



ResLife

Supporting you in
accommodation 24/7,
365 days a year



University of
Hertfordshire **UH**

Life at university is an exciting time for many students and living in our accommodation will provide additional opportunities to meet new friends, engage with a variety of events and put you at the heart of our Herts community.

The Residence Life Team are here to support and guide you through what can be an overwhelming experience. We are aware that our diverse student community arrive from across the globe, and come with a wealth of experiences, cultures and backgrounds which provides a rich life learning environment to guide you through your student journey.

Your time here at Herts may at times be challenging and we have an amazing team of Residence Life Officers to provide you with the guidance to navigate your way through obstacles and develop the life skills to enable you to overcome the hurdles of your student experience. Whether you are feeling overwhelmed with the transition to university overall, finding it difficult to fit in or that communal living is causing you stress you have never imagined possible, we are here to help.

We are a team of Residence Life Officers who are available during normal office hours, and our Resident Assistants who are there for you out of hours. We host a programme of events throughout your stay with us, which provides opportunities to enhance life skills, make new lasting friendships and help your wellbeing to support your learning experience.

This leaflet provides our contact details and how to access our ResLife programme of events.

Please contact us if you feel you are struggling or just need to talk something through. We may not be able to solve everything, but we can refer to other services who can or just help make life more manageable. Remember you are not alone, even at 02.00 in the morning!

Residence Life programme of events

The Residence Life team have put together a schedule of daily events which will take place on campus. These events tailor to give you the opportunity to meet other students and get involved in some fun activities.

 go.herts.ac.uk/events-calendar



Residence Life Team

You can contact our Residence Life Officers by:

✉ reslife@herts.ac.uk

☎ +44 (0)1707 284062

The team are available to help you during office hours

📅 Monday - Thursday, 08.30 – 17.00
📅 Friday 08.30 – 16.00

The Residence Life team are based at the Accommodation Helpdesk on de Havilland, (next to the Premier campus shop) or in B440 in the Hutton Hub, first floor, on College Lane.

Out of hours support

As well as the Residence Life Officers, there's a team of Resident Assistants (also known as RAs) on each campus that live in residences to provide a familiar face and peer support for fellow students as well as playing a key role in the community. The RAs work on a rota system and provide support outside of office hours 365 days of the year.

Our RAs have been trained to a high standard and can provide help and support with most problems that may arise. They are visible and approachable and if you are unsure about anything you can talk to an RA in confidence.

How do I contact an RA?

To contact an RA please call security and request to speak with an RA.

☎ +44 (0)1707 281010

In the case of a serious incident such as a fire, please dial the emergency number and evacuate the building.

☎ +44(0)1707 285555

Confidentiality

When you contact an RA, they will come and see you to discuss the situation in person. When you talk to your RA you do so in confidence, RA's will never discuss what you tell them with other students, your family or friends. They will, however, need to provide a report for the Residence Life Officers about every call that they attend.

ID cards

RA's will need to see your ID card for any call that they attend.



Who should I contact for repairs?

During office hours, repairs should be reported to the College Lane Helpdesk:

☎ +44 (0)1707 284063

✉ uliving@herts.ac.uk

For de Havilland Helpdesk:

☎ +44 (0)1707 251183

✉ helpdesk.uoh@pinnaclepsg.co.uk

Contact Numbers

Security

☎ +44 (0)1707 281010

Emergency

☎ +44 (0)1707 285555

Residence Life team

College Lane:

☎ +44 (0)1707 284062

de Havilland:

☎ +44 (0)1707 281163

✉ reslife@herts.ac.uk

Student Wellbeing

☎ +44 (0)1707 284453

✉ studentwellbeing@herts.ac.uk

ResLife commitment to Students in accommodation

- To welcome our students and support a successful transition into university life.
- To provide opportunities for students to come together, learn and support one another.
- To empower students living in halls of residence to live a healthier stronger lifestyle with the provision of workshops hosted by us or other services, that enhance learning skills and provide practical support and guidance.
- To provide a community focused on diversity and an environment that allows students to feel a sense of belonging and inclusion.
- To promote positive behaviours and respect for our university community.
- To identify and support students who may be vulnerable and at risk.





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