



# Be a good neighbour guide

Your guide to living in Englefield Green and Egham 2021/22



ROYAL  
HOLLOWAY  
UNIVERSITY  
OF LONDON

# Settling in checklist

Here is a list of the essential things to do when you move into your new home



- ☐ Check your inventory and tell your Landlord/Agent if anything is missing or broken
- ☐ Register with gas, electricity and water suppliers and give them your readings
- ☐ Obtain copies of gas safety and energy performance certificates
- ☐ Check smoke alarms and carbon monoxide detectors
- ☐ Set up an account with an internet supplier
- ☐ Purchase a TV licence - see **tvlicensing.co.uk**
- ☐ Arrange contents insurance - the Students' Union can help with this
- ☐ Register your possessions with [immobilise.com](http://immobilise.com)
- ☐ Check bin collection days - see **[runnymede.gov.uk/rubbish](http://runnymede.gov.uk/rubbish)**
- ☐ Apply for your Council Tax exemption - see **[intranet.royalholloway.ac.uk/students/where-i-live/council-tax.aspx](http://intranet.royalholloway.ac.uk/students/where-i-live/council-tax.aspx)**
- ☐ Register to vote - see **[gov.uk/register-to-vote](http://gov.uk/register-to-vote)**
- ☐ Register with a GP - are you in the catchment for the NHS GP Surgery on campus?
- ☐ Introduce yourself to your neighbours!

# Your guide to living in Englefield Green and Egham



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## Who are we?

Community Wellbeing are responsible for:

- Overseeing and implementing our ‘Be a Good Neighbour’ strategy
- Encouraging positive behaviour in the local community
- Supporting students living locally in the private sector, including making welcome visits to provide help and advice on settling in and wellbeing checks
- Working with our community partners, e.g. Council, community groups, other residents, and the Police.

We are here to support and advise you with issues related to living in the local community so that you can have the best possible experience at Royal Holloway. If you have any concerns you want to discuss, contact us ([community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)).

Our team offer support to students who are struggling with personal wellbeing issues and can give non-judgmental and practical advice. If you have any general wellbeing concerns, contact our Wellbeing Advisors ([wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk)).

# Being a good neighbour

We have high expectations of you, both within your studies and when living in the local community. When you live in the local community, you are the face of Royal Holloway (very much like our favourite bear, Colossus!). We want to be proud of how you represent yourselves and us. Being a good neighbour sums up our community expectations. While this is new for you, remember that your predecessors may have caused upset and sometimes tensions exist. Therefore, as new neighbours it's better for you to make a fresh start as you will be spending the next year living side by side. Introduce yourself to your neighbours when you move in to break the ice and take a proactive step towards developing your own friendly relationship with them.

If you start the year positively and treat your neighbours with respect and consideration during the year, it will benefit everyone and will go a long way to ensuring you receive the same from them. They know who to contact if they have a problem and you may need to ask for their help some time. Plus, getting to know the people who live nearby helps create a sense of belonging and shared identity in our local area. With this in mind, we have enclosed two postcards with this guide that you can complete and give to your neighbours when you first move in. It's up to you whether you include a contact number, but if you feel comfortable this can be useful – your neighbour may be more likely to contact you first, rather than us!







# Noise

The fact is we all make noise, but excessive noise can affect people's lives, their sleep and their wellbeing. Noise is the most frequent concern that is reported to us. We strongly encourage students to follow our **'Be a Good Neighbour'** strategy and avoid making noise that disturbs others.

## MYTH

There is no truth in the suggestion you can make as much noise as you want until 11pm.



## Things to remember

- You live in a quiet, residential area
- There is no right to party
- There should be no excessive noise at any time at your property (noise which disturbs others)
- There should be no disruptive noise audible outside your property at night, including in your garden
- Return home from a night out as quietly as possible. Noise in the street can wake your neighbours and be disruptive
- Be reasonable and respectful at all times. Everyone has the right to the quiet enjoyment of their property

## Top tips on keeping the noise down ...

### Walking home

- Keep noise to a minimum, particularly at night
- Be aware of how much noise your group is making
- Avoid singing, shouting, anti-social behaviour or vandalism
- Take your rubbish with you

### Parties and pre-drinks

- Remember there is no right to party
- Check your tenancy agreement allows you to have parties
- If you are going to organise one, have it on a Friday or Saturday and keep music to a reasonable level
- Speak to your neighbours in advance and negotiate the finishing time. Remember noise can travel beyond your immediate neighbours
- Give neighbours a mobile number to call if things get too loud – and respond to their messages
- Keep doors and windows closed
- Avoid partying in the garden
- If people go outside to smoke, make sure they aren't noisy
- Ask your friends to leave quietly and not all at once
- You are responsible for their noise in your house and the street
- Even if neighbours agree to the party, they may still choose to complain if they are disturbed or the party continues too late.

Preferably, use the Students' Union or other campus venues when you socialise with friends

## If you are the noisy neighbour

We work in close partnership with Runnymede Borough Council Environmental Health and the Police Neighbourhood team to try to ensure that no-one is disturbed or disrupted in their home.

If there is proven, evidenced or repeated severe noise, nuisance or anti-social behaviour, the consequences for students can be:

- College misconduct hearings and substantial fines from the College where there is clear evidence of nuisance
- Households can be served Abatement Notices and face seizure of noise-emitting equipment if these notices are breached
- In severe situations or for repeated serious offences, this can impact on your College status as a student.

## If you are having a problem with a noisy neighbour, who can you contact?

- Runnymede Borough Council has the statutory authority to deal with noise from domestic properties. Call 01932 838383 or email **[environmentalhealth@runnymede.gov.uk](mailto:environmentalhealth@runnymede.gov.uk)**
- Community Wellbeing at Royal Holloway if you believe the noise involves students from the College. Email **[community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)**
- To report a crime, call the Police. Call 999 in an emergency – e.g. if a crime is in progress or someone's life is in danger – or call 101 or visit **[www.surrey.police.uk/ro/report/](http://www.surrey.police.uk/ro/report/)** for all other Police matters.



# Dealing with disagreements

When sharing a home, some disagreements are inevitable, so it's a good idea to get prepared for difficult situations. Differences of opinion can be flashpoints or become bigger problems if allowed to fester. If conflicts arise, talking through the issues is usually the best way to resolve them. Good communication is key:

## Do's

- Pick your battles
- Address potential problems early
- Call a house meeting or speak to your housemate(s) directly at a time and a place that suits everyone
- If the conflict is just with one other person, speak to them directly
- Give advance notice about what you want to discuss so no one feels ambushed and everyone can prepare what to say.

## Don'ts

- Avoid the topic until you are too angry to discuss it calmly
- Confront a housemate if they've been drinking or are on their way out
- Drag friends into the disagreement so they have to pick sides or try to isolate your housemate
- Leave angry or passive-aggressive notes around your house
- Take to social media to complain about your housemate – you wouldn't want to read things about you, so it's best not to do it to others!





# Holding a house meeting

It is important to treat your housemates with dignity and respect, however angry you may feel. Call them in, don't just call them out:

- Set ground rules
- Give everyone a chance to speak and listen without talking over each other
- Discuss issues calmly without raising your voices
- Be honest and acknowledge when one of you makes a valid point – there are usually two sides to every argument
- Stick to the problem in dispute and don't drag in other issues to escalate the situation
- Avoid making deliberately personal or hurtful comments
- Focus on solving the problem and be willing to compromise. Try to put the past to rest

If you are at fault, be honest and take responsibility. This is often the best way to prevent more conflict and avoid making home life more difficult for everyone. Apologising for a mistake won't remove the consequences of what you have done, but it will help resolve the conflict.

If you follow this advice, but are still unable to resolve the conflict, you can contact us for further guidance.



# Recipes for a house meal

Pick an evening when you are all home, choose a recipe you all like and then all pitch in to create a masterpiece you can all enjoy! Cooking together can be surprisingly fun. Here are a couple of recipes to get you started...

## CLASSIC BOLOGNESE

For 4 people

### Ingredients

1 tbsp olive oil  
1 onion, finely chopped  
500g beef mince or quorn mince  
2 garlic cloves, chopped  
(or use garlic granules)  
1 tsp oregano, basil or mixed Italian herbs  
90g mushrooms/1 large carrot/  
1 courgette grated (optional)  
400g tin chopped tomatoes  
1tbsp tomato puree  
300ml hot stock (beef/vegetable)

### Method

1. Heat the oil in a large pan, add the onion and fry at a medium heat for 3-4 minutes until softened. Add the garlic, herbs and mince/quorn and fry until they are brown. Add any vegetables and cook for a couple more minutes.
2. Stir in the tomatoes, stock, puree, Worcestershire sauce and season. Bring to the boil, then reduce the heat, cover and simmer, stirring occasionally for up to 30 minutes.
3. Cook your pasta in a large pan of boiling, salted water according to the packet instructions. Drain well and run boiling water through it.
4. Serve pasta, top with the Bolognese sauce and sprinkle on parmesan cheese.



## NASI GORENG

For 4 people

### Ingredients

- 2 tbsp vegetable oil
- 2 small onion, finely sliced
- 2 garlic cloves, crushed
- 2 carrot, grated
- 1 small Chinese or Savoy cabbage, shredded
- 400g cooked brown rice
- 2 tbsp fish sauce (optional)
- 2 tbsp soy sauce
- 2 eggs (optional)
- Hot sriracha chilli sauce (optional), to serve

**Optional add-ins:** chicken, prawns, additional vegetables

### Method

1. Put the rice in a large saucepan, add water and bring to the boil. Stir then cover with a tight-fitting lid. Reduce heat, simmer for 10 minutes. Uncover, fluff with a fork, spread it out to cool.
2. Heat the oil in a wok or large pan over a high heat. Add the onion and cook for 3-4 until softened and slightly caramelised. Add the garlic and stir for 1 minute
3. Add the carrot and cabbage and cook for 1-2 minutes. Add any of the optional add-ins you have chosen and make sure they are cooked through properly.
4. Add the rice and stir until it is heated through. Pour in the fish sauce, soy sauce and seasoning. Make a well in the centre of the wok and crack in the eggs. Fry until the white is nearly set.
5. Serve the rice in a large bowl topped with the egg and drizzle on the chilli sauce if you wish.



# Organising your household

Moving off-campus can be an exciting opportunity to live with friends, share amazing experiences and make lifelong memories. But have you thought what day-to-day life will be like? Some of you will be moving in with friends you know from Halls or previous house shares, others may be sharing with people they have

only just met. Each situation can come with its own challenges as the novelty of moving in together wears off. Your expectations of what a house share may involve can be different. It is in everyone's best interests if you can work together to create a positive environment and keep this going through your tenancy.

## Cleaning rota

A clean house helps maintain a happy household!			
	Kitchen	Bathroom	
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
community@royalholloway.ac.uk			



We recommend discussing what you each want from the start as this can help you avoid some of the problems that can arise.

These could include:

- How will you keep the property clean and tidy? A cleaning rota can help (see below)
- How will you pay utility bills? Apps like Splitwise or Splid can help

- How often will you invite friends over? Will you give each other notice? Can you veto this if you have a deadline approaching?
- How will you make time for shared household fun activities? Think about sharing regular house meals (see page 10) or planning nights out
- How will you deal with any problems that arise?

Living room	Rubbish/recycling	Other

# Refuse and recycling

Runnymede Borough Council run a comprehensive refuse and recycling collection service. It is a case of knowing which bin to use, when to put them outside for collection and when to bring them back onto your property.



## Refuse

Rubbish and non-recyclable items should be collected in black refuse sacks and placed in your black-lidded wheelie bin. This is emptied fortnightly



## Recycling

Items that can be recycled (see table) should be placed clean, dry and loose inside your blue-lidded recycling bin without any plastic bags. This is emptied fortnightly.



## Food waste

All food items (including teabags) should be collected in compostable liners, vegetable bags or plastic bags and collected in your grey caddy. When full, transfer these bags to your larger green bin that is emptied every week.



## Textiles or small electricals

Unwanted clothes, paired shoes, belts and small electrical items (no light bulbs) should be put in a tied standard sized carrier bag and left with the bins. Collected weekly.

- If your refuse or recycling bins are lost, contact RBC 01932 838383 / [refuse@runnymede.gov.uk](mailto:refuse@runnymede.gov.uk)
- If your food caddy or food bin are lost, collect a new one from our offices in Founder's East
- If you live in a flat, there may be variations to how your rubbish and recycling are collected. Check when you move in.

## Moving in essentials

- Generally bins in Englefield Green are emptied on Mondays and in Egham on Tuesdays – see [Runnymede.gov.uk/rubbish](http://Runnymede.gov.uk/rubbish)
- Refuse and recycling are collected on alternate weeks
- Food waste is collected weekly
- Move the correct bins to your property boundary by 6am on the morning of collection.
- After they are emptied, move bins back on to your property and if possible well away from the boundary by the pavement.
- The Council will not empty a bin if the lid can't close or take away extra rubbish bags left beside or near your bin
- Don't let excess bags/boxes of rubbish build up outside your property
- Alternatively, you can take these to the local tip for free (Lyne Lane Community Recycling Centre, KT16 0AR)
- Download the Surrey Recycles app for more information.

## What can you recycle?



# Parking and your car

As Royal Holloway has signed up to a sustainable transport plan to reduce car use, there are strict rules on students' car use on the main campus and local area, and we actively encourage cycling. If you live locally, only bring a car if there is adequate space to park at your house and your landlord agrees.

If you live in Egham or Englefield Green, you should leave your car at your property and not drive closer to campus to park in the adjoining roads.

- Drive carefully as many of the roads are narrow
- Never rev your engine or sound your horn to summon friends

**Reminder:** Keep the volume down on your car stereo (and possibly shut your car windows) when driving through, or parked, in a residential area.

- Park carefully in a space you are permitted to use
- Never block access for other vehicles, driveways or garage entrances
- Always leave enough space for emergency vehicles to drive easily past your vehicle
- Never be tempted to drink and drive. If you are driving, stick to soft drinks – and remember, if you have been drinking alcohol you may be over the limit the following day!

If you live within 1.5 miles of campus, you are not entitled to a standard student parking permit. However, you can apply for an out of hours student parking permit, see [royalholloway.ac.uk/parking](https://royalholloway.ac.uk/parking)





# Staying secure locally

Surrey Police are responsible for law enforcement in the local area.

ANPR and CCTV cameras operate across campus and Safer Runnymede has a network of CCTV cameras locally that are monitored 24/7.

You can keep up-to-date on Police news from around campus and beyond by following them on social media: **@RunnymedeBeat**

If you are a victim of crime, please report it to the Police on 101 and also to Security if you are on campus or the local area, or if there are possible areas of risk.



## Useful telephone numbers

College Security	(non-emergency)
	01784 443063
	SecurityRHUL@royalholloway.ac.uk
College Security	(emergency)
	444 (internal line)
Surrey Police (non-emergency)	101
Emergency Services	999



# Crime prevention and your personal safety

Egham and Englefield Green are safe areas with a low crime rate. We have an excellent working relationship with the Surrey Police Neighbourhood Team to help maintain this. It is also important that you do all you can to keep yourself and your possessions safe and do not take unnecessary risks.

## Top tips on home security

- If your house has an alarm, use it
- Lock your doors and windows, even if someone is in
- Keep valuables out of sight
- Register your property on **immobilise.com** to increase your chances of getting it back if it is lost or stolen.

## Top tips on personal security

- Use safe, well-lit routes even if this adds time to your journey
- Avoid short cuts through the cemetery, alleys and parks
- Stay with friends and try to avoid walking alone in the dark
- Stay alert. Avoid using your phone or headphones when walking
- Be visible. Dark clothing can make it difficult to see you at night
- Use the footbridges or crossings to cross the A30 at all times
- Use the College bus to get home from campus at night.



## Top tips on car safety

- Remove valuables when you leave the car or lock them in the boot
- Park your car on your driveway or garage, if you have one
- If not, park in a well-lit spot, preferably under street lighting.

## Top tips on bicycle safety

- Make sure your bike is roadworthy
- Be visible at night. Use front and rear lights and wear reflective/high vis clothing
- Always lock your bike.

See also: [intranet.royalholloway.ac.uk/keepingsafe](http://intranet.royalholloway.ac.uk/keepingsafe)

[www.surrey.police.uk/cp/crime-prevention/keeping-vehicles-safe/how-safe-is-your-bike/](http://www.surrey.police.uk/cp/crime-prevention/keeping-vehicles-safe/how-safe-is-your-bike/)





# Get involved with the local community

## Volunteering

Volunteering is a great way to meet people, explore the wider community, and grow as a person. Our award-winning team has over 2,000 registered volunteers and over 250 community partners.

Find out more and get involved at [royalholloway.ac.uk/volunteering](http://royalholloway.ac.uk/volunteering)

## Local politics

As a student, you may be able to register at both your home and term-time addresses – although you can only vote in one place.

Voting here means you have a say in what happens in the area you live in, with the services that affect you – policing, health services, recycling etc.

## Your local area

You chose to come to university in a beautiful area, so use the weekends to explore. This is a selection of some of the places you can visit locally:

Go walking in **Runnymede Meadows** where King John signed the Magna Carta in 1215 and visit the Kennedy Memorial or in **Windsor Great Park**, a Royal Park with 5,000 acres to explore.

Thrill seekers can visit **Thorpe Park** and experience some of the most terrifying roller coasters in the UK.

Try shopping in **Windsor, Staines-upon-Thames, Richmond-upon-Thames** or **London** which is only 40 minutes away by train. There is guaranteed to be something for everyone with so much to do and see.

## Stay involved in clubs and societies on campus

Don't stop getting involved with clubs and societies because you no longer live on campus. Find out more about each one at: [su.rhul.ac.uk](http://su.rhul.ac.uk)

## Active Lifestyle and Sport

Our sports facilities are excellent and with an on-site fitness suite and group exercise classes it couldn't be easier to keep active! The Active Programme includes drop-in sport and a social league, all of which are included with some memberships. To find out more at [royalholloway.ac.uk/sports](http://royalholloway.ac.uk/sports)





# Your Students' Union

At the Students' Union one core belief sits at the heart of everything they do and that's to 'Make Student Life Better at Royal Holloway'.

**RH  
SU**

We have a thriving Students' Union that offers a huge range of clubs and societies, student media, encourages student participation in democratic processes, provides advice, representation and runs a full programme of events and campaigns. Make sure you get involved – there is something for everyone! Call into the SU building to find out more.

## Advice Centre

The Advice Centre is based on the first floor of the Students' Union. It is a free and confidential service that is available exclusively for students at Royal Holloway. It offers you the opportunity to discuss housing or academic concerns and receive advice from their team of experienced and professional advisors. They operate an open door policy, but sometimes it is necessary to book an appointment in advance. You can contact them by visiting the SU help desk or by emailing [advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk)

In addition, you can find further advice and information about the Advice Centre at [www.su.rhul.ac.uk/advice](http://www.su.rhul.ac.uk/advice)



# Moving out

While most steps are simply the opposite of those you took when you moved in, there are some additional issues to bear in mind when you move out:

## Manage your waste

Start clearing up early as the end of your tenancy approaches to maximise the routine Council refuse and recycling collections.

## Check your inventory

Try to leave your property with the same items in the same condition described in your inventory.

## Removal of bulky items

You can ask Runnymede Borough Council to remove large items, like furniture, for a small charge or take them to Lyne Lane Community Recycling Centre for free.

## Take meter readings

On the day you leave the property.

## Contact your gas, electricity, broadband and water suppliers

Let them know that you and your housemates are moving out.

## Donate don't waste

If you have unwanted items or unopened food in your cupboards, consider donating to

charity rather than simply putting it in the bin. The College's Volunteering team work with the British Heart Foundation and the Food Bank to encourage students to donate unwanted items such as clothing, duvets and unopened, sealed food that is still in date. You can bring any unwanted items to the collection point **outside The Hub, or food items, outside the Union Shop.**

## Need Advice?

If you have any concerns about your property when you come to the end of your tenancy, you can contact the Advice Centre at the Students' Union for advice.

## Council Tax exemption

Once you finish your final year exams, Runnymede Borough Council treats you as having completed your studies and the Council Tax exemption no longer applies. This means you are liable to pay Council Tax for the remainder of your tenancy (even if you don't live there) and they can take court action against you if it is unpaid. Therefore, we recommend you look out for the Council Tax bill and pay it.



# Supporting you at Royal Holloway

Royal Holloway has a reputation for being a friendly and caring community and has many dedicated services to help you get the most out of your time here. If you would like our help, you can contact the team by email ([wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk)), or by coming to see us. Alternatively, you can contact teams directly:

Supporting you with your disability	<a href="mailto:disability-dyslexia@royalholloway.ac.uk">disability-dyslexia@royalholloway.ac.uk</a>
Supporting you with your finances	<a href="mailto:moneymatters@royalholloway.ac.uk">moneymatters@royalholloway.ac.uk</a>
Supporting you with your faith & spirituality	<a href="mailto:chaplaincy@royalholloway.ac.uk">chaplaincy@royalholloway.ac.uk</a>
Supporting you as an international student	<a href="mailto:internationaladvice@royalholloway.ac.uk">internationaladvice@royalholloway.ac.uk</a>
Supporting you through counselling	<a href="mailto:counselling@royalholloway.ac.uk">counselling@royalholloway.ac.uk</a>
Supporting you with wellbeing guidance	<a href="mailto:wellbeing@royalholloway.ac.uk">wellbeing@royalholloway.ac.uk</a>
<a href="http://intranet.royalholloway.ac.uk/emergencycontacts">intranet.royalholloway.ac.uk/emergencycontacts</a>	

## GP Surgery

There is a full NHS GP Surgery offering many student specialist services, located on the first floor of Founder's East. You are encouraged to register with the Clarence Medical Centre from the start of the academic year. It is easier to register before you become unwell and ensures a smooth transition of services from your home GP. Details of how to register, are available at:

<https://intranet.royalholloway.ac.uk/students/help-support/gp-surgery/register.aspx>

## Useful contacts

College Security	01784 443063	Crimestoppers	0800 500 111
Students' Union	01784 276700	Electricity – find my supplier	0800 029 4285
Student Services Centre	01784 276641	Gas – find my supplier	0800 029 4285
University of London Housing	0207 862 8880	Gas – emergency helpline	0800 111 999
Surrey Police (non-emergency)	101	NHS	111
Surrey Police (emergency)	999	Nightline	0207 631 0101
Runnymede Borough Council		Samaritans	116 123
Environmental Health	01932 838383	TV Licensing	<a href="http://tvlicensing.co.uk">tvlicensing.co.uk</a>
Citizens Advice Bureau	01932 842666		



**Royal Holloway, University of London**  
Egham, Surrey, TW20 0EX  
+44 (0)1784 434455  
[royalholloway.ac.uk](http://royalholloway.ac.uk)