

Welcome to Garden Halls!!

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 here at Garden Halls are so pleased to be welcoming you, and we are all looking forward to getting to know you. Situated in the heart of Bloomsbury, opposite Cartwright Gardens, we are committed to providing our residents a community which is safe, inclusive and nurturing. We hope that you will soon consider Garden Halls a home away from home. Our team's focus is to help you have a smooth transition into university and independent life.

## **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 Garden Halls 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 Garden Halls, but at university more widely and in our local community of Bloomsbury. 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.

## **Help us get things right for you**

You can help us by letting us know if things aren't going the way you had hoped – whether that's because of something we could be doing better here in Halls, 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 (Sarah Morgan), Assistant Manager (Alistair Sellers) and their team work tirelessly to ensure our facilities are kept in good order. If there's 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.gardens@london.ac.uk](mailto:info.gardens@london.ac.uk) or visit reception and asked to speak to them during office hours.

My team of Resident Advisors, Vice Warden 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'd like to discuss anything like this, you can approach us any time you see us around the Hall, email me ([Kleoniki.Kourmpi@london.ac.uk](mailto:Kleoniki.Kourmpi@london.ac.uk)) or the Vice Warden ([sudhir.selvaraj@london.ac.uk](mailto:sudhir.selvaraj@london.ac.uk)) or visit reception, or the wellbeing office located in Main Building ground floor to see how to schedule time for a private chat and our advertised drop in sessions.

## 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 and ask for help. If you're able, help your friends through their hard times, too. There is always someone available to help at Garden Halls.

If you need urgent assistance, telephone or go to the reception desk and ask them to contact the Resident Advisor on duty. Save the number for reception in your contacts now: **0333 241 3485**. If there is a serious emergency, remember the UK emergency services number is **999**.

We don't deal with room swaps, deposits, or accommodation fees at Garden Halls. These are managed by central teams at the University of London. For room swaps and contract issues, you'll need to get in touch with the Accommodation & Hospitality team at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk). For fees and deposits, it's the Accommodation Finance team at [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk).

## 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 Facebook group for updates <https://www.facebook.com/groups/gardenhalls202021/> and keep a watch at <https://campuslife.london.ac.uk/residential-life/gardenhalls>