

St Mary's  
University  
Twickenham  
London



**St Mary's University  
Residents' Handbook 2023/2024**

# Welcome to St Mary's University

On behalf of Student Services, we would like to welcome you to St Mary's University managed halls of residence. We hope you will enjoy the experience of living in St Mary's accommodation.

Joining a university community is an exciting experience, and we aim to provide a safe and comfortable environment for you to live and study in. This handbook has been put together to give you useful information that will help you settle in and get the most out of your time living in halls of residence.

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# Accommodation Service

**The Accommodation Service provides dedicated support for students in university accommodation and also helps students with the transition into private accommodation.**

The Accommodation Service is part of Student Services located on the second floor of J building.

## **Accommodation Service opening hours**

Monday-Friday 9am-5pm  
Wednesday 10am-5pm

[www.stmarys.ac.uk/student-life/accommodation/overview.aspx](http://www.stmarys.ac.uk/student-life/accommodation/overview.aspx)

[accommodation@stmarys.ac.uk](mailto:accommodation@stmarys.ac.uk)  
020 8240 4034

The Accommodation Service also includes a team of Resident Mentors and student Senior Residents, who provide residential support for students living in university managed accommodation.

## **Resident Mentors**

Resident Mentors are members of staff who reside in the halls of residence. Their role is to support and assist residential students living in their halls.

For example, should you fall ill and need assistance the Resident Mentor should be called. If the Resident Mentor is unable to assist you with a personal matter, they will advise you on the appropriate support services. Resident Mentors also ensure that students do not cause a nuisance or damage, and have responsibility for ensuring that resident students abide by the terms and conditions of the Accommodation Licence.

## **Student Senior Residents**

Student senior residents are usually second or third year students who have lived in university-managed accommodation during their first year, and their role is to assist and support you during the time you live in university accommodation.

If you would like further information about the Resident Mentors or Student Senior Residents, please contact the Student Life Team:

[studentlife@stmarys.ac.uk](mailto:studentlife@stmarys.ac.uk)  
020 8240 4048

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**All members of the Accommodation Service Team are committed to providing you with the highest level of support and service. With your cooperation, we are confident that you will enjoy your time in university accommodation.**

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# Arrival

For most students the moving in date will be Sunday 17th September 2023. You will receive an email in advance so you can complete your e-induction, book your designated arrival slot and parking permit for the day.

## Keys

Halls use proximity card access for the main door and you will be issued a key to access your room. Bring a key ring with you for your key and make sure it's easily recognisable (but not with name or room location in case of lost/stolen keys). If you lose your keys you will be charged for replacements and in some circumstance's replacement locks. Please look after your keys at all times and if they are lost or stolen, please report to the Security Office.

## Inventory

Once you have collected your keys, you will need to complete an online inventory. It is important that you check every item and note anything that is missing or damaged. This will be compared to the condition of the room when you leave. You will be charged for any missing items or damage from your £300 deposit at the end of your licence. A QR code will be included in your key pack, so you can complete your inventory when you arrive and you will have seven days to complete it.

## Resident Mentor/hall meeting

Generally, each hall or group of residences has a Resident Mentor.

All residents are required to attend a compulsory hall meeting held by their Resident Mentor during the first week of term. This is a good opportunity to meet your Resident Mentor and other residents. You will also be told about any conditions or regulations which apply to your particular hall and any questions will be answered. You will be required to attend regular hall meetings throughout the year.

## Health and safety

Important health and safety information will be included in your hall and student essential meetings at the start of the academic year.

## Your room and

### Accommodation Licence

You will be notified of your room number in your offer which forms part of your Accommodation Licence. When accepting your offer, please ensure you read your licence carefully. This is a legally binding contract which outlines your responsibilities to the University and other students within your hall of residence.

The licence period is shown in your accommodation offer; for most students this will be 36 weeks. Please note that the Christmas closure period is from Sunday 17th December 2023 to Tuesday 2nd January 2024. Residents are required to vacate by 12 noon on Sunday 17th December 2023 and will not be permitted to return before 12 noon on Tuesday 2nd January 2024. With the exception of Waldegrave Park 5 and Waldegrave Studios, all catered halls of residence are closed during the Christmas closure period. Students are able to leave their belongings in their room; however, the University takes no responsibility for any personal belongings.

## Furnishings

The residences are fully furnished; however, you will need to bring some personal items with you. Set out in this section are details of what is provided and what you will need to bring.

### All bedrooms contain:

Desk and chair  
Single bed and mattress  
Wardrobe  
Drawers/bedside table  
Waste bin

### Some rooms contain:

Shelving  
A washbasin  
En-suite  
Notice board

### What to bring with you:

- Linen – a duvet, pillows, duvet cover, pillowcases, sheets and towels (please note that bedding is provided for international students).
- Kitchen equipment – crockery (plate, bowl, cup/mug), cutlery (knife, fork, spoon), microwavable dish, washing up cloth and tea towel.
- Limited consumables, i.e., tea, coffee, sugar and cereals.

You may also want to bring some of your own personal items with you, such as a TV or photos, to make you feel more at home, but please be aware that the University takes no responsibility for your possessions.

## Communal facilities

There are communal kitchenettes available in halls. These provide snack making facilities, i.e., microwave, kettle, toasters and fridges. The kitchens also have irons and ironing

boards. Students must not bring any cooking equipment into the halls of residence, however, small (mini) fridges are permitted. There are shared bath/shower/toilet facilities in non en-suite halls of residence.

## Storage space

Space in your bedroom and in shared areas, such as fridges, may be limited so don't bring too much with you. Supplies are available locally and you can always bring more from home at a later date if needed.

## TVs

A television licence will be required if you are watching live TV or streaming online. For further information on television licensing and to check if you are covered, please refer to the website: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Electrical equipment and appliances

To help us manage fire safety in Residences, all students must be aware that it is your responsibility to ensure that any electrical/electronic appliance you bring into the halls is electronically sound and is made available for a Portable Appliance Test (a valid PAT Certificate will be required). Approved electrical items include, but are not limited to, electric kettles, televisions, mini fridges/coolers, stereos, irons, hair dryers, hair straighteners, laptops, TVs and extension leads.

Mandatory inspections of all bedrooms take place in Autumn of each year and certified electricians will safety check all electrical appliances. Notice of the inspection will be sent by email, and you must make available all electric items in your room for inspection.

If you have an electrical item which fails the safety inspection, you will be notified by email and have 7 days to remove the item

from Residences. If there is an electrical fire or damage to your residence due to the use of an electrical item which has not been PAT tested, not approved for use in Residences or failed the PAT certification process, you will be responsible for any damages incurred by the University, and you may face prosecution.

### **Refectory – meal plan**

All catered accommodation includes 14 meals per week during term time only.

There is no catering available during the Christmas closure period and there is a reduced service at Easter.

The University reserves the right to substitute the evening meal for a meal to be taken at lunchtime or with a packed meal (e.g., bank holidays, Summer Ball, Christmas and Easter breaks, etc).

If you have special dietary needs, you should contact a member of the Catering Management Team as soon as possible to discuss these. You should also contact the Wellbeing team to register with their service, should you need any assistance with putting any reasonable adjustments in place.

### **Dolce Vita Café**

As well as the Refectory, there is an on-site café available for a variety of drinks, snacks and they also serve pizza in the evenings Monday to Friday.

**catering@stmarys.ac.uk**  
020 8240 4069

## **Living at St Mary's**

**Living at St Mary's can be a great way to meet new people and make friends for life.**

There is a real sense of community that develops between students in university accommodation; there are also many facilities close by such as the sports facilities, and places to meet up with friends.

### **St Mary's residential community**

There are lots of people living around you and everything you do will affect them so please be considerate to your fellow residents.

You should avoid:

- Playing loud music or making unnecessary noise (especially after 11pm)
- Leaving dirty dishes
- Behaviour that could be classed as bullying or harassment

**Please note:** Visitors are not permitted in the halls of residence after midnight.

If you are experiencing problems in your halls, you should in the first instance try to talk it over with your fellow residents. If the problem persists contact your Resident Mentor or your Student Senior Resident for an informal conversation; they can advise you regarding the best way to deal with the issues.

## Post collection

Each student in university-managed accommodation will be able to collect their post from the campus post room located in E40 ground floor of the main building. Any signed-for parcels and letters will also be held in the post room. You will be sent an email with a parcel number, notifying you that a delivery has been received.

Items can be collected Monday-Friday 8am-5pm. You will need to quote your parcel number and present your ID card; failure to provide this information could prevent you from receiving your item.

All mail and parcels must have your full name, regnum and address (including your room number and hall name). If this information is not present on your item, it will be refused and returned to sender. All letters, packages and parcels will be returned to sender after one month of the student receiving a notification email.

The address for any correspondence to be sent to you is:

Name // Regnum  
Room number // Hall  
St Mary's University  
Waldegrave Road  
Strawberry Hill  
Twickenham TW1 4SX

## Amazon Lockers

There are also two Amazon boxes onsite with 24-hour access. The lockers are called Flatson and Sikes. You can find instructions on how to add these as address to your Amazon account on their website:

[www.amazon.co.uk/gp/help/customer/display.html?nodeId=GVZLTK8D4EBS4QJA](http://www.amazon.co.uk/gp/help/customer/display.html?nodeId=GVZLTK8D4EBS4QJA).

## Parking

Resident students are advised not to bring their own cars as there is no parking provided on campus for students unless you are registered blue badge holder. Unauthorised vehicles parked within the campus car parks will be issued with a penalty charge notice (PCN). On-street parking near the campus is very limited. The University provides extensive bike storage and is well connected to local towns and central London by train and bus. Please contact the Security Team to discuss further

## Launderette

There is a launderette on campus which is provided by the SU on behalf of Circuit Laundry and is open 24 hours a day. If you experience any problems with these facilities, please contact the SU.

[smsu@stmarys.ac.uk](mailto:smsu@stmarys.ac.uk)  
020 8240 4312

## Personal possessions insurance

Cover is provided by the University and the cost is included in the rent. Additional cover may be purchased as an option.



If you need to make a claim, please visit [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) or call 0844 472 2507.

St Mary's University is a member of Universities UK Code of Practice for University Managed Accommodation (the Student Accommodation Code). More information about the code can be found at [www.thesac.org.uk](http://www.thesac.org.uk).



## **Complaints**

We are committed to delivering a high standard of service to our residents and are confident that any issues you may experience will be relatively minor. Everyday issues should be raised informally with the person directly involved. Contact details for university departments are included later in this handbook. You should also make your Resident Mentor aware as they will be able to support you in resolving the matter. Where a problem has not been resolved by informal means, then a formal procedure is available which can be found on the website (student complaint procedure). The University's Students' Union and Conduct Team can support you through the complaint's procedure.

## **Fire safety**

Fire safety is an essential part of communal living. It is important that you familiarise yourself with the fire notices in your halls and that you are aware of your escape routes.

### **In the event of a fire**

When hearing the fire alarm, you must stop what you're doing and proceed to the nearest assembly point by following the green directional signs within the buildings. There are 12 assembly points around the campus, please familiarise yourself to the location especially if you're living in the resident's halls.

On discovering a fire, you need to raise the fire alarm by breaking the glass in the nearest red manual call point and leave the building. Once outside the building, you can call the emergency services and Security. This can be done by calling 999 on the phone or an internal phone by dialling 9 and then 999.

Only use a fire extinguisher after you've raised the alarm and you're confident in using one. Once you are outside the building which you have evacuated from, stay in the assembly point and wait for further instructions before re-entering, if it is safe to do so.

Please note that on Thursdays we undertake a fire alarm test and if the sound lasts more than 20 seconds, then treat it as a live fire and evacuate the building.

Students with disabilities who need assistance on leaving a building in the event of an emergency will have an emergency evacuation plan (PEEPs) in place. If you feel you require one, please contact the Wellbeing Service so one can be arranged for you.

### **Remember:**

- Never wedge fire doors open
- Do not leave cooking unattended
- Smoking is not permitted in any campus buildings
- Do not leave material items (for example, clothes and towels) next to hot electrical items, such as straighteners or lamps
- When using aerosols, ensure they are not pointing at the detector
- Keep the bathroom door shut in order to prevent steam entering your room or corridor when showering

### **Candles/naked flames**

Due to the potential fire risk and risk of damage to property the burning of candles or any naked flames is strictly prohibited.



### **Tampering with fire safety equipment**

Anyone who is identified as recklessly or maliciously tampering with fire safety equipment will be fined a minimum of £100. All such cases will be dealt with in accordance with the University Disciplinary Procedure and any relevant legal procedures.

The following are examples of tampering with fire safety equipment:

- Obstructing fire exits
- Wedging open fire doors
- Sounding the alarm when there is no fire
- Interfering with the fire extinguishers or blankets
- Covering fire detectors

## **Services and facilities**

**Living in university managed accommodation is very convenient, with a full range of services and facilities available to you on your doorstep.**

### **Housekeeping**

A cleaning service is provided in halls of residence by the Housekeeping team. Daily cleaning is provided for accessible communal areas, including shared bathrooms. Students are expected to maintain rooms to a tidy manner and keep the floors clear of any obstructions; this includes all washing up, wiping surfaces and mopping spills. If you have any queries or comments regarding housekeeping you should contact the Housekeeping team, [housekeeping@stmarys.ac.uk](mailto:housekeeping@stmarys.ac.uk)

St Mary's is committed to recycling wherever possible; waste bins are provided in each resident's room which should be emptied regularly. Please note these bins are for recyclable waste as directed only. Food or other waste that does not meet the recycling criteria should go in the kitchen bins. If food waste or other contaminants are placed in recycling bins, your bin will not be emptied.

### **Maintenance**

If any items in your room or the communal areas are broken or faulty it is your responsibility to ensure that this is reported. This should be done by contacting the facilities helpdesk. When reporting a fault, please ensure you include your name, Regnum, room number and hall of residence in addition to the full details of the problem. If you require assistance with reporting a repair you should contact your Resident Mentor or the Accommodation Service.

**[fmhelp@stmarys.ac.uk](mailto:fmhelp@stmarys.ac.uk)**

020 8240 4036

The helpdesk is open Monday-Friday  
8am-5pm

### **Emergency maintenance**

If there is a fault, such as a flood or loss of power, that occurs out of the above opening hours, you should contact Security on 020 8240 4335 or 020 8240 4060 (emergency line).

In reporting a repair, you are consenting to St Mary's staff or contractors entering your room or hall to assess and/or carry out the repair. Remember that you have the right to ask for proof of identification. If you wish, you can ask for notice to be given of when the repair will be attended to, but this can extend the timescale of the repair.

## **St Mary's security**

We have on-campus security in operation 24 hours a day, seven days a week, to ensure a safe and secure living, working and studying environment.

The Security Team patrols the campus, monitors CCTV, responds to emergencies, and can offer advice on how to prevent crime. If you see or hear anything suspicious happening on or off campus please contact the Security Office to report it. This is located adjacent to the main reception and can be contacted directly, either in person or by the telephone number below.

**security@stmarys.ac.uk**

020 8240 4335

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**In case of an emergency call security on 020 8240 4060.**

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## **Personal safety**

Whilst St Mary's campus and surrounding areas are relatively safe, it is important that you are always aware of your own personal safety, especially when you are in a new environment with new people. By taking some simple, basic precautions you can easily reduce the risks and take control of your own safety.

- Ensure that someone knows where you are and when you will return.
- Where possible avoid travelling alone, especially late at night and keep to well-lit areas.
- Don't be tempted to use unlicensed taxis; pre-book with a reputable company.

## **Room security**

We are committed to providing students with a safe and secure living environment in our accommodation and, thankfully, the risk of you suffering from any crime in halls is very low.

However, room security is your responsibility and you do need to be careful. Simple precautions which won't cost you much in time or money can help to keep you and your belongings safe.

- When you leave your room in halls, always lock the door and shut your window, even if you are only popping out of your room for a short time.
- Never let anybody into your block by allowing them to follow you in, unless you know them or have checked their ID card.
- Think about the risks before inviting someone that you have just met into your room.

## **Anti-drug policy**

Any connection or suspected connection with the possession, use, buying or selling of drugs will result in the immediate termination of residence. The University will not condone any illegal practices, and any matters concerning these are reported to the police.

The University also prohibits the use of legal highs. Any students found to be in breach of the terms and conditions of the Accommodation Licence or of the University Regulations, or found to be involved in any criminal activity, will be subject to disciplinary action which may result in the termination of your accommodation licence, suspension or possible exclusion from studying at St Mary's University.

## **University smoking policy**

Smoking is not permitted in halls under any circumstances and, in addition, all University buildings have been designated 'smoke-free' as required by law.

## **Health services**

Students moving away from home are strongly advised to register with a local GP surgery or medical practice when starting university. Please do not wait until you feel unwell or need a repeat prescription. It will still be possible for you to see your 'home' doctor during holidays as a temporary patient.

### **York Medical Practice**

St John's Health Centre  
Oak Lane  
Twickenham TW1 3PA  
020 8744 0220  
[yorkpractice.co.uk](http://yorkpractice.co.uk)

### **Cross Deep Surgery**

4 Cross Deep  
Twickenham TW1 4QP  
020 8892 8124  
[crossdeepsurgery.com](http://crossdeepsurgery.com)

## **Students' Union**

The Students' Union is the main representative organisation on campus for students. The SU provides advocacy and advice for students and represents the views of students to the University, local community and nationally. There are a number of regular events that the SU organises including weekly entertainment and major events such as Fresher's week, RAG Week and the Summer Ball. There are also, a variety of clubs and societies available to join. The President Team is always pleased to welcome students and is happy to answer any questions you may have.

[www.stmaryssu.co.uk](http://www.stmaryssu.co.uk)

## **Student Services**

The Student Services Team is available to assist, guide and support students with any minor hassles or major headaches that may crop up along the way. We have a range of advisory and professional services available.

The Student Services Centre is located on the second floor of J Building and is accessible by lift.

### **Services available are:**

#### **Student life:**

- Accommodation and residential life
- Student funding
- Pastoral support/advice and guidance

#### **Wellbeing:**

- Counselling
- Disability and dyslexia
- Mental health
- Wellbeing/pastoral support

[studentservices@stmarys.ac.uk](mailto:studentservices@stmarys.ac.uk)

020 8240 8238

## **Sport St Mary's**

Whether you want to improve or maintain your fitness or are thinking of taking up a new sport, Sport St Mary's offers many opportunities to get involved. The St Mary's 'sports village' is situated on campus and includes a floodlit running track, a fitness and conditioning suite and a state-of-the-art performance hall that caters for a range of activities including five-a-side football, netball, basketball and badminton. For further information please contact Sports Village.

[sportsvillage@stmarys.ac.uk](mailto:sportsvillage@stmarys.ac.uk)

020 8240 4334

## Local area

### **Shops**

It is only a five-minute walk to the shops and Post Office in Strawberry Hill. There are a few other local shops on Waldegrave Road and shops in Twickenham or Teddington are just a 15-minute walk away. There are newsagents, supermarkets and chemists in all main shopping areas. Other local shopping areas such as Richmond, Kingston, Kew Retail Park and central London are only a short journey away by public transport.

### **Transport**

Strawberry Hill station to London Waterloo is about a 30-minute train journey, and passes through Kingston and many other convenient locations. Buses to Teddington, Twickenham, Richmond and Kew Retail Park pass the University. Student Oyster cards are available from the Transport for London website.

### **Leisure facilities**

Other than the extensive sport facilities provided at St Mary's, there are a number of local gyms in the area and a public swimming pool in Teddington.

### **Bars and restaurants**

There are many local bars, restaurants, cafés and fast food outlets within walking distance.

### **Respect for local residents**

Students are expected to behave in a respectful manner, not only whilst on campus, but also when leaving or returning to the campus (especially late at night).

## Disciplinary procedure

### **Misconduct**

Serious or persistent breaches of the contractual obligations outlined in the Accommodation Licence and in the Universities Disciplinary Procedure could result in the University terminating your Accommodation Licence. In these circumstances, if we are unable to re-let your room, you will remain responsible for the full licence fee.

### **Vandalism and damage**

If you are found to be responsible for any damage – accidental or deliberate – which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover any costs of emergency call-outs resulting from carelessness. Residents will be charged collectively for repair of such damage where the person responsible cannot be identified.

### **Right of entry**

The University reserves the right to enter all areas of campus accommodation for the purpose of carrying out repairs and maintenance or for safety and fire checks. Inspections to check the general condition of rooms may also take place. Prior notice will generally be given unless in an emergency or in response to a maintenance request or incident.

## Visitors

If you invite friends around, please be aware that you will be expected to take full responsibility for their actions.

For your own safety and wellbeing of others, you are advised not to bring guests into your residences unless they are known to you.

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**No guests are allowed in university accommodation between midnight and 8am.**

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## Early termination procedure

You are legally bound by your Accommodation Licence to pay rent for the full duration of your contract, even if you vacate your room before the end of your licence period. Release from your contract will only be possible if you have withdrawn from the University or found a suitable replacement to take over your contract. Please note that this is subject to agreement from the Accommodation Service and early termination charges apply.

## Moving rooms

We do not usually allow room moves during the first four weeks of the licence period. After this time, you can register for a room move by contacting the Accommodation Service. Where we agree to offer a room move, you will incur a £50 admin charge.

## Payment of accommodation fees

Accommodation fees are paid in three equal instalments which are due in September, January and April. For exact dates, please log into the accommodation portal to view your statement. Late payments without prior agreement are subject to penalty charges. If you are experiencing any problems with making your payments, please contact the Fees Office.

**[feesoffice@stmarys.ac.uk](mailto:feesoffice@stmarys.ac.uk)**  
020 8240 4035

If you are in financial difficulty or need advice regarding student funding, please contact the Student Funding Service in Student Services.

**[studentfundingservice@stmarys.ac.uk](mailto:studentfundingservice@stmarys.ac.uk)**  
020 8240 2389

## At the end of your licence/moving out

Instructions will be provided leading up to the end of the licence period for vacating your room.

When you leave your accommodation, you will need to ensure that your room and communal areas have been left as you found them and that you complete an inventory in order to protect your deposit. Your deposit will then be returned within 28 days of the end of the licence, less any deductions.

Please ensure that you remove all your belongings when you leave halls, as you may be charged for the removal or disposal of any items left behind.

# Your questions answered

## 1. What will I be doing during the first few days?

You will have a full registration programme and details of the timetable will be provided. This is all essential to the administration of university courses and services.

The Students' Union has a full programme of welcome events for you to get involved with. Check out [www.stmaryssu.co.uk](http://www.stmaryssu.co.uk) for more information.

## 2. Can I go home at weekends?

Yes, but no refund can be given for meals not taken or time away from halls.

## 3. Can I have a friend to stay overnight?

Unfortunately, there can be no provision for overnight visitors in the University. We can assist with details of local B&Bs/hotels.

## 4. Should I insure my things?

Insurance cover is provided under a block policy with Endsleigh and the cost is covered in the accommodation fees. Please note that you may require additional cover for high value items regularly taken out of the room, such as laptops and mobile phones. This can be arranged directly with Endsleigh on payment of an additional premium. All claims are handled directly by Endsleigh.

## 5. Can I bring my bicycle with me?

Yes, we provide bicycle racks. If you do bring a bicycle it is not a good idea to bring a very expensive one. You must make certain that it is covered by your insurance policy, as the University is not responsible for loss or damage to bicycles.

## 6. Can I put anything to my walls?

Unfortunately, students cannot put things on their walls, this includes any posters or strip LED lights. Notice boards are provided in each room, so students are able to stick things on there. Students will be charged from their deposit if any damage has been left on the walls, e.g., from the removal of strip LED lights.

## **7. Can I go in/out of the halls whenever I want to?**

Certainly, however, when you live in halls you are living in a community and there has to be co-operation, especially about noise. Students are asked to enter/leave halls quietly and not to have music too loud. The hall should be quiet between 11pm and 8am.

We ask that students are considerate to our neighbours when leaving and returning to campus, particularly late at night.

## **8. Could I be asked to leave residence?**

Most certainly; for a serious or continuous breach of the terms and conditions of the Licence Agreement, you should read these carefully. If in doubt about any of them, please ask.

Any connection or suspected connections with the possession, use, buying or selling of drugs will result in the immediate termination of residence. The University will not condone any illegal practices and any matters concerning these will be reported to the police.

## **9. What happens if I decide to leave St Mary's?**

Any student leaving St Mary's must notify the Registry Department to complete the formal withdrawal process. If you withdraw from the University, you are also responsible for advising the Accommodation Service in Student Services, and the Fees Office, so any accommodation charges/refunds can be calculated. This would incur an early termination charge equivalent to 28 days at the daily accommodation fee rate.

## **10. Are any new students homesick?**

Frequently, and there is no need to be ashamed of this. Many students are living away from home for the first time and inevitably there is some reaction to this. Don't be afraid to talk to someone, for example, your Senior Student Resident/ Resident Mentor or Student Services. You can also speak to the Students' Union about joining a club or society, which are great places to make new friends.

## **11. Will I have to pay Council Tax?**

Full time students are exempt from paying Council Tax. Should you require a letter of exception please contact the Registry Service.



## Useful contact list

### Accommodation Service

[accommodation@stmarys.ac.uk](mailto:accommodation@stmarys.ac.uk)  
020 8240 4034

### Student Life Team

[studentlife@stmarys.ac.uk](mailto:studentlife@stmarys.ac.uk)  
020 8240 4048

### Catering

[catering@stmarys.ac.uk](mailto:catering@stmarys.ac.uk)  
020 8240 4065

### Conduct and Complaints Team

[conduct@stmarys.ac.uk](mailto:conduct@stmarys.ac.uk)

### Wellbeing Service

[wellbeing@stmarys.ac.uk](mailto:wellbeing@stmarys.ac.uk)  
020 8240 4353

### Endsleigh Insurance

[www.endsleigh.co.uk/student/student-insurance](http://www.endsleigh.co.uk/student/student-insurance)  
0333 234 1552

### Maintenance Helpdesk

[fmhelp@stmarys.ac.uk](mailto:fmhelp@stmarys.ac.uk)  
020 8240 4036

The helpdesk is open Monday-Friday  
8am-5pm – **for out of hours emergency  
maintenance please contact Security**

### Security Office

020 8240 4335  
020 8240 4060 (emergency line)

### Fees Office

[feesoffice@stmarys.ac.uk](mailto:feesoffice@stmarys.ac.uk)  
020 8240 4035

### Student Funding Service

[studentfundingservice@stmarys.ac.uk](mailto:studentfundingservice@stmarys.ac.uk)  
020 8240 4386

### Glide WiFi Support Team

[studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)  
T: 0333 123 0115

### Library

[enquiry@stmarys.ac.uk](mailto:enquiry@stmarys.ac.uk)  
020 8240 4097

### Registry Service

[registry@stmarys.ac.uk](mailto:registry@stmarys.ac.uk)  
020 8240 4000

### Student Services

[studentservices@stmarys.ac.uk](mailto:studentservices@stmarys.ac.uk)  
020 8240 8238

### Students' Union

[smsu@stmarys.ac.uk](mailto:smsu@stmarys.ac.uk)  
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