



# Community Matters

Welcome to the first edition of the new Royal Holloway, University of London, Community newsletter – Community Matters – which will be published in October and May each year.

The aim is to keep you informed of College news and developments. The newsletter will keep you up to date with events being held at the College which are open to the public, news of fundraising events and volunteering in the community. The newsletter will also inform you of College initiatives to deal with issues of concern to local residents such as parking and noise.

## Volunteering Week success

The first ever Royal Holloway, University of London student volunteering week was a huge success with over 40 student volunteers getting involved in a range of community projects across the local area.

*Serving the Community, Students in Action* was the slogan for the week which ran alongside National Volunteering Week (5 – 9 June).

One team of students painted the railings outside Englefield Green cemetery while another group of eager volunteers cut back and cleared overgrown parkland at Manorcroft park. The regeneration of Manorcroft park is a joint partnership initiative with Runnymede Borough Council.

Queen Elizabeth elderly day centre also benefited from the Royal Holloway students as they helped with some gardening and served strawberries and cream.

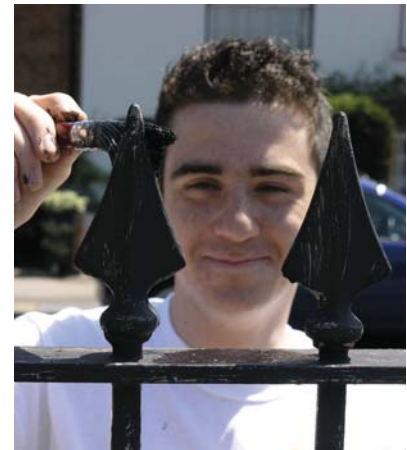
Katie Owens, Deputy Manager of the Queen Elizabeth day centre said the volunteers had made a big difference:

“The interaction between our clients and the volunteers was lovely, we all had such fun. The students helped weed our garden, and they took some people out for lunch. They really did work hard and we would welcome them back next year.”

The Students’ Union at the College plan to make this an annual event to encourage more people to get involved in volunteering projects.

Student Volunteer, Ben Green, in his second year of German and Management, has thoroughly enjoyed his experiences of volunteering: “In my first term I was an older mentor to a team of young people who went to Dehradun at the foothills of the Himalayas in India. Supported by Tearfund we helped rebuild a playground used by hospital workers and the local slum areas. I was also involved in the first ever volunteering week during June with a regeneration team painting the St Jude’s cemetery perimeter fence.”

Ben added: “Next Summer I plan to go to Cambodia and help with the street kids out there. Locally I will be involved



Volunteer Ben Green

with the Community Action student team encouraging more students to volunteer and serve the local community through various means and projects.”

If you have any suggestions for future volunteering projects in your area please contact Phil Simcock, 01784 414078, [volunteering@rhul.ac.uk](mailto:volunteering@rhul.ac.uk).



# People

## Meet Helen Groenendaal, the College Community Liaison Officer

Helen has worked at Royal Holloway for the past 2 years and lives near Camberley.



**Q** What is the best aspect of your job?

**A** I love the mix of interaction with the students and members of the community. The job is also quite diverse and challenging which I enjoy.

**Q** Where were you working before?

**A** After graduating from Royal Holloway in History and Politics in 1996, I worked part time in my local newsagent and post office. I then ended up running the whole business.

**Q** What do you do in your spare time?

**A** I run my local Rainbow Guides once a week. Working with children is great fun and I enjoy voluntary work. I am also the County Rainbow advisor, overseeing all the groups in the area.

**Q** Have you any interesting hobbies?

**A** My family are very sporty and as a result I am Formula 1 mad! I am a big fan of Michael Schumacher and regularly go to Silverstone, Brands Hatch and Goodwood. Politics and current affairs also interest me.

# Community Concerns

## Student Services

Student Services at the College is responsible for building good community relations. Royal Holloway has been a significant presence in the Egham and Englefield Green communities for well over 100 years now. The College takes its relationship with the local community extremely seriously.

There are occasional disputes between our students and local residents. The College is committed to doing everything within its power to resolve these.

### Noise issues:

The College explains to all students that they must respect their neighbours and keep noise to an acceptable level. However, if you are troubled by excessive

noise the College advises you to raise the issue with the students first and then if the problem continues alert Student Services. They have certain powers to discipline repeat offenders.

In response to reports from local residents about excessive noise from a minority of students during Freshers' Week, the College and the Students' Union distributed a letter to local residents and students living in the immediate vicinity, warning students of possible action that could be taken against them. A 'cooling-off' period is being introduced at the student bar from 12-1am. During this period no alcohol will be served but students will be allowed to remain on the premises.

This will encourage students to leave the bar at intervals. In addition, extra

night patrols are being introduced around the back gate of the campus to assist in identifying the students causing disturbances.

### Untidy premises

The College currently advises students concerning refuse collection and their responsibility for general upkeep of their rented property.

For more information on the work of the Student Services office, please see the website [www.rhul.ac.uk/for-students/Community.html](http://www.rhul.ac.uk/for-students/Community.html).

Contact Helen Groenendaal,  
01784 443394,  
[Helen.Groenendaal@rhul.ac.uk](mailto:Helen.Groenendaal@rhul.ac.uk)  
[community@rhul.ac.uk](mailto:community@rhul.ac.uk)

For further information and FAQs please visit: [www.rhul.ac.uk/For-Students/community.html](http://www.rhul.ac.uk/For-Students/community.html)

# College News



## Royal Holloway Professor – Mayor for Runnymede

Moreton Moore, Professor of Physics at Royal Holloway, is the new Mayor of Runnymede for 2006-07 and has chosen three local charities to support.

Spanning the ages, the charities include: 'Bright Lights' for young children with special needs; 'One-to-One' which helps adults with learning difficulties; and the Age Concern Runnymede 'Befriending Scheme', a new venture helping the elderly and isolated.

Professor Moore adds, "I look forward to promoting Runnymede, to getting out and about in the Borough and throughout the County of Surrey, and to meeting the many wonderful people of the area."

The Mayor sent all students a letter at the start of term emphasising the importance of acting responsibly in the local community.

# Community Concerns

One of the most difficult issues to manage in communities adjacent to universities is the issue of parking. The College is trying its best to reconcile the conflicting demands of local residents, students and the local authority, with limited powers at its disposal.

Royal Holloway provides a large amount of parking for students – the fourth largest amount of any university in the country according to a recent survey. Any resident student who wishes to have College parking can do so, but only by living in one of our off-campus residences, where parking is available. These halls are connected to the main campus by frequent buses.

To lessen the need for cars, the College has established excellent private and public transport links from the campus and has done everything possible to encourage cycling with ample bike storage and marked cycle routes.

However, some students resident on the main campus still bring cars and leave them in local unrestricted streets. Our first step in dealing with this is by leafleting cars. We are experimenting with different ways of targeting student vehicles, but we hope the majority of local residents



do not mind the occasional leaflet and support our actions in trying to prevent our students causing a nuisance.

If a student car is parked illegally or is causing an obstruction, it is relatively easy to take action as the Police – with whom we work very closely – are allowed to identify the owner to us. We are not allowed to expel these students, exclude them from lectures, clamp or confiscate their cars. However, we impose proportionate penalties and we have required students who persistently offend to move out of campus accommodation.

The other problem is when members of a student household keep more cars

than is reasonable at their house. In these cases the College's approach is to work with landlords to encourage them to set reasonable rules for their tenants and to enforce these. In addition we visit the households and discuss the issue with the students involved.

We hope that both local residents and our students are reassured that we take this issue very seriously and are exploring every avenue to minimise the difficulties while being fair to all the parties involved. If you have any constructive suggestions, please get in touch with Helen Groenendaal.

For further information: [www.rhul.ac.uk/advice/cars](http://www.rhul.ac.uk/advice/cars)

[Community@rhul.ac.uk](mailto:Community@rhul.ac.uk)

"In the next issue... How the College deals with allegations of anti-social student behaviour"

## College News



### Windsor Building

September 2006 saw the opening of the new Lecture Theatre Complex at Royal Holloway, named the Windsor Building, which provides a brand new space for both conferences and community events.

The contemporary building houses a tiered lecture theatre for 400 and eight seminar rooms for 50. State-of-the-art AV facilities are also being installed throughout the building.

As part of the College's What's On guide, some of the big events and lectures open to the public will take place in the new auditorium. For example, on 7 November, An Audience with Joan Bakewell will take place in the new building.

For more information on the facilities at Royal Holloway, please contact the Sales and Marketing team on 01784 443045, [sales-office@rhul.ac.uk](mailto:sales-office@rhul.ac.uk) or visit [www.rhul.ac.uk/fm](http://www.rhul.ac.uk/fm)

# View the Victorian Picture Gallery Online

The Royal Holloway internationally renowned Victorian Picture Gallery is now available for the first time online allowing you to view works by Frith, Fildes, Millais, Landseer and many others from the comfort of your home.

The new website offers a virtual gallery walk through, and allows detailed study of each painting with comprehensive links to research areas of interest to Museum Curators, Art Historians, and Victorian Studies specialists.

The website can be viewed at [www.rhul.ac.uk/picture-gallery](http://www.rhul.ac.uk/picture-gallery)



The next Picture Gallery open day is on Sunday 11 February 2007. Entry £3 (£2 concessions), booking not required.

## College News

### Fund Raising

A charity fundraising ball in aid of renovating the swimming pool at St. Judes Primary school in Englefield Green and aiming to encourage local people to take up swimming took place on 2 June in Founder's Hall at the College. In total they raised over £700.

In addition, in June students raised £10,000 for charity which was announced at the annual Laurel Awards. The Laurel Awards thank all of the students who have volunteered much time and effort throughout the year. The night saw a number of

members of student staff awarded Life Memberships for their fantastic commitment and dedication to their jobs within the Students' Union.

## What's On 2006–07

This Autumn and Winter come along to the College and enjoy some of the excellent events from lectures and literary readings to concerts.

Highlights of the forthcoming programme include:

**Tuesday 7 November** – An Audience with Joan Bakewell

**Thursday 9 November** – Frith Exhibition

**Wednesday 22 November** – St. Cecilia's Concert, featuring James Bowman a leading counter tenor

**Thursday 30 November** – Inaugural Lecture, Paula Nicolson, Head of Health and Social Care Department

**Wednesday 6 December** – The Royal Holloway Symphony Orchestra

Events Office –  
Debbie Bennett, 01784 443004,  
[external-relations@rhul.ac.uk](mailto:external-relations@rhul.ac.uk)

### Useful Information

Helen Groenendaal –  
Community Liaison Officer,  
01784 443394,

[community@rhul.ac.uk](mailto:community@rhul.ac.uk)

Community Action Volunteering –  
Phil Simcock, 01784 414078,  
[volunteering@rhul.ac.uk](mailto:volunteering@rhul.ac.uk)

Security at the College –  
Tony Bathews, 01784 443064,  
[A.Bathews@rhul.ac.uk](mailto:A.Bathews@rhul.ac.uk)

Surrey Police – 0845 125 2222

Egham Town:  
Neighbourhood Specialist Officer  
PC Ben Ely,  
07967 988484  
[Ely2559@surrey.pnn.police.uk](mailto:Ely2559@surrey.pnn.police.uk)

Englefield Green:  
Neighbourhood Specialist Officer  
PC Ian Scott  
07967 988472

[Scott695@surrey.pnn.police.uk](mailto:Scott695@surrey.pnn.police.uk)

Police Community Support Officer  
John Cundy  
07967 986822

[Cundy10512@surrey.pnn.police.uk](mailto:Cundy10512@surrey.pnn.police.uk)

Visit the officers' Neighbourhood Pages  
at [www.surrey.police.uk](http://www.surrey.police.uk)

Runnymede Borough Council –  
01932 838383

[www.runnymede.gov.uk/](http://www.runnymede.gov.uk/)

### 2006 – 2007 Term Dates

Mon 25 September – Fri 15 December 2006 (12 weeks)  
(4 week Christmas Break)

Mon 15 January – Fri 30 March 2007 (11 weeks)  
(4 week vacation. Easter Sunday – 8 April 2007)

Mon 30 April – Fri 15 June 2007 (7 weeks)

We value your comments and suggestions.

Please write to:

Community Matters, External Relations, Royal Holloway, University of London, Egham, Surrey TW20 0EX or email [community-matters@rhul.ac.uk](mailto:community-matters@rhul.ac.uk)