

At-a-Glance Guide on who to Contact in the North A30 Properties

Problems with the Maintenance of your Accommodation and its Contents

Example: broken or missing furniture

Contact: Marisa Stefani (Facilities Management) or Emmie Oleksiak (Housekeeper) at Highfield Reception.

Marisa.Stefani@rhul.ac.uk Emmie.Oleksiak@rhul.ac.uk

FMHighfieldCustomerServices-Highfield@rhul.ac.uk, Tel. 01784 443440

Problems with the Way your Accommodation is Serviced

Example: poor cleaning or missing bedding

Contact: Emmie Oleksiak (Housekeeper) at Highfield Reception

Emmie.Oleksiak@rhul.ac.uk

FMHighfieldCustomerServices-Highfield@rhul.ac.uk, Tel. 01784 443440

Problems with your Room Allocation

Example: You want to move to a different room. (n.b. You must have a good reason to want to change room that is not related to the room's maintenance or servicing).

Contact: Accommodation Services. Room Number.

Accommodation-services@rhul.ac.uk, Tel. 01784 443349

Problems with Being Disturbed by Noise

Example: Amplified music from a neighbour's room

You should try and resolve matters in this order:

1. Discuss the matter politely with the party causing the problem. Problems can usually be resolved by tolerance, good communication and negotiation between residents.

2. Contact: Security. Tel. 01784 443063. Security staff will try and resolve the matter.
3. Contact the Duty Warden (*details below*).

Problems of a Personal Nature

Example: You feel depressed or stressed.

Contact: The Counselling Service

Counselling@rhul.ac.uk Tel. (01784) 443128

Problems of a Financial Nature

Example: You are facing financial difficulties

Contact: Charmaine Valente (Student Finance Officer)

Charmaine.Valente@rhul.ac.uk Tel. (01784) 414633

Should you need any more information you can always contact the wardens. The duty rota can be accessed at <http://www.rhul.ac.uk/For-Students/NA30.html>

The Wardening Team

Warden: Professor Robert Hall robert.hall@rhul.ac.uk Tel. 07961 312873

Sub-Wardens:

Tim Miles T.J.Miles@rhul.ac.uk Tel. 0770 865 8811

Shareena Abdul-Aziz S.A.Abdul-Aziz@rhul.ac.uk Tel. 07743-359172

Danai Zourmpanou Danai.Zourmpanou@rhul.ac.uk Tel. 07855-535830