

# INTERNATIONAL HALL

# HOW CAN WE HELP?

**Emergencies:** A member of staff is available 24 hours a day to help if you have an emergency of any kind. Ask at reception desk first. Receptionists will contact the best person to help you.

**Contact: Reception Desk (telephone 020 7822 3000/3007)**

**Responsibility: Warden's Team**

**Noise complaints:** Noise is a common cause of dissatisfaction with Hall life. We have a highly effective policy for responding to noise problems. If your own attempts to deal with the noise have not succeeded, then please contact the Reception desk to report noise disturbances.

**Social & recreational:** The Warden's team looks after leisure facilities in the common rooms, and organises most of the social & recreational programmes for the year. A committee of resident volunteers also helps with the organisation of social events. If you want to get involved as a community volunteer, please check the International Hall website.

**Contact: Reception Desk (telephone 020 7822 3000/3007)**

**Responsibility: Warden's Team**

**Maintenance:** Report routine maintenance requests in the book at the reception desk. If it's an emergency (e.g. flood or electrical fault), explain this to the receptionists to take action immediately. Talk to the Hall Manager about any persistently unresolved maintenance problems, housekeeping or cleaning concerns, waste disposal or recycling.

**Lost property & lost room keys:** If you find any lost property, hand it in at the reception. If you have lost something, ask the Hall Manager during normal working hours if it has been handed in. If you lose your room key, you can get a replacement from reception for a fee.

**Reference Letters:** The Hall Management team can provide reference letters as proof of address (e.g. for your bank) or tenancy history (e.g. for future landlords / letting agencies).

Email Hall Manager - [info.ih@london.ac.uk](mailto:info.ih@london.ac.uk)

**Contact: Reception desk for maintenance and lost property**

**Responsibility: Hall Manager**

To contact the Warden, email [warden@internationalhall.com](mailto:warden@internationalhall.com) and email [info.ih@london.ac.uk](mailto:info.ih@london.ac.uk) for the Hall Manager

For questions relating **accommodation fees & invoices**, contact the Accommodation Finance team at [ahd.finance@london.ac.uk](mailto:ahd.finance@london.ac.uk) or call 020 7862 5772 as soon as possible.

For questions relating to **room swaps & contract dates**, contact the Accommodation & Hospitality team at [info.halls@london.ac.uk](mailto:info.halls@london.ac.uk) or call 020 7862 8881.

For feedback on **catering, internet and laundry**, please use the 'Report It' function on the International Hall website - [www.internationalhall.com](http://www.internationalhall.com)

