BU Guilford House
Housing Orientation
Staff

Who’s who and what do they do?
Full-time NYU London res life staff

- Chris, Consi, Sonia and Lee
- Can help with general/non-university related queries
- Office hours – weekdays 10:00 to 18:00 (in Byron Court and Guilford House)
- Contact details in housing guide
Housekeeping staff
  ▪ Clara, Ilze & Dagmar
    - Weekly flat cleaning
    - Communal area cleaning

Maintenance staff
  ▪ John, Matt and
    - Building facilities
- Man reception 24/7
- Emergency responders
- Good source of general info
- If you lock yourself out, they will let you in
Dealing with Emergencies
I think I’m in trouble…what should I do?
- Facility and building emergencies – please report to Reception
- Student welfare/wellness – please call BU student life staff member on call (details each flat)
- Calls to emergency services – please let reception know
Local Area
Where am I, again...?
- Home to several cultural, educational and healthcare institutions
- Notable for array of garden squares
- Literary connections include Virginia Woolf and Charles Dickens
- Great transport connections
Building Facilities
There’s a games room in here…?
### Communal Rooms

- TV room with Freeview TV, PS3* and vending machine
- Study room with computers

* sign games out from Reception
- Washers and dryers
- Cashless/card system
  - £2.00 for a wash
  - £1.00 drying cycle
  - Information in welcome pack
- Iron and ironing board available to sign out
- Shared facilities so be courteous
- NYU wireless network
- Use Net ID and password used for your housing applications
- Set up instructions/help available for those having trouble
- No printers in housing – please print at BU Library
- Loan equipment (DVDs, board games) available to sign out at Reception
- No onsite parking
- No mail room facilities – address post to BU headquarters
- No communal/public phone
Mailing address is

Your Name
43 Harrington Gardens
South Kensington
London
SW7 4JU
United Kingdom

Why can’t I have my post sent to housing?
Looking after your flat

What do you mean I have to clean up after myself...?
• Maintenance issues attended by res life staff, security, facilities team or subcontractors
• What to report
• Submit online Maintenance Request Form (see Res Life & Housing Guide and poster around building for link)
• If it’s an emergency – report it directly to security!
• Rights of access
• Planned maintenance
- Flats (surface) cleaned weekly
- Be out of bed by 10:00 on cleaning day
- Receive clean linen on cleaning day – you need to make your own bed
- Housekeepers will remove reasonable amount of rubbish – if bins are full before your cleaning day, you need to take your rubbish out!
- Housekeepers there to help you keep your flat clean but you are responsible for keeping your flat clean and tidy
- Vacuum cleaner and mop available
- Please help us recycle – check your kitchen guide for recyclable materials
- Always use the bin bags provided
- Bedrooms bins are not emptied by the housekeepers
Fire Safety

How to not burn the building down!
Most fires in the home start in the kitchen – please take care when cooking:

- Only cook where it is permitted
- Only use appliances for designed purpose
- Keep all cooking areas clean
- Never leave cooking unattended
- Keep flammable items away from cooking surface
- Never cook when tired or intoxicated
- Use the extractor fan
- Do not put metal in the microwave
Be prepared and do what you can to prevent fires

- Know your nearest evacuation routes and keep them clear
- Do not tamper with fire safety equipment
- Do not overload sockets
- Do not wedge fire doors open
- Watch your extension cords and converters
- Submit a maintenance request if you suspect an issue with electrical equipment
• Fire alarm tested every Tuesday at 15:00
• If alarm goes off at any other time you need to evacuate
• When you hear the alarm
  – Evacuate immediately
  – Use stairs, not lift
  – Do not collect personal belongings
  – Do not delay escape but turn off stove, hair straighteners etc.
  – Go the assembly point and wait for instruction
• If you discover a fire
  – Activate call point
  – As above
• Please refer to Res Life & Housing Guide more info
Housing Policies
The boring bits but please stay with us...
- Up to 4 permitted during these times
  - Sunday - Wednesday 8am and 11pm
  - Thursday – Saturday 8am to 1am
- Must be signed in
- All guests are your responsibility
- All guests must be accompanied by host
- 5 Overnight guest passes
- One overnight guest per student
- One overnight guest per room (unless in quad room)
- No under 18s
- Must be signed in
- All guests are your responsibility
- All guests must be accompanied by host
- Guests can’t use empty beds and no guest bedding, cots etc are provided
- Overnight guest request form (signed by all flatmates) must be submitted for each guest
- We may take photo copy of guest ID
- No smoking
- Sound policy
- Building access
  - You must show your ID card
- Outside furniture policy
- Controlled substances
- Alcohol
  - You’re all over 18 and can drink legally…responsibly
Security in the Residence

Where can I keep my passport?
- Flat doors lock when closed
- Don’t give your key to anyone else
- Don’t let people you don’t know tailgate
- There’s a lockable drawer in your wardrobe
  - Please use it
  - Don’t leave the key in the lock after locking
- Lost and stolen keys
- Show your ID every time to enter the residence
Roommate Relations

My roommate can be so darn annoying…
- It’s hard sharing your space but living with someone can be one of the most rewording experiences.
- Conflict is a normal part of roommate relationships but don’t let it fester – address it.
- Be clear
- Affirm and acknowledge the position of others
- Address things when they’re still small
- Respect your roommate’s stuff
- Be careful of who you bring into your flat…and how often
- Be friendly without expecting to be best friends
- Try not to involve others
- Be open to change
- If nothing else, follow the Golden Rule – treat your roommate like you’d like to be treated
All done

Any questions?