




# NEED SOMETHING FIXED?

We want to make your stay at Woolf College as comfortable as possible.



## CONTACT US

Any fault with your room should be reported to Woolf Reception.

 Monday to Friday: 09.00 - 13.00 and 14.00 - 16.00  
Saturday: 09.00 - 14.00

 [woolfreception@kent.ac.uk](mailto:woolfreception@kent.ac.uk)

 01227 378700

 Out of hours emergencies please call Campus Security on 01227 82(3300)

 Please do not report faults via social media

 For Wi-Fi problems call 01227 82(4999) or email [helpdesk@kent.ac.uk](mailto:helpdesk@kent.ac.uk)



You will receive email updates throughout the process and you can reopen requests if required.



## THINGS TO REMEMBER

- Your heating is on between 07.00 and midnight.
- Hot water is provided 24/7. If not report it.
- Due to hard water, shower heads need to be cleaned regularly. If yours develops a problem let us know.