardens offers a full range of NHS and private treatment options. Same day emergency appointments are available. For more information see: imperialcollegedental.co.uk

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care.

Drugs

Illicit drug use or possession of illicit drugs are strictly prohibited in halls. There may be serious repercussions for students caught taking or supplying drugs whilst living in halls, from potential expulsion from your course of study to criminal prosecution. For more information and support talktofrank.com



Safety and security

Asbestos management

As with many other UK universities, some of our older buildings were built or refurbished at a time when asbestos-based materials were commonly used in construction.

Imperial has an asbestos management system in place which involves identification, regular inspection and remedial work if required.

All of the Halls have been surveyed and where asbestos-based materials are present these are clearly marked with a warning label (as shown below).

These materials are regularly checked to make sure they are in good condition. To help us ensure their continued safety:



- Do not remove or cover any asbestos warning labels
- Do not cause damage to labelled areas, e.g. if your door has an asbestos warning label do not stick posters or notes to it with drawing pins or with 'blutack'
- Report any signs of damage to a labelled area to hall staff immediately — they will arrange for it to be re-assessed and dealt with

Window restrictors

Windows have opening restrictors for safety and security. Do not remove or tamper with them or access balconies or roofs, as this can lead to fines or prosecution.

Always close windows when not in your room:

- On lower levels, this helps prevent opportunistic thefts
- In high-rise buildings, strong winds can cause damage if windows are left open for long periods.

We will inspect regularly, and you may be charged for any damage made to the window restrictors. Report missing or damaged restrictors to your Hall Supervisor or reception.

Use safely and with care to avoid injury.



Electrical safety

All university-owned portable appliances are tested annually and all wiring is tested every five years.

You are permitted to bring certain electrical equipment to halls but you must ensure that it is working correctly so that it does not present a hazard or risk:

- All items (including adaptors or converters) must conform to the appropriate British standard, display the CE mark and be fitted with a correctly wired and fused plug to avoid tripping a fuse
- Items that are not compatible with UK voltage (240V) must only be used with a voltage adaptor/ converter
- Extension sockets must be safe — preferably having 'surge protection'— and must not cause a trip hazard to you or any member of staff entering your room

If you bring in faulty equipment which causes damage, you will be liable for the cost of repair.

You must not interfere with any electrical installation, equipment or fitting provided by Imperial. You can help us ensure your safety of others by complying with the following:

- Do not overload your electrical sockets as this can be dangerous and result in a fire
- Do not use multi-plug adaptors
- Switch off electrical equipment after use and unplug it whenever you leave the room
- Do not use electrical appliances in the ensuite bathrooms apart from electric shaver/ electric toothbrush

The university reserves the right to remove, destroy or disable any equipment which it deems unsafe. Where practicable this will be discussed with you before any action is taken.

Prohibited items

Safety regulations, or risk of damage to property, prohibit the use of the following personal equipment within halls:

- 3D printers
- Adhesive hooks
- Candles / incense sticks
- Chip pans /deep-frying equipment
- E-Bikes, E-scooters, E-unicycles
- Electrical tools
- E-cigarettes or vaping devices
- Electric hot pot and hot pans
- Fridges and/or freezers
- Hookah and shisha pipes (or similar)
- Hot plates
- LED strip lights
- Mini washing machines/ dishwashers
- Nightlights/ fairylights
- Oil burners
- Plug-in air fresheners
- Portable barbecues
- Pressure cookers
- Pull-up bars
- Sandwich toasters
- Swapping of shower heads / hoses

Penalties such as community service or fines can be imposed within halls and houses for contravening any of the above regulations. In more serious cases, you may face a residences disciplinary hearing.

Limited permitted items

The following items are permitted **only in kitchens:**

- Air-fryer
- Coffee makers
- Kettles
- Rice cookers

Christmas decorations

Here are tips for decorating at Christmas:

- Don't obstruct any fire equipment
- Only use PAT tested Christmas lights
- No decorations in kitchens
- Don't use pins, nails or sellotape to hang decorations or lights

Items not listed may be considered unsafe. Check with hall staff before purchasing cooking or electrical equipment.

Fire safety

Fire is the main hazard in residential accommodation. However, sensible precautions will reduce the likelihood of fires starting and will protect against its consequences.

Fire alarm systems and equipment

The fire and smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to considerable amounts of steam from showers and cooking, hair dryers /straighteners, hair or deodorant sprays.

To prevent a false alarm:

- close bathroom doors within your room when using the bedroom shower
- use the kitchen extractor fans and keep all doors closed so that steam or smoke does not flow into the corridors
- do not smoke – smoking anywhere inside the building is strictly prohibited

If you knowingly or recklessly misuse the fire safety equipment or set off a fire alarm without good cause you will be subject to disciplinary procedures.

Weekly alarm testing

It is a legal requirement that the fire alarm system is tested frequently:

- Check your hall noticeboard for details of the weekly fire alarm test
- The weekly test will consist of only a few rings; you do not need to evacuate
- Evacuate immediately if the alarm sounds for longer

We are also obliged to carry out at least one fire drill during the academic year. Fire drills can take place at any time.

Personal Emergency Evacuation Plans (PEEPs)

You will have been encouraged to declare any disabilities or wellbeing requirements during the application process to ensure your needs are considered when allocating your room. After your arrival, it will be necessary to create a Personal Emergency Evacuation Plan (PEEP). This plan will include a risk assessment to ensure that any specific requirements and support needs (such as medication storage, equipment requirements, and access to exits) are met.

If you have difficulties hearing alarms or evacuating the building due to a mobility or sensory impairment, or if you sustain an injury during your stay (e.g. needing crutches), you will also require a PEEP. Please contact your hall staff for more information.

Fire safety rules

Most people underestimate the speed at which a fire or smoke spreads in a building. For your own safety you must always follow the university's fire regulations, rules and procedures to avoid the common fire hazards:

- **Read your nearest 'Fire Action' notice.** If the notice is missing or unclear, inform hall staff.
- **Locate the emergency escape routes** from your room, kitchen, common room etc. and the assembly point in case of a fire. Fire Exit routes are marked by green exit signs above doors. Your nearest emergency escape route may not be the same as your normal route.
- **It is a criminal offence to tamper with, obstruct or cover** smoke and heat detectors or remove any notice or equipment provided for fire safety.
- **Do not obstruct fire routes or doors** — report any blockages to a member of staff straight away.
- **Do not leave rubbish or belongings in corridors**, as these can become a trip hazard along fire routes when visibility is poor.
- **Keep fire doors closed and unobstructed.** Fire doors prevent the spread of fire and smoke — they must not be wedged or propped open for any use other than emergency evacuation.
- **Do not leave the kitchen unattended when cooking** — cookers, stoves and appliances should be switched off when you have finished cooking. Chip pans and other deep frying equipment are strictly prohibited.
- Exercise care — carelessness could cause a full-scale alarm.

Building Safety Act

The Building Safety Act is recently implemented legislation in England and Wales, which plays a critical role in ensuring the safety of buildings – particularly residential buildings. In line with the new law, we're required to keep comprehensive documentation of how the building is designed, built, maintained and changed.

A key part of the new legislation is the establishment of a **Resident Engagement Strategy.** This strategy sets out how we'll communicate about building safety decisions, how we'll collect and use your opinions, and how we'll measure and review participation in these building safety decisions.

Read our Resident Engagement Strategy on our website: tinyurl.com/ImperialRES



Emergency procedures

If you discover a fire:

- **Immediately operate the nearest fire alarm** call point by pressing the glass panel.
- Warn other residents in the immediate area.
- Only attempt to fight the fire if it is small, there is no immediate danger to yourself and others, and if you have a clear escape route to safety.
- If you cannot extinguish the fire or your escape route is threatened, immediately **leave the room closing the door behind you**.
- Evacuate the building and report the location of the fire to the person in charge.
- Fire extinguishers and fire blankets should only be used if you feel it is safe to do so; read the instructions before use. Report used fire equipment to a member of staff.
- Different types of fire extinguishers are appropriate for different types of fire. The type of fire extinguisher is indicated by the distinct colour band on a red extinguisher

If you hear the fire alarm:

Take all alarms seriously. Familiarise yourself with the procedures in place for your hall.

All halls - except North Acton

- Immediately evacuate via the nearest stairs/ exit route — do not stop to collect personal belongings
- Leave the building in an orderly manner — do not run
- Do not use the lifts
- Do not stand in the lobby or directly outside the hall, as this may hinder fire fighters' access
- Make your way directly to the designated assembly point. **Do not re-enter the building until the all-clear has been given**

If hall staff believe that you have delayed your evacuation you may face disciplinary action.

North Acton halls

The buildings' fire procedures and alarms are organised on a floor-by-floor basis. If a fire breaks out on one of the floors, the smoke and heat detectors will activate, and the affected floor will hear an alarm sound. Only this floor will need to evacuate.

The lifts won't be available, so you'll need to use the staircases to evacuate towards reception and await further instructions.

North Acton Halls are built with advanced fire resiliency, making it very difficult for fires to spread. Because of this, if the alarm is not sounding on your floor, you should remain where you are.



Security

London is a safe city to live, study and explore. Staying safe at university, and taking responsibility for your own wellbeing, is mostly common sense. Download the SafeZone app and be sure to read our Safe and Secure guide included in your DigIn bag for tips that will help ensure your personal safety whilst at Imperial.

SafeZone

This app lets you contact the Security and Community Safety team directly in an emergency. It immediately puts you in touch with a member of the team and gives you the option to share your location and personal profile. This can help them to quickly respond to your specific needs.

SafeZone allows the entire Imperial community to stay informed in the event of a major incident, whether you're in London or a different country.

Download the SafeZone app for your direct line to the Security and Community Safety team: imperial.ac.uk/admin-services/security/

Hall security tips

- Never label your keys with personal details
- Copying access cards onto other devices is strictly forbidden.
- Lock your bedroom door, even if you're only going to the kitchen or bathroom
- Check doors and windows are locked at night or when going out
- Leave money or valuable possessions in your secure drawer
- Do not allow strangers to enter the hall or your room. All staff are issued with personal identity cards
- If unsure, report anything suspicious to a member of staff or security on 0207 589 1000

Bike storage and transport

Cycling is a healthy, sustainable and efficient way to travel and where possible, our halls have bike storage. Check with Hall staff for information on bike storage at your hall.

For health and safety reasons, bikes, including folding bikes, are not permitted in bedrooms or any communal areas (including corridors, stairways or fire exits). Do not chain your bike to railings or lampposts – any bikes found stored in this way, or left in hazardous positions, will be removed. We also expect you to take your bike with you at the end of your stay. **E-bikes, e-scooters and e-unicycles are not permitted anywhere at Imperial accommodation** – including bike stores.

Bike security

Bikes make for an easy target for thieves and theft is common – so mark it, lock it or lose it. Follow these tips to help you keep your bike safe:

- Use a Solid Secure British Standard approved lock i.e. 'D' type locks, available from the Security Office in room 155 in the Sherfield building at a cost of £45 (RRP £95).
- Take out bike insurance
- Lock the frame of your bicycle to the locking point and, whenever possible, include the wheels and saddle
- Try to avoid leaving your bicycle unattended overnight unless in secure storage. tinyurl.com/bike-store-form
- Keep a record of your bike's make, model, and serial number along with any unique identifying features for your insurance
- Get your bicycle frame marked with your personal details.

Learn more at imperial.ac.uk/sport/active-travel/



Parking and transport

There are **no parking facilities** available for students in halls or guests. Motorbikes and mopeds (or component parts) must not be brought into halls.

Some halls have limited parking facilities that are **exclusively reserved** for students, staff and visitors with disabilities. Contact your Hall team for further information.



Your accommodation experience

Feedback

At the end of the year, we invite you take part in our Annual Halls Survey. Your feedback is important to us and helps us improve for the next residents. Look out for your survey in the final term.

If you have any comments or concerns throughout the year, do get in touch. See our 'Comments, Compliments and Concerns' policy on the Accommodation website: www.imperial.ac.uk/students/accommodation/about-us/feedback/

Resident Engagement Strategy (RES)

Our RES sets out how we communicate about building safety decisions throughout your stay. You can review our strategy online, and share your thoughts and comments. tinyurl.com/ImperialRES

The Student Accommodation Code (SAC)

All Imperial owned halls are signed up to the SAC which protects your rights to safe, good quality accommodation. Find out what you should expect from your accommodation at TheSAC.org.uk

Accommodation fees

Your accommodation fees are paid in termly instalments. You'll be emailed an invoice for the term ahead and this will need to be paid by the date indicated. For more information about paying your fees please see our website: imperial.ac.uk/students/accommodation/prospective/ug/fees/

Your fees include all utility bills, tv licence for Imperial-owned televisions, internet access, maintenance, communal cleaning and a contribution towards your halls activity fund. We do not run our halls for profit. All income generated from your accommodation fees is reinvested to cover maintenance, operating and improvement costs.

You can find out more about our approach to rents on our website: imperial.ac.uk/students/accommodation/about-us/our-approach-to-hall-rents

Vacating your room early

If you wish to leave halls early you will still be liable for your accommodation fees until the end date on your licence agreement, unless the room is re-let to another Imperial student who is not currently living in halls.

Notice to quit

If you wish to leave your room during the licence period, you should complete a 'notice to quit' form. The Student Accommodation Office will try to re-let your room, though there are no guarantees. imperial.ac.uk/students/accommodation/current-residents/policies-and-guidelines/transfer-and-departure/

You should also note the following:

- Rooms that were not previously occupied will always be let first
- Rooms are re-let in the order of 'notice to quit' forms received
- Rooms with particular criteria (i.e. a single sex twin room) may take longer to re-let

Cessation of studies

If you formally withdraw, interrupt your studies or are de-registered from Imperial you must inform the Student Accommodation Office immediately:

- You will not be eligible to remain in university accommodation.
- You will be released from your licence agreement, from the date you vacate your room and have returned your keys.

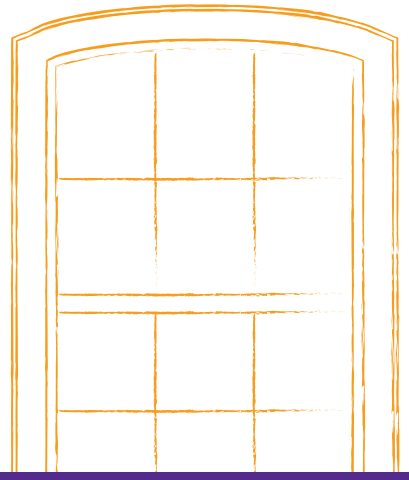
Note: Students at Silwood Park who wish to attend a field-trip should refer to specific terms and conditions within their licence agreement.

Useful contacts

If you need to dial one of the emergency services whilst on campus, cal 999 first but then inform Security on 020 7589 1000 from a mobile so they can help coordinate the emergency response. units.

Local Police
Tel: 101

NHS 111
Tel: 111
www.nhs.uk



Mental Health Support

If you are in crisis and need to speak to someone urgently, you can contact one of the services below for mental health support.

If you need to speak to someone straight away you can call 999 or visit your local Accident and Emergency department.

Samaritans - 24 hours
Tel: 116 123
email: jo@samaritans.org

Shout crisis text service - 24 hours
Text **Shout** to 85258.

Nightline - Term time only 18:00 - 08:00
Confidential listening for students in London.
Tel: 020 7631 0101
Live chat: nightline.org.uk

Papyrus HOPElineUK - 09:00-00:00
Call 0800 068 4141
Text 07860039967
Email pat@papyrus-uk.org

Frank (substance abuse support)
Tel: 0800 77 66 00
www.talktofrank.com

Disclaimer:

The information in this guide is correct at the time of going to print (July 2026).
For the latest information, please see the Accommodation website: imperial.ac.uk/students/accommodation/current-residents/

IMPERIAL

Student Accommodation Office



Supporting you in your new home from home

Whether living in our halls or in the private sector we are here to help.

University Accommodation

- Applications and queries
- Guidance for living in halls
- Medical and wellbeing support

Private Accommodation

- Support through all stages of your private housing journey
- Contract checking service
- Rent Guarantee

