



**Dr Derrick Chong FRSA SFHEA**

Warden, Lillian Penson Hall  
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## **Welcome to Lillian Penson Hall!**

Your journey so far has brought you to one of the best universities and most exciting, diverse cities in the world. You have some wonderful achievements behind you, and I am sure there are many more ahead. All of us on the team at Lillian Penson Hall – named after the first woman to serve as Vice-Chancellor of the University of London – are so pleased to be welcoming you. We are all looking forward to getting to know you. It is our sincere hope that LPH will be a safe, warm, and welcoming home for you, where you are able to give full expression to this next stage of your life. LPH is situated in a friendly hub in London, next to the open spaces of Hyde Park and Kensington Gardens, with other Royal Parks also nearby. The University of London provides updates <https://campuslife.london.ac.uk/> to support residents across all the intercollegiate halls of residence.

## **COVID-19**

Just by being here and showing up in the midst of a pandemic, you have already demonstrated remarkable courage, grit, and resilience. Life has probably been quite different for you over the past six months or so; and life here at Lillian Penson Hall is also going to be different this year from any we have seen before. Let us all be patient and kind with one another as we work through this together.

We will do all that we can to keep everyone here as safe as possible. And we are relying on you to do the same, remembering that we all have a responsibility to ourselves, our friends, and everyone else we share our environment: not only at Lillian Penson Hall, but at university more widely and in our local community of Bayswater. So please keep yourself informed and up to date, and ensure that you follow our "COVID-19 standard precautions" at all times in Hall: [bit.ly/covid-19uolhalls](https://bit.ly/covid-19uolhalls).

**If you develop symptoms of coronavirus, it is essential that you STAY IN YOUR ROOM and follow our self-isolation instructions: [bit.ly/selfisolation-allhalls](https://bit.ly/selfisolation-allhalls). Please do not physically approach a member of our team to let them know you have symptoms; instead, notify us remotely as detailed in the instructions.**



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**Help us get things right for you**

You can help us by letting us know if things are not going the way you had hoped – whether that is because of something we could be doing better here in Hall, or because you would like some extra support facing any other difficulties that arise through the year – whether in Hall, College, personal, family, or social life. Our promise to you is that we will always listen and support you if we can, or direct you to another appropriate professional if they could help more effectively.

Our Hall Manager (Karen Simonsen), Assistant Manager (Olu Akerele), and their teams work tirelessly to ensure our facilities are kept in good order. If there is a problem with your room or any of the shared facilities in Hall, or if you have any administrative requests like a letter to prove your address, contact the Hall Management team by email at [info.lph@london.ac.uk](mailto:info.lph@london.ac.uk). The email you used to agree the License Agreement is retained by the University to communicate with you; if an alternative email should be used inform [info.lph@london.ac.uk](mailto:info.lph@london.ac.uk).

We do not deal with accommodation fees, deposits, or contract issues locally at LPH. These are managed by central teams at the University of London. For contract issues, you will need to contact the Accommodation & Hospitality team at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk). For payments and deposits, contact the Accommodation Finance team at [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk).

My team of (five) Resident Advisors – (see their photos and profiles on reception bulletin boards) – and I are here to support you with any personal or wellbeing concerns, to promote a tolerant and positive community life in Hall, and to help with resolving any disputes or disagreements (including problems with noise). If you want to discuss anything like this, you can approach us any time you see us around the Hall (as we all live here and usually eat in the dining hall) or email me ([derrick.chong@london.ac.uk](mailto:derrick.chong@london.ac.uk)) to schedule time for a private chat.

**If you need help**

For many people, university is one of the best and happiest times of their life. But that does not mean it is always easy. It's OK to not be OK. Make a promise to yourself that if you are finding things difficult, you will ask for help. If you're able, help your friends through any hard times, too.



**UNIVERSITY  
OF LONDON**  
**INTERCOLLEGiate  
HALLS**

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There is always someone available to help at Lillian Penson Hall. If you need urgent assistance, telephone or go to the reception desk and ask them to contact the person on duty.

Save the number for reception in your contacts now: **020 7087 3048**.

If there is a serious emergency, remember the UK emergency services number is **999**.

### **Social & community activities**

Planning our welcome activities and social events has been slightly delayed this year, as we ensure that our plans for in-person events are COVID-safe and get to grips with new technology for virtual events. We will publish details of all our events as soon as they are confirmed. Join our private Facebook group – restricted to current LPH residents with the Resident Advisors as administrators – for updates <https://www.facebook.com/groups/lillianpensonhall202021>.

We are keen to support residents with shared interests – running, photo/video-making, creative writing, bodyweight exercising, and miming, for example – to have fun, linking in-person with good company. Let me know what you have in mind – one of the Resident Advisors can help you connect with fellow residents.

From early October, we will be looking for people like you to contribute to the life of the Hall and organise social events for the rest of the year by taking on responsibilities in the Hall Association Committee. I hope you will consider making whatever contributions you can to build and strengthen our diverse, friendly community and shape this year in Hall to be the way you want it.

Please come and talk to the Hall Management staff, Resident Advisors, and me at our in-person events, and be sure to join us for the virtual events that we will be communicating soon. We really want to get to know you. And tell us if there is anything we can do to improve your experience now or any time through the year.

**Derrick Chong (Dr)**

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