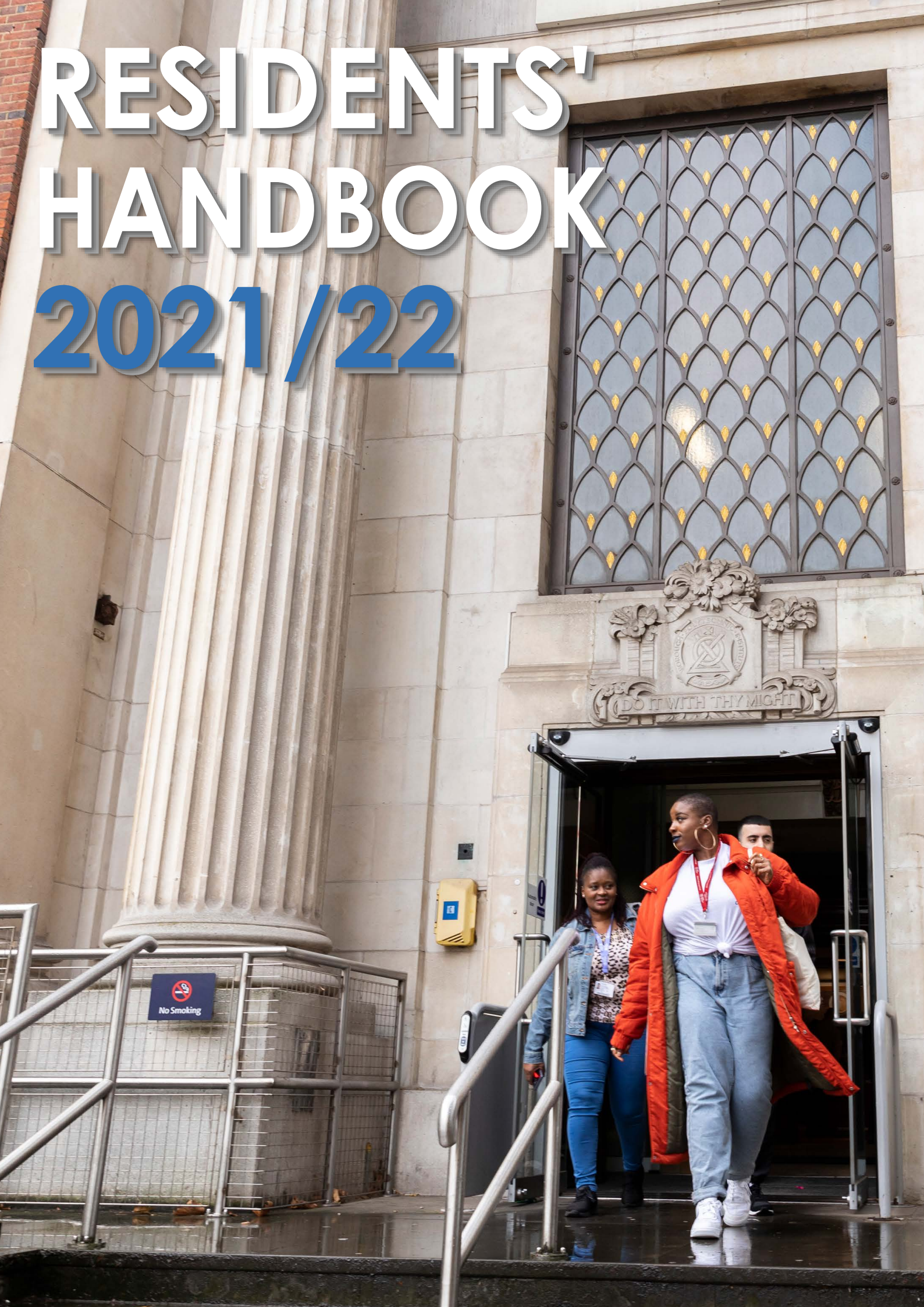


RESIDENTS' HANDBOOK 2021/22



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WELCOME

Welcome to the Residences at London South Bank University (LSBU). We hope you enjoy your accommodation experience with us.

This handbook is designed to provide you with general information regarding living in London South Bank University's residences. Please read the information provided and use the handbook as a source of reference. London South Bank University student residences are owned by the University and managed by University staff. Should you have any queries or problems regarding your accommodation, please contact a member of your Residence Management Team at reception.

London South Bank University is one of London's largest and oldest universities. Since 1892, we've been providing vocationally relevant, accredited and professionally recognised education. London South Bank University has four halls of residence, giving students a safe and comfortable base. The campus is surrounded by many of London's key attractions and the Elephant and Castle shopping areas (Elephant Arcade, Castle Square, Elephant Park) offers retail and commercial opportunities. We are situated in the heart of London near the London Eye, Royal Festival Hall, London Dungeon, Aquarium, National Theatre and many more fantastic locations.

The University has 1,400 single study bedrooms located across 4 residential developments. All our student accommodation is located within a 10-minute walk of the main Southwark campus and is in easy reach of the excitement and cultural opportunities that London offers. Accommodation is provided within self-contained flats accommodating between 4-9 residents. The rooms come with a choice of size, en-suite or shared facilities options with adaptations available for students with disabilities.

All Information in this handbook is correct at the time of issue.

Halls of Residence

All queries such as maintenance issues, cleaning, lockouts, post and repairs will be answered. We have a 24-hour receptionist in most of our halls of residence where all issues can be reported at any time.

McLaren House
email: mclaren@lsbu.ac.uk
telephone: 020 7815 7360

Dante Road
email: dante@lsbu.ac.uk
telephone: 020 7815 7088

David Bomberg House
email: bomberg@lsbu.ac.uk
telephone: 020 7815 7380

New Kent Road
email: newkent@lsbu.ac.uk
telephone: 020 7407 9174

Accommodation Services

All queries involving room allocations, summer accommodation, residential fees, room transfer requests and alternative housing options.

Accommodation Office
email: accommodation@lsbu.ac.uk
telephone: 020 7815 6412

Student Life Centre
London South Bank University
103 Borough Road London
SE1 0AA

OUR PROMISE

The Student Accommodation Code

London South Bank University is a part of the UUK which protects our students' rights to safe, good quality accommodation, to make sure our students get the best out of their time living in our residences. It outlines everything students can expect from our accommodation as well as their responsibilities as tenants. The Code has already raised standards of accommodation at LSBU and underpins our ongoing dedication to our students. We are fully committed to providing safe, comfortable living environments which will help support our students in leading a successful and enjoyable student life. More information can be found at www.thesac.org.uk.



Accommodation Guarantee

London South Bank University (LSBU) Residences offer a clear set of principles to ensure a fair and transparent process for allocating rooms. our Accommodation Allocation Policy can be found here

https://www.lsbu.ac.uk/_data/assets/pdf_file/0009/308781/Accommodation-Allocation-Policy-2021-2022-V6.pdf

Residence Fees and Accommodation Licence Periods

Residence fees are reviewed every year by the University's senior management. The length of accommodation licence periods can vary from residence to residence and dependent on the course you are studying. Accommodation licence periods maybe longer than the academic teaching period. Details regarding current residence fees and accommodation licence periods can be found on the Accommodation Service web page.

Accessibility

If you have any form of disability or medical condition which may affect the type of accommodation you need this should be discussed with the University's Disability and Dyslexia Support who can be contacted on 020 7815 6454 or email disability@lsbu.ac.uk

Your Welfare

Our student residences are managed by experienced staff directly employed by the University. They are supported by a team of Residence Life Ambassadors, who can also provide guidance and information about life at the University.

Feeling homesick, anxious, lonely or just want a chat? Our residential wellbeing team, Dusk2Dawn, are here to offer and provide support during the evenings should you need it. Look out for the poster displays around your halls for an introduction to the team and information on how to contact them.

To contact the University's Mental Health and Wellbeing Team, call 020 7815 6454 or email studentlife@lsbu.ac.uk.



LIVING IN LONDON

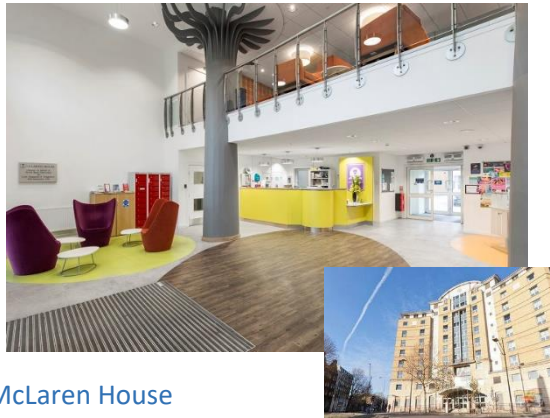
Central London

Students living in one of our four central London University residences will be living within walking distance of not only the Southwark campus, but also a wealth of galleries, museums, shops, bars and music venues. The Southwark campus is just a ten-minute walk from the South Bank area, home to the Royal Festival Hall, Hayward Gallery, National Theatre, BFI Southbank, BFI IMAX, Tate Modern, Houses of Parliament and the London Eye.

Some of London's famous theatres are also within walking distance – The Old Vic and The Globe, and just across the river are the bright lights of the West End. World-class arts and entertainment and riverside eating and drinking are right on the doorstep. London's oldest food market, Borough Market, is easily accessible by bus or just a 5-minute walk from the Southwark campus. Check out our new guild offering trips on things to do in the local area 'Living Your Best SE1 Life'



RESIDENCES



McLaren House

McLaren House is just 200m from the main campus; it offers convenient living within close proximity of leading attractions such as the Southbank Centre, National Theatre and the Tate Modern. The nearest underground stations are Elephant & Castle (Northern and Bakerloo Lines) and Southwark (Jubilee Line), approximately 5 minutes' walk. Waterloo Station (overland services) is also just a few minutes away. There are also plenty of buses from Elephant and Castle that can take you all over London and the outskirts to explore if you wish.

McLaren House
1 St George's Circus, London, SE1 0AP
Tel: 020 7815 7360
Email: mclaren@lsbu.ac.uk



Dante Road

It takes just 10 minutes to walk to the residence from the main campus. It is also a short distance from the Castle Leisure Centre, St Mary's Churchyard park and the local Elephant Arcade and Castle Square shopping area. The Southwark Playhouse will be opening their new flagship location next door to the residence late 2021/early 2022. The closest underground station is either Elephant and Castle, which services the Bakerloo and Northern lines, or Kennington, which services the Northern line.

Dante Road
2 Dante Place, London, SE11 4RX
Tel: 020 7815 7088
Email: dante@lsbu.ac.uk



David Bomberg House

David Bomberg House is a short distance from LSBU's Southwark campus it's also in easy reach for Tate Modern gallery, the Globe Theatre and the buzzing Borough Market area. The nearest underground station is Borough (Northern Line), approximate 5 minutes' walk away. London Bridge Station (overland service) is also only a few minutes away.

David Bomberg House
282-302 Borough High Street, London, SE1 1JJ
Tel: 020 7815 7380
Email: bomberg@lsbu.ac.uk



New Kent Road

Set in a residential area, just a short distance from our Elephant & Castle campus. This central halls of residence is conveniently situated from the main shopping areas of Walworth Road. The nearest underground station is Elephant & Castle (Bakerloo and Northern Lines), which is approximately a 5-minutes' walk away and the area is a hub for buses.

New Kent Road
83 New Kent Road, London, SE1 6RD
Tel: 020 7407 9174
Email: newkent@lsbu.ac.uk

FACILITIES



Social Spaces

The Social Spaces across our residences are designed for students to relax, study, or get to know each other. We are planning to reopen all spaces for 2021/22, so speak with your residence team to find out how to access these spaces.

Sports Academy

The Sports Academy has relocated for 2021/22, during the redevelopment of London Road Building. Members can access a separate Fitness Suite (located in J-Block basement) and Dance Studio (located in the ground floor in K2). More information can be found at:

<https://www.lsbu.ac.uk/student-life/academy-of-sport>



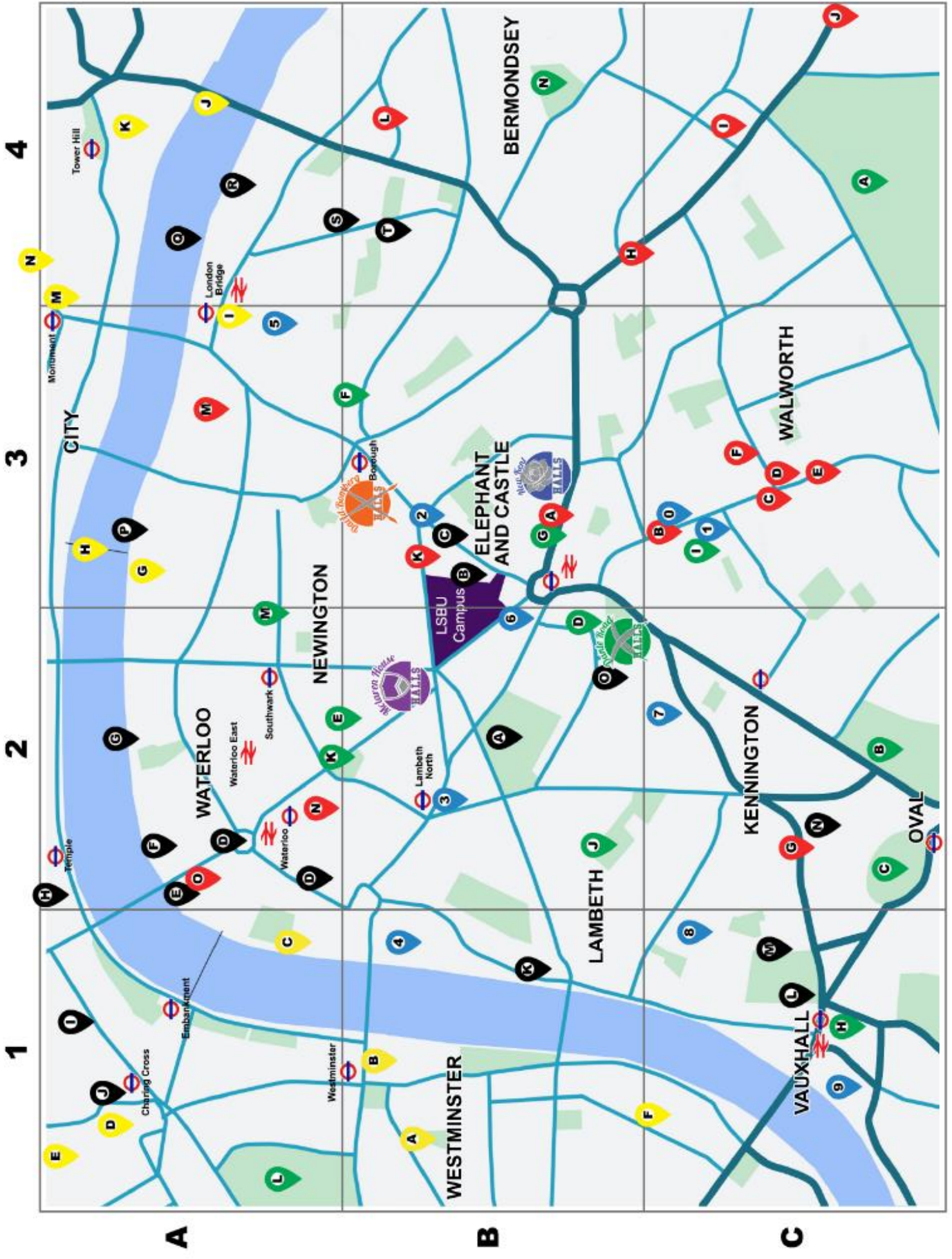
Catering & Eateries

There are a variety of cafes located around campus to grab a bite to eat, including Grads Café (Student Life Centre), Breakpoint (Keyworth), Cafe Geo (K2), Barista Royale (Borough Road), Food Shack (Venue Bar) and Barista & Baker (Clarence Centre). Not all outlets may be available for 2021/22 and opening times will vary.

Student Life Centre/Venue Bar

Located on Borough Road, the Student Life Centre is a hub of student activity. Various student-based services can be found here including, Disability & Dyslexia Service, International Student Advice, Financial Advice, Mental Health & Wellbeing and the Jobshop. The Student Union reception desk can be found here, where you can get further information on the various clubs and society that they run, in addition to all the other services that they can provide. More information about the SU can be found at: www.lsbu.org. The Venue Bar is where various events are held throughout the year. The top floor has various seating areas for group work, quiet study or just a place to have lunch.





Blue Pins (Health & Emergency Services)

1. Walworth Police Station **C3**
2. Southwark Police Station / Overseas Visitors Records Office **B2**
3. Kennington Police Station **B2**
4. St. Thomas' Hospital **B1**
5. Guys' Hospital **A3**
6. Princess Street Group Practice **B2**
7. Hurly Street Clinic **C2**
8. Vauxhall Surgery **C1**
9. Riverside Medical Centre **C1**
0. Walworth Road Sexual Health Clinic **C3**

Red Pins (Food & Groceries)

- A. Sainsbury's (New Kent Road) **B3**
- B. Co-op (Walworth Road) **C3**
- C. Morrison's (Walworth Road) **C3**
- D. Marks & Spenser (Walworth Road) **C3**
- E. Iceland (Walworth Road) **C3**
- F. East Street Market **C3**
- G. Tesco Superstore (Kennington Lane) **C2**
- H. Lidl (Old Kent Road) **C4**
- I. Tesco Superstore (Old Kent Road) **C4**
- J. Asda Superstore (Old Kent Road) **C4**
- K. Mercato Metropolitano **B3**
- L. Maltby Street Market **B4**
- M. Borough Market **A3**
- N. Lower Marsh Market **A2**
- O. South Bank Centre Food Market **A2**

Green Pins (Green Spaces & Fitness)

- A. Burgess Park **A4**
- B. Kennington Park **C2**
- C. Oval Cricket Ground **C2**
- D. The Castle Leisure Centre **B2**
- E. The Gym (London Waterloo) **B2**
- F. PureGym (London Borough) **B3**
- G. Gymbox (Elephant and Castle) **B3**
- H. Vauxwall West Bouldering Centre **C1**
- I. Husky Studios **C3**
- J. Vauxhall Rhino Turf **B2**
- K. Waterloo Wolf Turf **B2**
- L. St. James's Park **A1**
- M. Flying Fantastic Aerial Studio **A2**

Black Pins (Points of Interest)

- A. Imperial War Museum London **B2**
- B. Ministry of Sound **B3**
- C. Southwark Playhouse **B3**
- D. The Vaults **A2**
- E. BFI IMAX Cinema **A2**
- F. Southbank Centre (Royal Festival Hall / Hayward Gallery) **A2**
- G. National Theatre / BFI Southbank **A2**
- H. Oxo Tower Wharf / Gabriel's Wharf **A2**
- I. Somerset House **A2**
- J. The Strand **A1**
- K. St. Martin-in-the-Fields **A1**
- L. Garden Museum **B1**
- M. Royal Vauxhall Tavern **C1**
- N. Vauxhall City Farm **C1**
- O. Beefeater Gin Distillery **C2**
- P. Cinema Museum **B2**
- Q. Shakespeare's Globe **A3**
- R. HMS Belfast **A4**
- S. City Hall **A4**
- T. Fashion and Textile Museum **B4**
- U. White Cube Gallery **B4**

Yellow Pins (London Landmarks)

- A. Westminster Abby **B1**
- B. Big Ben / Houses of Parliament **B1**
- C. London Eye **A1**
- D. Leicester Square **A1**
- E. Trafalgar Square / National Gallery **A1**
- F. Tate Britain **C1**
- G. Tate Modern **A3**
- H. Millennium Bridge **A3**
- I. The Shard **A3**
- J. Tower Bridge **A4**
- K. Tower of London **A4**
- L. Monument to the Great Fire of London **A4**
- M. Sky Garden / The Walkie Talkie **A4**

** Please refer to our guide 'Live Your Best SE1 Life' for more information on pinned places*

UNIVERSITY PERSONNEL



Residence Customer Service Teams

The teams are responsible for the day-to-day operation and management of their respective buildings. If you have any queries about your accommodation, please go to the reception desk and a member of the team will assist you. In most of our residences, a member of management is available Monday to Friday from 8am – 8pm, and on weekends from 12pm – 8pm. You will be provided with further information at your residence about your management teams and their contact information. Please report any problems with your accommodation to the Residence Customer Service Team in your allocated Halls.

Residential Life Ambassadors

We have a team of Residential Life Ambassadors working closely with the Residential Life Co-ordinator to enhance your student experience at halls. They are there to assist with any problems you may have whilst living in one of the University's residences.

Our Ambassadors are returning students and are familiar with the residences for any queries and questions you may have.



Night Security Operative

David Bomberg House, McLaren House and Dante Road will have a night Security between 8pm-8am. The Night Security is located at the reception desk and is required to check those entering the building including residence and visitors.

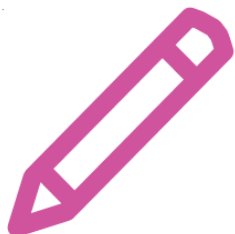
Accommodation Services

Accommodation Office is responsible for offering places to students within the University's residences. They also process requests for a room move and to leave the residence and deal with non-payment of residence fees. If you have any queries regarding your payments or request to leave early, please see the Accommodation team based in Student Centre on Mondays to Fridays from 9am - 5pm.



RESIDENT'S RESPONSIBILITIES AND CONDUCT

Your Accommodation License Agreement



The Accommodation License Agreement you signed is a legally binding contract for a fixed period of time. When accepting a place within one of the University's residences, you agreed to abide by the conditions that govern occupancy which are stated in your accommodation agreement. As you will appreciate, you will be living in a large and diverse community and therefore to assist with the enjoyment of your accommodation, it is essential to have some basic rules in place. We ask you to respect the conditions within the Agreement, and should you have any queries regarding its content, contact a member of the Residence Customer Service Team.

Payment of Residence Fees

You are required to pay your fees by the dates indicated on the Accommodation Agreement Schedule. Residence fees must be paid promptly in order to avoid the potential loss of your accommodation. Should you experience problems in paying, you are advised to discuss your circumstances with the Residence Customer Service Manager as soon as possible. Financial advice can also be provided by the Student Advisory team located in the University's Student Centre. Do not ignore reminder letters as this will only delay the potential resolution of any financial problem.

You can pay your residence fees online at:
<https://payonline.lsbu.ac.uk>



Alternatively, you can pay at your residence during normal office hours. Please note that the only method of payment accepted is card (Mastercard or Visa). We do not accept cheques or cash.

Should you leave owing residence fees, this could prevent your re-enrolment or the awarding of your degree. Your debt will also be referred to a debt recovery agency.

Booking Fee

On accepting a place within a University residence, you were required to make a payment of £300. This will be credited to the final payment period of your account.

Completion of Room Inventory Form

On arrival, you will receive an inventory detailing the condition of furnishings and fittings in your accommodation. You should ensure that you carefully check this list against what is in your accommodation. Note down anything that differs and be specific about their nature. Any comments on the inventory or requested changes need to be made to management within 7 days of your arrival. You are advised to keep an original copy of your inventory. You will be advised as to the preferred method to provide any concerns or queries upon your arrival.



Leaving Before the End of Your Accommodation Agreement

If you hope to leave the residence before the end date of your Accommodation Agreement and be released from your obligations (and therefore your liability for payment of Residence Fees), you must discuss this possibility with the Accommodation Services team.

Whether you are withdrawing or interrupting your course at the University, you will need to email the team via accommodation@lsbu.ac.uk

Leaving Procedure

If you are not leaving the University but simply wish to leave your residence, you will be held to your obligation under the Accommodation Agreement until a replacement is found for your room or the end of your contract period whichever is sooner. There is no guarantee that we will be able to re-let your room. You are advised to read the relevant section in the Accommodation Agreement which confirms your obligations.

Flat Inspections

Your Residence Team will carry out inspections of your accommodation to ensure that it is being maintained in a clean and safe condition. You will be given advance notice of any formal inspections, which will occur broadly once per semester.

Damages

You are expected to look after your accommodation both as an individual resident and as part of a group of residents living together. Charges will be applied for any damage, loss or vandalism. Please note that charges for damage are invoiced for immediate payment. You are advised to read the relevant section in the Accommodation Agreement which confirms your obligations. Please see all charges listed in this document.

Behaviour and Conduct

The conduct and behaviour of students living within the University's residences is covered by the Accommodation Agreement, the LSBU Halls Disciplinary Procedure for Student Residents and the University's Student Disciplinary procedure. The Residence Customer Service Manager is responsible for the administering of these procedures and will address any issues as dictated by the relevant circumstances.

An electronic copy of the disciplinary procedure can be found at:

<https://www.lsbu.ac.uk/about-us/policies-regulations-procedures>

Illegal Drugs & Substances

Should a resident and/or their guest be found in possession of, or consuming illegal drugs and substances on the premises, the Residence Customer Services Teams have been instructed to contact the Police and a formal disciplinary action will be taken. Please refer to the disciplinary procedure for further detail.

Noise

All the University's residences are located near to local residential developments. Whilst we wish you to enjoy your stay with us, we ask you to have consideration for our neighbours and your fellow residents. Any person(s) who repeatedly cause unacceptable noise after 10pm will be issued with a formal warning, a second occurrence will result in a further fine and the resident's accommodation agreement will be terminated.

Please assist in reducing noise by:

- Keeping music to acceptable levels and keep your window closed
- Remembering that others are sleeping when you come back late at night
- Avoiding the slamming of doors
- Not shouting across courtyards / adjacent streets
- Not gathering outside blocks at night



Parties

Parties are not allowed in bedrooms, kitchen/diners or other communal areas unless authorised by the Residence Customer Service Manager.

Conflict Resolution

Living in a diverse community, you need to be aware of your actions and habits and how they are seen by others. On occasion it is possible that you will fall out with flatmates, often over relatively small issues. If you experience problems, you are advised to discuss them in an open and tactful way with your flat mates, in most cases this usually resolves the problem. If there is a major problem within the flat that all best efforts have failed to resolve, you should advise a member of the Residence Customer Service Team who will mediate.

Cleaning Arrangements

The University provides a limited cleaning service within your building. However, you and your flat mates are responsible for the day-to-day cleaning of your flat. Below are the basic responsibilities we expect of you and what you can expect from our cleaners. University's responsibilities: Daily cleaning (Monday-Friday) of common areas within the building e.g. laundry, common room, reception, staircases and the removal of rubbish. Weekly cleaning of common areas in student flats e.g. corridors, kitchen floor, surfaces and shared bathing/toilet facilities (not in en-suite rooms). You will be advised of the day your flat is scheduled for cleaning. Any special cleaning as appropriate. Please note that during the University's Christmas closure period and on Bank Holidays, a reduced cleaning service is provided. However, you will be left with additional refuse sacks.

Your responsibilities:

- It is your personal responsibility to ensure that your bedroom, and where applicable en-suite bathroom, are kept to an acceptable and hygienic condition.
- It is your shared responsibility, together with your flat mates, to ensure that common areas in your flat are kept to an acceptable and hygienic standard; this includes bathing and toilet facilities, kitchens (e.g., cookers and refrigerators/freezers).

- If the standard of cleanliness within your accommodation is deemed to have fallen below an acceptable level, the University reserves the right to instruct cleaning contractors to carry out the cleaning required. You will be charged for this additional cleaning. Please do not leave food debris on the kitchen floor or work surfaces or leave refuse bags lying around, as this will attract vermin such as mice and flies. There are always refuse bins available in the courtyard where you can leave your refuse bags

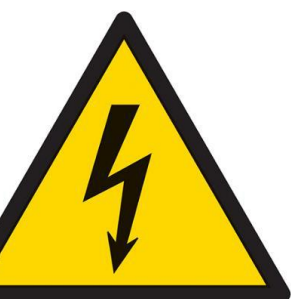
Your flat has been supplied with a vacuum cleaner, broom, mop, bucket, dustpan and brush. However, you will need to purchase your own cleaning products.

Drinking Water

Water supplied to kitchens is mains water and is therefore suitable for drinking. Please do not use the tap water from the bathrooms as drinking water.

Electrical Voltage

The electrical supply to your accommodation operates at 220-240 volts/50Hz ac. The electrical sockets take a 3-pin plug. If you wish to use electrical equipment that is not from the UK, you will need to use an approved adaptor. These can be purchased from most reputable electrical retailers. Check your appliance before using it and always follow the manufacturer's instructions.



Heating and Hot Water

The cost of heating and hot water is included within your rent. Details explaining how those systems operate include within your residence information pack.

Insurance (Personal Possessions)

The University provides a basic level of personal possessions insurance cover at no additional cost, which is provided by Endsleigh. A copy of our policy will be sent out to you via email. You are encouraged to register with Endsleigh directly to confirm your cover. Details on how to register will be sent to you via email. You may increase the level of cover provided by contacting Endsleigh on 0800 0283571 or via their website www.endsleigh.co.uk

ICT & Wi-Fi

All bedrooms have a data point and Wi-Fi allowing access to the University's intranet and internet which is supported by the Information Communication Technology (ICT) department. There is no additional charge for this service, but restricted access may apply. For student ICT support, please visit <https://my.lsbu.ac.uk/my/portal/Study-Support/Student-IT-Support>.

Keys

On arrival you will be provided with keys and/or access card/fob for the main entrance, your flat and bedroom. In addition, you will receive a key for your allocated mailbox. All keys and access cards/fobs must be returned to reception on vacating the residence. Should you lose your key/card, please immediately notify your reception, so that any security measure can be implemented. A charge will be applied for replacement keys and for any lock changes necessary to maintain security. All keys must be returned on leaving. If keys are not returned, a charge will be applied for a lock change and replacement key/s. Any charges will be based upon the prevailing cost associated with these works from LSBU's preferred suppliers.



Maintenance

The University is responsible for the repair and maintenance of your accommodation. Please report any maintenance problems to reception as soon as possible. To ensure an efficient response, please be as specific as you can about the problem. Do not attempt to undertake repairs yourself. Please note that you may be charged for the cost of a repair resulting from negligence or vandalism. When you report any maintenance problem, you will be provided with a reference number and estimated response time and informed of the category under which it falls. Maintenance is categorised according to its importance and response times are therefore based on this we will try to give prior notice as to the time when repairs will be carried out. Residence or contract staff will ring or knock to check if anyone is in the accommodation, and if not, will use a master key to gain access. PPE will be worn, as required. You are entitled to ask to see identification if this is not visible.

Laundry Services

All the University's residences have an on-site laundry which are provided by an external company, Washstation. The machines are card operated, which can be obtained from the reception. The cost of the machines is subject to change, please see notices in the laundry rooms for more information. If you experience any problems with the laundry machines, please call their student helpline on 0800 141 2331.



Mail Arrangements

Lockable post boxes are located in reception areas. Each resident is issued with a key for their allocated mailbox. A charge will be applied for lost keys. Please ensure post addressed to you includes the following details:

- Your full name (first name and family name)
- Your Block, Flat and Room Number
- Full address and postcode of the residence

Parcels, registered letters etc. will be held behind the reception desk for security purposes. You will receive an email asking for you to collect the package from reception. Any mail held at reception can only be collected by the person it is addressed to and ID must be shown if required. Please note we may not be able to accept oversized parcels. This is because of limitations of space and health and safety concern. If you are not present to collect large items directly, we may need to refuse delivery. Due to the high volume of mail we receive for students who have left, any mail received for you after your departure will be marked for 'return to sender'.

Pests & Rodents

If you observe any pests or rodents in your accommodation, please report this to a member of reception who will arrange for the University's pest control contractors to attend during their next scheduled visit (Tuesdays and Friday)



Posters & Decorations

You are advised not to put posters/pictures on the walls of your accommodation, but use the noticeboard provided. Damage can be caused to paintwork when posters are removed. Residents will be charged for any damage to paintwork, other than fair wear and tear.

Recycling & Energy Conservation

To help us reduce waste that goes to landfill please use the recycling bins provided on-site. We encourage you to make use of them. Please ensure that you turn off all electrical appliances when they are not in use and avoid leaving them in 'stand by' mode. When you leave your room, please ensure that you switch off the lights. Conserve water by reporting any dripping taps or leaks. Every little bit counts!

Refuse Disposal

The cleaners will empty refuse bins in your kitchens on a daily basis (Monday-Friday) excluding Bank Holidays. You are responsible for the removal of all other refuse. You can dispose of refuse in large bins which are provided onsite. Further details are provided at your residence.



Room Allocation/Room Moves

All rooms within the University's residences are allocated centrally by the Accommodation Service. Rooms are allocated before arrival. It is not possible to re-allocate/move rooms during the first 4 weeks of the accommodation agreement unless there are mitigating circumstances which are supported by the Residence Management Team. Room moves (subject to availability) will be considered after this time. No room moves will be permitted where there are outstanding residence fees. A charge will be applied for room moves to cover cleaning and associated administrative costs.

FIRE SAFETY AND EVACUATION PROCEDURE

Fire Safety

There is a significant risk to students living in halls of residents from fire. The University is committed to keeping all staff, students and visitors safe at all times and will have no hesitation in carrying out enforcement through disciplinary proceedings against any person who fails to abide with our strict fire safety requirements. If you notice any potential fire hazard, please report it to a member of the management team without delay. The points below are also extremely important, and you are actively encouraged to read them.

Emergency Evacuation

If the alarm sounds, you are required to leave the building immediately in an orderly manner and make your way to the designated fire assembly point. Do not use lifts. You must not re-enter any part of the building until authorisation to do so has been given by a member of the management team, LSBU security or the Fire Brigade. Be aware that the silencing of the alarm is not a signal to re-enter the building.

A Fire Action Notice is typically located on the back of your bedroom door, which provides evacuation instructions in the event of a fire alarm. You must ensure that you read and understand your responsibilities.

Should any resident fail to comply with their responsibilities, they will be considered in breach of their Accommodation Licence Agreement and investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.



Emergency Exit Routes & Fire Signage

Emergency escape routes and exits are clearly signed and must be kept completely free of all combustible materials and obstructions at all times. This includes the permanent or temporary storage of any non-fixed items in flat corridors and lobbies.

Any person responsible for causing an obstruction as referred to above or the removal / defacement of fire signage will be considered to be in breach of their Accommodation Licence Agreement and an investigation under the LSBU Halls of Residence Disciplinary Procedure may be initiated.

Fire Alarms

The majority of false alarms are caused by leaving cooking food unattended. In order to avoid unnecessary fire alarms, which will result in the evacuation of all residents and may require the attendance of the Fire Brigade, please follow the precautions below:

- Kitchen doors are designated as fire doors and must be kept closed at all times. This will prevent fumes escaping into the hallway where smoke detectors are located resulting in the actuation of the fire alarms
- When cooking, ensure the extractor fan located in the kitchen is in operation
- Keep the oven door closed and turn the control off when not in use
- Never leave cooking food unattended, particularly when frying and grilling, this has resulted in a number of kitchen fires.
- Keep cookers and cooking equipment clean to avoid the build-up of fat and grease, especially within the grill pan.
- In David Bomberg House in particular, residents should take care when using hair straighteners, hair dryers, and aerosol sprays directly below detectors.
- Rooms should be ventilated to avoid unwanted alarms. Unwanted alarms deemed to be avoidable and a nuisance may be investigated under the LSBU Halls of Residence Disciplinary Procedure.
- Be aware of steam escaping an en-suite bathroom, after taking a hot shower. En-suites are fitted with ventilation, so doors should remain closed until all steam has cleared.

Any incidents involving fire alarms falsely activated as the result of cooking and/or poor kitchen management will be investigated under the LSBU Halls of Residence Disciplinary Procedure



Fire Alarm Systems & Fire Detection Equipment

Our residences are equipped with both smoke and heat detectors which are located in your flat and in communal areas around the building. Manual call points are also located in key areas around the building and must only be used in the event of an outbreak of fire. The actuation of detectors and manual call points will cause the fire alarm system to operate. Any suspected malicious use of a manual call point or the disabling / interference / tampering with fire alarm / detection equipment whether intentional or through alcohol related actions will be investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.

Please be aware that shower steam, spray from aerosol and smoke from the use of hair appliances can trigger detectors, so extreme caution should be used within your room when undertaking any of these activities.



Fire Alarm Tests

We are required to test fire alarms every week. On a pre-set day and time, you will hear intermittent soundings of the alarm of approximately 10 seconds duration. You do not need to evacuate the building during alarm testing. In the event that the fire alarm sounds continuously within this period you must treat this as a full fire evacuation and leave the building immediately. The day and times of these tests are available at your residence.

Fire Doors

Fire doors are vital in preventing the spread of smoke and fire. All fire doors are fitted with a self-closing device and have signs instructing you to keep them shut. This must be followed at all times. It is important that fire doors are not wedged open or the door self-closing device dismantled. Furthermore, fire doors including all associated parts of the mechanical/electrical door security systems and the magnetic door hold back devices must not be the subject of interference, tampering or misuse use in any way.

Any suspected malicious damage/misuse/ disabling or wedging open of a fire door whether intentional or through alcohol related actions, will be considered in breach of the Accommodation License Agreement and investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.

Fire Drills

The University is legally obliged to conduct fire drills which are held at least once a term. No advanced notice is given. It is a university requirement that all residents will evacuate from the building within 5 minutes of the activation of the fire alarm. This also applies to emergency evacuations. Should any resident be found to have failed to evacuate during a drill or live alarm, they will be suspected to have breached their Accommodation Licence Agreement and investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.

Portable Firefighting Equipment

Your flat has been equipped in the kitchen with a fire blanket and an extinguisher type appropriate to the location and appropriate extinguisher(s) located in the hallway or lobby. Such equipment is not intended for use by residents unless in a genuine emergency and only if you are competent in its use. Any malicious interference with firefighting equipment is considered a serious breach of your Accommodation License Agreement. Any suspected tampering with the bracket/container or suspected malicious use/ interference/tampering/ operation of such equipment whether intentional or through alcohol related actions, will be investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.

**Fire door
keep shut**

Prohibited Items

Due to the potential risks caused by the items below they are not allowed on the premises.

- Candles or incense sticks
- Deep fat fryers or the use of chip pans saucepans or any other type of containment for deep frying purposes
- Domestic appliances including refrigerators (apart from agreed medical exceptions)
- Electric bar/paraffin heaters
- Cookers / portable hot rings / heating plates / rice cookers
- Mains operated Christmas tree / fairy lights

If staff note the presence of any potentially dangerous item of equipment, you will be requested to remove it immediately. Failure to do so will lead to the item(s) being removed by the residence team until your departure. Due to the importance of effective fire safety, the University will take firm action against any resident putting others at risk.

Whilst use of certain flammable materials are allowed on within the residences (hairspray, deodorant, lighter fluid, etc.) appropriate storage use must be applied, i.e. keep away from heat source and out of direct sunlight.



Residents with Disabilities

It is possible that some residents may have disabilities that could make emergency evacuation difficult, or alternatively difficult to hear evacuation alarms sounding. In such cases, it is advised that you inform the University's Disability and Dyslexia advisors, based in the Students Centre. A Personal Emergency Evacuation Plan (PEEP) will be discussed and agreed with the residence manager.



Smoking policy

The building operates a total smoking ban and states that you are not permitted to smoke in any area of the building. Please note that this includes the use of shisha pipes and electronic cigarettes. Please be aware that this policy is strictly enforced. Should any resident fail to comply with this policy they are liable to be investigated under the LSBU Halls of Residence Disciplinary process.

Conduct of Guests/Visitors

The behaviour and conduct of your guest/visitor (visitor) whilst present within the halls of residence is your responsibility. In the event that your visitor causes any contravention/transgression of any of the requirements above, if a registered LSBU student, you may both be subject to the same codes of discipline/ penalties as referred to above. In the event that your visitor is not an LSBU registered student, you will be considered liable for their conduct and the relevant penalty/disciplinary action as appropriate.

HEALTH, SAFETY AND SECURITY

If you notice any potential health and safety hazard, please report it to a member of staff at reception and they will liaise with all suitable bodies to find a quick solution.

Accidents and Incidents

Any accident or incident that has occurs within the residence must be reported to reception or campus security immediately. Accidents include any slips, trips or similar involving damage or injury. Incidents could relate to issues such as theft of personal belongings from your accommodation or incidents of street crime within the immediate area of your residence that need to be reported to the emergency services, such as suspected drug use.

Bookshelves

Please avoid overloading bookshelves. They are not designed to hold heavy pieces of equipment. If you notice that the bookshelf in your room is loose, remove items from the shelf and report it to reception.

Electrical Safety

Please ensure that any equipment you bring with you is suitable for use in the UK. Ensure that the plug and wiring is in good condition and that the plug is fitted with the correct fuse for the appliance (see manufacturer's instructions). Any electrical equipment you bring to halls must be PAT tested for safety. Each hall will arrange Pat testing for all residents in the first semester. Charges may apply. Information will be sent out about this important event. You may be asked to remove any non-compliant equipment.

Extended Periods of Absence

If you expect to be away from your accommodation for several days, you are advised to inform a member of reception and leave your contact details. This may be required in the event of an emergency. Equally, if you are concerned about the absence of a flatmate, please let the Residence Management Team know.

Lockouts

If you lock yourself out of the residence, block or flat, you will need to go to reception where a member of staff will be able to let you back in. Charges may apply if any locksets or keys need to be replaced.

First Aid Arrangements

The majority of the Residence Customer Service Teams and Residential Life Ambassadors have received first aid training. Should you at any time require first aid, please contact reception.



Lifts

Please be mindful that some of your fellow residents may not be comfortable with sharing your halls life with groups. It may also be necessary to limit numbers using lifts depending upon any revised COVID measures . Please consider using any stairs available as an alternative. Do not overload lifts with passengers or luggage, as misuse results in breakdowns, which inconvenience all residents. If a lift breaks down while you are in it, stay calm and press the alarm button. A member of staff will answer your call. Please follow the instructions given. Never attempt to force your way out of the lift, as this could be extremely dangerous and result in serious injury or even death. A member of staff will attend as quickly as possible and will contact the universities lift engineers. Residents are requested not to contact the emergency services as a charge may be levied by the Fire Brigade, please be aware that it can take up to 2 hours for an engineer to attend.

Out-of-Hours Support/Emergencies

There are members of staff, Security and Residential Life Ambassadors on-call to deal with emergencies. In the event of a serious incident please contact reception in person or by calling the reception extension. Explain the problem and a member of Management, Security or Residential Life Ambassador will assist. Where necessary in extreme emergencies, the emergency services can be contacted by dialling 999. However, you are asked to avoid unless this is absolutely essential. If you have contacted the emergency services, please advise reception immediately after, so that support can be given.

Personal Security

Most of our residences have CCTV cameras in operation covering the main areas around the building. These measures, along with your co-operation, will assist in making the building a more secure environment. For many students however, it is their first experience of living in a busy inner-city environment. It is important for your own security and that of your fellow residents, that you follow some safeguards:

- Ensure that you lock your bedroom door whenever you are not in it.
- Avoid leaving cash and other valuables open to view, always secure them.
- When leaving your flat ensure that the flat door is secured. Do not wedge the door open.
- Do not give your keys to other people, you are personally responsible for them.
- Do not allow strangers into your accommodation.

- If you live in a ground floor flat, ensure that you do not leave windows open when you are not in the room. Also consider closing the curtains.
- You should advise the management without delay, of any person acting in a suspicious manner, in or near your accommodation.
- If you have any concerns regarding your security, please contact reception or the management / night security / Residential Life Ambassador.

Snow & Ice Clearance

University staff will ensure that main walkways are cleared whenever possible. However, the University is not responsible for any clearance on public realm e.g. footpaths which are the responsibility of the local council. Please ensure you wear suitable footwear during these conditions.

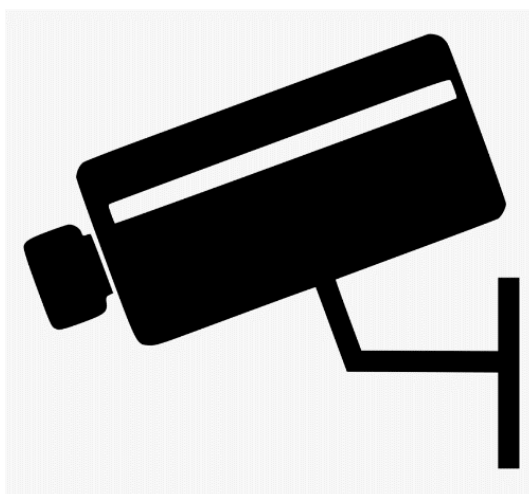
Visitors/Guests

Please refer to up to date information on inviting guests into halls, following the lifting of COVID measures.

Please note that any suspected breaches will be investigated under the Halls Disciplinary Procedure.

Windows

For your own safety, all windows are fitted with opening restraints. This is sufficient to allow circulation of air. You must not tamper with the window mechanism in an attempt to open windows further. You should not lean out of windows or throw items from them.



CORONAVIRUS GUIDELINES

For the most up to date information on current guidance on COVID-19 in the halls of residence, please refer to our dedicated webpage: www.lsbu.ac.uk/student-life/accommodation/covid-guidance

What are the symptoms of COVID-19?

The main symptoms of COVID-19 are a high temperature, a new continuous, and a loss or change to your sense of taste or smell. These symptoms are usually mild and begin gradually. Some people can become infected but not show any symptoms (asymptomatic).

IMPORTANT - If you develop symptoms of COVID-19, stay in your room, let a member of staff know and follow our self-isolation instruction.

Face Masks

Whilst the wearing of a face covering is no longer mandatory you are encouraged to wear a covering whilst moving around halls. You will be asked to wear a face covering in Reception, common rooms and corridors and at 1:1 meetings.

The Government Guidance recommends to continue wearing a face covering in crowded and enclosed spaces where you come into contact with people you don't usually meet. In particular, where the risk of transmission is likely to be greater.

General Precautions

It is everyone's responsibility to minimise risk and support the safe living of the Halls community.

To help you can:

- Practice good personal hygiene
- Make sure you, and the people around you, follow good respiratory hygiene
- Be respectful of people's space and keep a safe distance
- Wear face coverings where appropriate – reception, common areas, corridors
- Ensure you follow self-isolation rules
- Get tested twice weekly
- Get vaccinated
- Keep shared areas clean and tidy
- Only use the lifts if necessary and use the stairs instead
- Stick to the guest policy
- Keep your rooms well ventilated
- Let us know if there is something you are not happy about that might compromise your safe living so we can resolve.

If you test positive:

- You must inform the Halls Team as soon as possible. You will be given a COVID report form to complete and will receive extensive information via email on how you will be supported and important contact details.
- You must self-isolate in your room for at least 10 days from when your symptoms first started.
- If you still have a temperature after 10 days, you should continue to self-isolate and call the NHS on 111 for further medical advice. Let us know if you continue to feel poorly and we will ensure you get the right help.
- If after 10 days, you only have a cough or loss of sense of smell or taste, you can end your self-isolation and return to your normal routine.
- These symptoms can last several weeks after the infection has gone.
- Your Household will be informed that they will need to self-isolate.

If someone in your household tests positive:

A household is anyone that you share a kitchen or bathroom space with, so this means your allocated flat.

If a member of your household has tested positive for coronavirus, you and the other flatmates will need to self-isolate in line with Government advice, to prevent the spread of infection for the safety of members of the Halls of Residence and our wider community.

As per Government guidance you must immediately:

- Self-isolate in your allocated room for 10 days. The **only exemption** is if you have been double vaccinated and have shown your COVID vaccination passport. This applies from the 16 August 2021 but subject to change.
- Please do not leave your room and walk around your hall, or anywhere else including the GP or pharmacy.
- Please request a test and notify the Halls Team of the result. The test should be done as soon as possible.
- You will receive a COVID report form to complete and will receive extensive information via email on how you will be supported and important contact details.

WELFARE AND SUPPORT



Internal Student Support

The purpose of the Student Life Centre is to enhance your University experience. The Student Life Centre services are available for support to all students:

- Accommodation Service
- Student Finance and Funding Enquirers
- Budgeting and Money Management
- Debt Issues
- Employability
- Mental Health & Wellbeing
- Student Union

<http://www.lsbu.ac.uk/student-life/student-services>

Registering with A Local Doctor

You are strongly advised to register with a local health practice, even if you are already registered with a doctor at home. This will allow prompt treatment should you be unwell whilst at University. Please advise a member of the Residence Customer Service Team once you have registered with the practice as this information may be needed in the event of an emergency. The local surgeries are:

Princess Street Group Practice Surgery

2 Princess Street
London SE1 6JP
Tel: 020 7928 0253

Hurley Clinic

Ebenezer House, Kennington Lane
London SE11 4HJ
Tel: 020 7735 7918

The Princess Street practice serves residents at McLaren House, David Bomberg House and New Kent Road. The Hurley Street practice serves students residing at Dante Road. Both practices provide registration sessions during the main arrival period in September/October.

NHS Direct

This is a telephone-based service, staffed by trained nurses who can provide confidential advice and information 24 hours a day. On calling NHS Direct you will be asked to provide some basic information about yourself. You will need to explain what your symptoms are, any medication you have taken, any existing medical conditions, and anything else that might be relevant. The service can also provide information about late night services e.g. pharmacists or dentists.

Tel: (NHS) 111

www.nhsdirect.nhs.uk

Local Hospitals

St. Thomas' Hospital

Westminster Bridge Road
London SE1 7EH
Tel: 020 7188 7188

Open 24 hours per day, all-year round, has an accident and emergency service.

Guy's Hospital

Great Maze Pond
London SE1 9RT
Tel: 020 7188 3878

Open 8am-8pm, all week round. Deals with minor injuries, minor ailments and longer-term problems. If you have a minor injury, you may find it easier to go to the Minor Injuries Unit.

Communicable Diseases

If you suspect you are suffering from an infectious disease such as Meningitis, Mumps, Rubella you are advised to notify a member of the Residence Management Team without delay. This information will be treated confidentially. If you believe you are suffering from the symptoms associated with Meningitis (fever, vomiting, severe headache, severe stiff neck, drowsiness, dislike of bright lights and red pin prick like rash on the skin), please advise a member of staff or Residential Life Ambassador immediately. Alternatively, contact your doctor and let the Duty Manager know what you have done. Should you require any information regarding Meningitis, the Meningitis Research Foundation has a 24-hour helpline, which can be contacted on 080 800 3344 or 01454 281811.

Other Useful Contacts

Nightline: 020 7613 0101 (6pm-8am during term time)

Samaritans: 08457 90 90 90

National Drugs Helpline: 0800 77 66 00

Rape Crisis London: 0808 802 9999

Victim Support: 0845 450 3936

Hopeline UK: 0800 068 4141

Switchboard LGBT+ Helpline: 0300 300 0630 (10am - 10pm daily)



Car Parking

There are a limited number of parking spaces available, depending on the residence where you are staying. Where parking is available, parking permits can be bought from the reception for both short and long term. Payment is required at the time the permit is issued. Spaces are available free of charge for blue badge holders. Students wishing to park whilst dropping off belongings can do so, subject to agreement with a member of the Residence Management Team.

The London Borough of Southwark do not normally issue car parking permits to students. You are advised not to bring a car with you. For short stay parking, the nearest NCP car park located in the London Bridge.

Cycle storage

All our residences have storage space for cycles. Cycles are parked at the owner's risk and the University accepts no liability for any loss or damage caused. Cycles are not allowed within the accommodation blocks.

TV Licenses

Please be aware that if you have your own television set within your room or flat, you will be required to have your own TV license. The University does not provide this on your behalf. Licensing officials normally visit the University's residences every year. For further information visit: www.tvlicensing.co.uk

Council Tax

As you are a student you are not liable to pay Council Tax.

Congestion Charge / ULEZ

All the University's student residences fall within the congestion charge area. If you drive within the zone at any time between 07:00 and 22:00, you will need to pay a daily charge of £15.00. This is applicable every day of the year, apart from Christmas Day (25 December). More information can be found at:

www.tfl.gov.uk/modes/driving/congestion-charge

The Ultra-Low Emission Zone (ULEZ) also operates within the Congestion Charge Zone, 24 hours a day, 7 days a week, every day of the year. Vehicles used to enter the zone will need to meet the ULEZ standards or the drivers will pay a daily charge to drive within the zone. More information can be found at:

www.tfl.gov.uk/modes/driving/ultra-low-emission-zone

Public Transport

For information about how to get around London using the public transport system, live updates on the Underground and planning a journey, visit Transport for London at www.tfl.gov.uk

Nearest Underground Stations

Elephant & Castle Station
(Zone 1/2)
- Bakerloo and Northern Lines
Borough Station (Zone 1)
- Northern Line
Southwark Station (Zone 1)
- Jubilee Line
Kennington Station (Zone 1)
- Northern Line



Please note that some stations may be closed or operating reduced hours due to the ongoing pandemic

Nearest Banks

Lloyds Bank (London Bridge Branch)
69-73 Borough High Street, SE1 1NQ
TSB (Elephant & Castle Branch)
Upper floor, Elephant & Castle Shopping Centre
HSBC (London Bridge Branch)
28 Borough High Street, SE1 1YB
NatWest (Lambeth North Branch)
91 Westminster Bridge Road, SE1 7HW
Barclays (Walworth Branch)
260 Walworth Road, SE17 1JF
Santander (London Bridge Branch)
9 Southwark Street, SE1 1RQ

Nearest Pharmacies

Boots Waterloo Station Concourse
020 7928 1073
Superdrug 371-375 Walworth Road
020 7701 2797
City Pharmacy 39-41 Borough High Street
020 7407 2061

Nearest Supermarkets

Residence Staff will be able to advise you of the nearest recommended supermarkets. For large shop, residents may prefer to book an online delivery for ease, but there are a number of smaller metro supermarkets close to our residences. They include Tesco Express on Borough Road, Blackfriars Circus and New Kent Road, and Sainsbury's on New Kent Road and Blackfriars Road.

What's Happening in London

Useful information regarding cinemas, theatres, restaurants and other places of interest, can be found at www.timeout.com. You can pick up a free copy of TimeOut London every Tuesday morning from Elephant & Castle Underground station.

PROCEDURE

Complaints Procedure

The University follows the 'Universities UK/SCOP Code of practice for the management of Student Housing'. The Code is set out to maintain the elements of good practice expected of its members. We are also accredited members of the Institute of Customer Services.

If you believe that the quality of service you have received has been unsatisfactory, please follow the procedure below:

- Notify your residence manager of your complaint (in most cases the issue can be easily resolved at this stage).
- If you feel that that your complaint has not been addressed, you should write to the Accommodation Services team. State clearly the nature of your complaint and any action you have taken so far. All complaints will be quickly attended to and you will receive a written response. Please email hallscomplaintsreview@lsbu.ac.uk
- In the unlikely event that you still feel that your complaint has not been dealt with satisfactorily, you can make a formal complaint using the University's Complaint Procedure.

An electron copy of the university's Halls of Residence complaint procedure can be found at:

www.lsbu.ac.uk/_data/assets/pdf_file/0014/112433/student-halls-of-residence-complaints-procedure.pdf

More information about the UUK can be found on their website at: www.universitiesuk.ac.uk

Disciplinary Procedure

Information on the Halls disciplinary procedure can be found at:

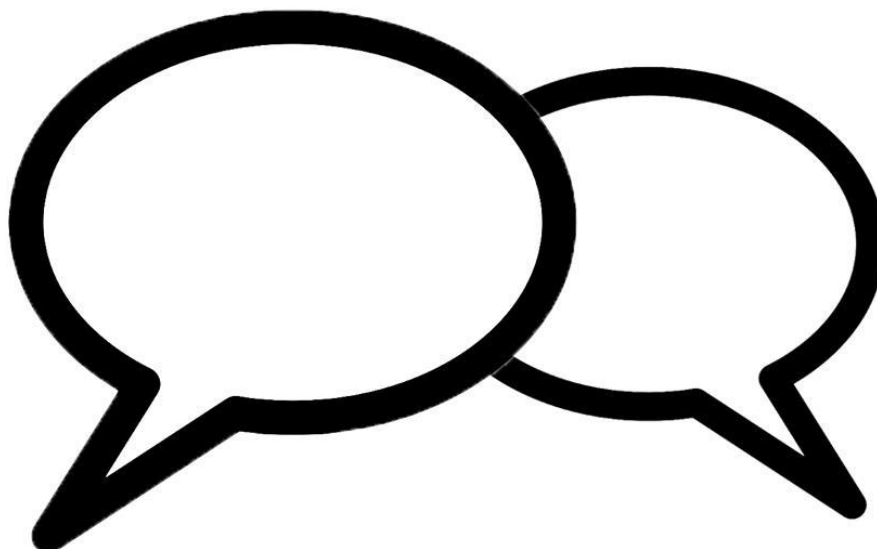
www.lsbu.ac.uk/_data/assets/pdf_file/0010/124777/halls-of-residence-disciplinary-procedure.pdf



Universities UK

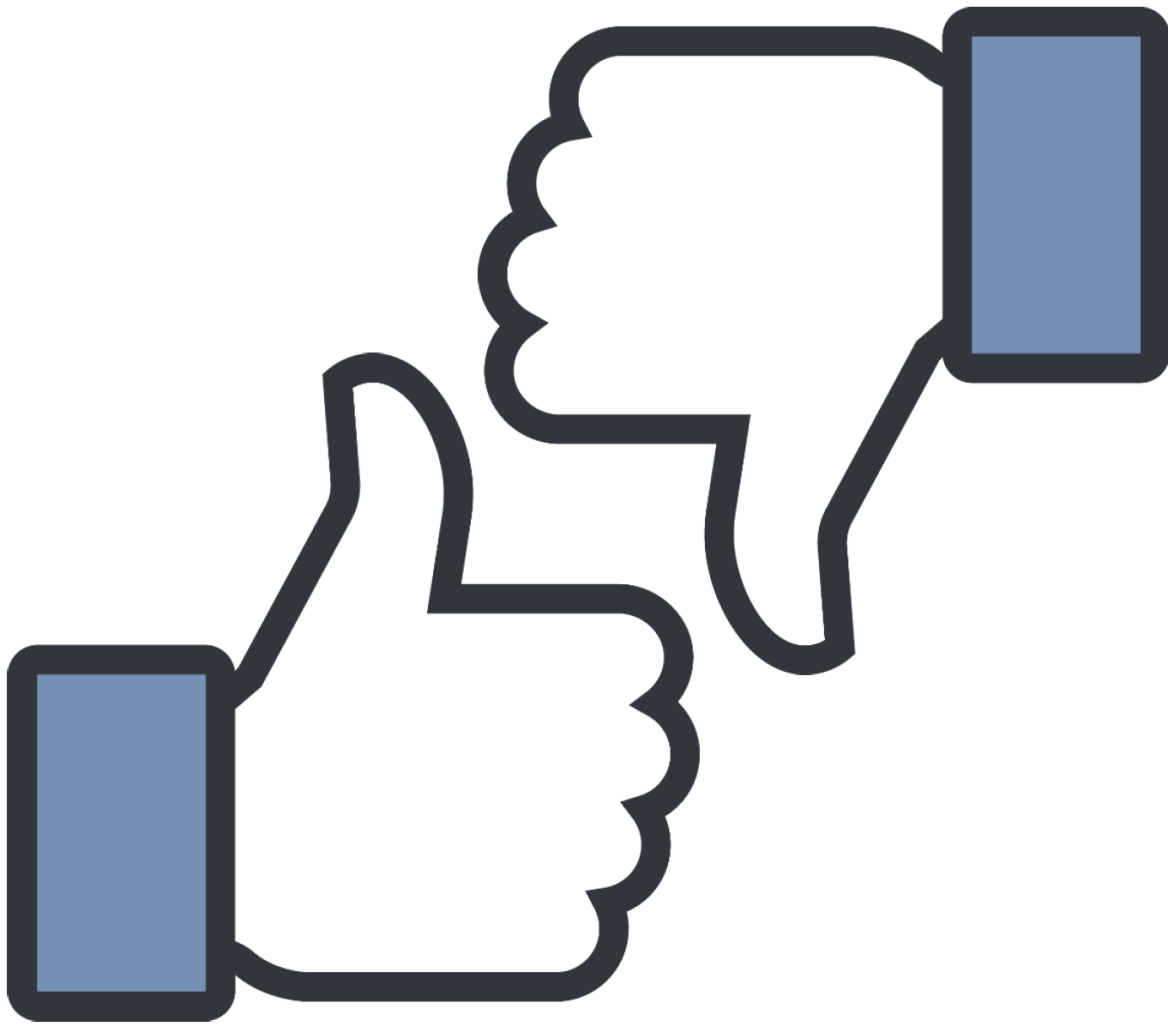


**The Institute of
Customer Service**



Feedback

We hope you enjoy your stay in the university's student residences. We welcome comments and suggestions that can assist us with improving the service offered. You can provide feedback on-line by visiting the Accommodation Service web page my.lsbu.ac.uk/general/rcfeedback.aspx, or by taking part in the annual residents' survey. We also run surveys throughout the year within the accommodation, so we encourage if you take some time to fill this out so we can respond to you and hopefully make improvements based on your suggestions.



FREQUENTLY ASKED QUESTIONS

Can I park my car at halls?

Limited parking will be available at all halls for unloading of belongings and upon your departure. Availability will be confirmed by your halls team ahead of arrivals weekend.

McLaren House and Dante Road may have parking available throughout the year for residents or guests. Charges do apply and can be confirmed by your halls reception.

I want to open a bank account. Can I have a letter stating where I live?

You can receive all letters in regards to bank accounts and proof of address from reception of your halls of residence or the Student life centre.

Can I have a list of local letting agents?

You can receive a list of local letting agency from our Accommodation Team based in the Student Life Centre.

Can second or third year student stay in halls?

Yes, second and third year students can apply to halls again and it will be based on a first come first serve basis with limited rooms available.

How many visitors am I allowed?

Our policy on guests has changed for 21/22. Please refer to pre-arrival information for the latest update on guests.

Can I smoke anywhere in halls?

You are not allowed to smoke in the Halls of Residence, this includes e-cigarettes and vaping. There are designated smoking areas allocated in each Halls which you can use. Please ask staff for more information.

What type of Internet access will I have?

You will have full access to Wi-Fi in all residence.

ACCOMMODATION SERVICE

Tel: + 44 (0) 7815 6417

Email: accommodation@lsbu.ac.uk

Website: www.lsbu.ac.uk/accommodation