

Your guide to living in LSBU accommodation

Residents' Handbook 2011-2012



Welcome to London South Bank University Residences



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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 the residence team.

Enjoy your stay and good luck with your studies!

University personnel

The following University personnel have responsibility for the management and delivery of services within the University's student residences.

Head of Residential and Catering Services

Is responsible for the overall co-ordination and management of the University's accommodation service and residential buildings.

Residence Management Teams

The teams are responsible for the day-to-day operation and management of their respective building. In the event that 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-Friday (7.45am-6.15pm) and on Saturday (9am-2pm). After these times and on Sundays, there is a duty on-call manager/senior student assistant who can be contacted in the event of emergencies. You will be provided with further information at your residence.

Residential Student Assistants

Student assistants assist with on-call duties during the evening and at weekends. They are there to assist with any problems you may have whilst living in one of the University's residences. Student assistants are normally postgraduate students, or returning students. You are requested to co-operate with student assistants at all times. A list of current student assistants is on display in reception.

Security Staff

In those residences with a security officer, cover is provided between 8pm-8am. The security officer is located at the reception desk and is required to check that those entering the building are residents or bona-fide visitors.

Management arrangements, facilities and services (A-Z)

Accommodation Office Staff

Office staff are responsible for offering places within the University's residences, requests to leave and room move requests, they are not responsible for the management of the University's residences.

Please report any problems with your accommodation to the management in your allocated residence.

Complaints procedure

The University subscribes to the 'Universities UK/SCOP Code of Practice for the management of Student Housing'*. The Code sets-out the main elements of good practice expected of its members. 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 Head of Residential and Catering Services. State clearly the nature of your complaint, and any action you have taken so far. All complaints will be followed-up and receive a written response.
- In the unlikely event that you still feel that your complaint has not been dealt with correctly, you can make a formal complaint using the University's Complaint Procedure.

A copy of the procedure is available at

www.lsbu.ac.uk/current.student/complaints

* A copy of the Code of Practice can be obtained from the Accommodation Office web page or www.universitiesuk.ac.uk/acop/

Car parking

There are a limited number of parking spaces available, depending on the residence where you live. If available, parking is provided on a permit basis. Permits are available from the reception desk and must be authorised by a member of the management team.

You will be charged for parking. Payment is required at the time the permit is authorised. Arrangements can be made for students with special needs.

Students wishing to park whilst dropping off belongings can do so, subject to agreement with a member of the residence team.

Cycle storage

All of our residences have storage space for cycles. The University accepts no liability for any loss or damage to cycles that might occur as a consequence. Cycles are not allowed within your accommodation.

Cleaning arrangements

The University employs a contractor to provide cleaning services within the building. However, you and your flatmates are responsible for the day-to-day cleaning of your accommodation. Below are the basic responsibilities we expect of you and 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 by the management team of the day your flat is scheduled for cleaning.
- Any special cleaning as directed by the management team.
- 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 individual 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 flatmates, to ensure that common areas in your flat are kept to an acceptable and hygienic standard. This includes bathing and toilet facilities, kitchens including cookers and refrigerators/freezers.
- If the standard of cleanliness within your accommodation falls 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 should it be required. 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 detergents.

Drinking water

All of the water in your accommodation is safe to drink. The cold water supplied to kitchens is mains water and is therefore more suitable for drinking.

Electrical voltage

The supply to your accommodation operates to 220-240 volts or 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

Both heating and hot water are included within your rent. Further details explaining how the system in your residence operates are provided within local information provided by your respective residence team.

**Insurance (personal possessions)**

The University provides a basic level of possessions insurance cover at no additional cost, which it has negotiated with Endsleigh Insurance Services as part of a block policy agreement. You should have been provided with details of this cover. If not, details can be obtained from the reception desk. Please note that laptops are not covered. You may add to the level of cover provided by contacting Endsleigh on 0800 028 3571 or via their website www.endsleigh.co.uk

Internet access

All bedrooms have a data point allowing access to the University's intranet and internet. There is no additional charge for this service. However, the University may restrict access to certain areas. For further details regarding connection to this service visit the University's ICT Department located in the Borough Road building or visit the web site www.lsbu.ac.uk/halls. There is also an information handout available in the reception area. As a general precaution, you are advised to purchase electrical surge protection equipment if you intend to connect computing equipment to the electrical sockets in your accommodation.

Please note that the Accommodation Office and Residence Management will from time to time communicate with you using your allocated LSBU email account. Please note that this is a key communication tool and you are advised to regularly check your email.

Keys

On arrival you will be provided with keys/access cards for the main entrance, your flat and bedroom. In addition you will receive a key for your allocated mail box. All keys must be returned when moving out. If you lose your keys, this should be reported to reception immediately. If keys are not returned a charge will be applied for a lock change.

Laundry

All of the University's residences have an on-site coin-operated laundry. If you experience any problems with the laundry machines please notify a member of the residence team.

Leaving procedure

An information sheet is available from reception and also via the accommodation web page www.lsbu.ac.uk/accommodation indicating what you need to do in preparation for and upon your actual departure.

Maintenance

The University is responsible for the repair and maintenance of your accommodation. Please report any maintenance problems to a member of the Residence team at the reception desk. To assist efficient response, please be as specific as you can about the problem. Do not attempt to undertake repairs yourself. The University uses approved contractors to undertake maintenance work. Please note that you will be charged for the cost of repair if it results from negligence or vandalism. When you report any requirements for maintenance, you will be informed of the category under which it falls. Maintenance is categorised according to its importance and response times are therefore based on this. The categories are shown below. The University is not always in a position to give prior notice as to the time when reported repairs will be carried out. In the case of planned maintenance we will provide 7 days. Residence or contract staff will ring or knock to check if anyone is in the accommodation, but will use a master key to gain access if not. You are entitled to ask to see identification if this is not visible.

Urgent (Category 1)

The normal response time is within 2 hours of notification. Emergency repairs are regarded as being necessary to avoid significant danger to personal health and safety of residents, staff and the public or to avoid serious damage to the building.

Standard (Category 2)

The normal response time is within 1 working day of notification. Such defects would cover issues that affect the structure and services but are not regarded as a risk to personal health and safety, security or serious damage to the building. Nor is there any likelihood of deterioration to a more urgent category.

Routine (Category 3)

The normal response is within 5 working days of notification. Such defects would cover any issues that would not affect personal health and safety and security, or have any short term effect on the delivery of services.

Planned maintenance

From time to time the University will need to undertake planned maintenance eg. safety testing of electrical equipment. In such cases, you will normally receive 7 days notice of the need to undertake such maintenance in your accommodation.

Mail arrangements

Lockable post boxes are located in reception areas. Each student is issued with a key for their allocated mailbox. A charge will be applied for lost keys. There are deliveries Monday-Friday (in some residences also Saturday). Please ensure that you give your full address to anyone who is likely to write to you and that it includes:

- Your full name (first name, then family name)
- Your block, flat and room number
- The full address (including post code) of the residence

Parcels, registered letters etc. will be held behind the reception desk for security purposes. A collection slip will be put in your mailbox advising you to collect it. Any mail held at reception can only be collected by the person it is addressed to; the collection slip must be produced along with I.D.

Please note we will not accept large parcels or delivery of mobile phones at reception. This is because of limitations of space and health and safety concerns. You must ensure that you are available when you are given a delivery date/time by the company you are ordering from. If you are not available at the time of delivery, staff will not accept the delivery on your behalf. Due to the high volume of mail we receive for students who have left, any mail received for you after your departure, will be 'returned to sender'.

Pests

If you observe any rodents or pests in your accommodation please report this to a member of residence team who will arrange for the University's pest control contractors to visit site. The normal response time will be one working day following the reporting of the problem.

Posters and pictures

You are advised not to put posters/pictures on the walls of your accommodation, but use the notice board provided. Damage can be caused to paintwork when posters are removed. The cost to repaint a bedroom is approximately £400. Residents will be charged for any damage to paintwork, other than fair wear and tear.

Reception/office hours

Although some reception desks are staffed 24/7, some services are only provided between certain times. Please refer to the information provided at your residence.

Recycling and 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 on 'stand by'. When you leave your room ensure that you switch off the lights. Conserve water by reporting any dripping taps or leaks. Every little counts!

Refuse disposal

The cleaners will empty refuse bins in your kitchens on a daily basis (Monday-Friday). 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 Office. 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 manager. Room moves (subject to availability) will be considered after this time. No room moves will be permitted where there is outstanding residence fees. A charge of £35 will be applied for room moves to cover cleaning and associated administrative costs.

Smoking policy

The building operates a total non smoking policy. For clarity, this means that you are not permitted to smoke in any area of the building. Please note that this includes the use of shisha pipes.



Fire safety

If you notice any potential fire hazard please report it to a member of the management team without delay. The points below are also relevant.

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. In the event that detectors are activated the system automatically contacts the Fire Brigade. Call points are also located in key areas around the building and should only be used in the event of an outbreak of fire. It is a criminal offence to tamper with fire detection equipment.

Portable fire fighting equipment

Your flat has been equipped with a fire blanket and CO₂ extinguisher in the kitchen and a foam extinguisher located in the hallway. Such equipment should only be used in a genuine emergency and if you are competent in its use. Any malicious interference with fire detection/fighting equipment is a criminal offence. Any persons responsible for malicious use of such equipment will be subject to formal disciplinary action.

Emergency evacuation

There is a Fire Notice, normally on the back of your bedroom door, which provides evacuation instructions. You must ensure that you read and understand it. If the alarm sounds, you are required to leave the building in an orderly manner and make your way to the 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 or the Fire Brigade. Be aware that the silencing of the alarm is not a signal to re-enter the building.

Fire Doors

Fire doors are important in preventing the spread of smoke and fire. All fire doors are fitted with a self-closing device. It is important that fire doors are not wedged open or that the door closing device is dismantled. Fire doors have signs instructing you to keep them shut. **This must be followed at all times.**

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 Perry Library. A Personal Emergency Evacuation Plan (PEEP) can then be discussed and agreed with the residence manager.

Fire alarm tests

We are required to test fire alarms every week. You will hear intermittent soundings of the alarm of approximately 10 seconds duration. You do not need to evacuate the building during alarm testing. The day and times of these tests are available at your residence.

Fire drills

The University is legally obliged to conduct fire drills. Drills are held once a term. No advanced notice is given. You must evacuate the building whenever you hear a continuous sounding of the alarm.

Emergency exit routes

Emergency exits are clearly signed. Please do not block or obstruct any escape routes.

False alarms

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

- Kitchen doors are designated as fire doors and should be kept closed at all times. This will prevent fumes escaping into the hallway where smoke detectors are located and subsequently setting-off the alarm.
- 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.
- Do not attempt to use the grill with the grill door closed.

Other 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
- electric bar/paraffin heaters

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



Health, safety and security

If you notice any potential health and safety hazard please report it to a member of the management team. The points below are also relevant.

Reporting accidents

Any accident taking place on the premises should be reported to a member of the management team immediately.

Lifts

Do not overload lifts with passengers or luggage. 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 injury. A member of staff will attend as quickly as possible.

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). Remove plugs from electrical sockets before going to bed or when leaving the room for any extended period of time. Do not overload electrical sockets. Report any damaged sockets or defective electrical equipment (supplied by the University) to a member of the residence management team. If in the opinion of the residence manager a personal item of electrical equipment may present a safety risk you will be asked to remove it from the premises.

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 the reception desk.

Windows

For health and safety reasons, please do not open windows beyond the level allowed by the restrictor. 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.

Snow and Ice Clearance

Residence staff will ensure that main walkways are cleared. However, the University is not responsible for any clearance on public realm eg. footpaths which are the responsibility of the local council.

First aid arrangements

The majority of the residence management team, and some student assistants, have received first aid training. Should you at any time require first aid, please contact the reception desk.

Out of hours support/emergencies

There is a member of management/senior student assistant on-call to deal with emergencies. In the event of a serious incident please contact the reception desk in person or by calling the reception extension. Explain the problem and a member of management and/or student assistant will assist. In extreme emergencies, the emergency services can be contacted by dialling 999. However, you are asked to avoid this when not absolutely essential. If you have contacted the emergency services please advise the reception desk immediately after you have done so.

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. However, for many students 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. Always check with your flat mates before allowing anyone access. If in doubt do not allow them entry.
- 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 duty manager 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 the reception desk or the on-call manager/senior student assistant.

Visitors/guests

All visitors are required to sign-in at the reception desk. This ensures that staff are aware of any visitors within the building in the event of a major incident. Please ensure that your guest(s) sign-in and out. For security reasons, your guest(s) may be asked to provide identification. All visitors are required to leave by midnight, unless covered by an overnight permit. Please ensure your visitors know your full name and flat address when visiting.

You may have visitors to stay overnight if an overnight permit has been completed. Permits are available from the reception desk. Fire regulations imposed on our buildings limit the number of guests we can safely allow to stay overnight. The following procedure must be followed if you wish to obtain a permit:

- Permit forms must be completed and registered by no later than 7.30pm on the day of your guest's arrival.
- Permits will only be issued after 7.30pm in emergency situations, and at the discretion of the Duty Manager/Senior Student Assistant.
- Guests can stay for a maximum period of 3 nights in any 7-day period. The 7-day period commences on the first day of your guest's stay.
- The Duty Manager/Senior Student Assistant, if in the best interests of the residence, has discretion to refuse the issue of a permit.

We rely on your co-operation in order to ensure that your accommodation remains safe and secure. In the event that these simple procedures are not followed, your visitor/guest(s) may be refused entry or asked to leave. You may also be denied the right to have visitors in the future should persistent problems be experienced.

Entry phones

Most flats are fitted with an entry phone. Your visitors are required to ring your flat so that you can collect them from the relevant block door. For security reasons, you cannot allow them automatic entry from your flat. Do not allow anyone to enter who you do not know.

Lost keys

You are strongly advised to look after your accommodation keys. They are security keys and can't be copied at local shops. If you lose your keys you must immediately report this loss to a member of the residence team. A member of the residence team will facilitate temporary access. However, in order to maintain security to your flat and bedroom, replacement locks will be fitted. The cost of a lock replacement is normally in excess of £100 and will be charged to you.

Reporting incidents

It is important that any incident is reported to the residence management team and logged. 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 (e.g. mugging, suspected drug use etc).

If you intend going away for a few days

If you expect to be away from your accommodation for several days, you are advised to inform a member of the management team and where you may be contacted. This may be required in the event of an emergency. Equally, if you are concerned about the absence of a flat mate please let the residence management team know.



Residents' responsibilities and conduct

Your accommodation agreement

(Licence to occupy)

This is a legally binding agreement 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. As you will appreciate, you will be living in a large and diverse community and therefore to assist 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 management 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 Manager as soon as possible. Financial advice can also be provided by the Student Advisory team located in the University's Technopark building. Do not ignore reminder letters as this will only delay the potential resolution of any financial problem. You can pay your residence fees on line at www.lsbu.ac.uk/accommodation/residencefee or at your residence during normal office hours. We will accept payment in cash, by personal cheque, banker's draft, travellers' cheques, credit card (Master Card or Visa) or debit card. Please note that a charge of £20 will be made for any personal cheque that is not honoured by our bank. We also reserve the right not to accept payment by personal cheques should we have experienced previous problems in cashing them.

Should you leave your 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 has been credited to the final payment period of your account.

Completion of room inventory form

On arrival, you should receive an inventory sheet itemising furnishings and fittings in your accommodation. You should ensure that you carefully check this list against what is in your accommodation. Note down any problems and be specific about their nature. Ensure that your comments are clear, as illegible inventories will not be accepted. Please return your inventory to the reception desk within 72 hours of your arrival. You are advised to keep a copy that has been signed and dated by a member of the management team.

Leaving before the end of your accommodation agreement

If you want 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 Office.

Your request will be assessed as follows:

- If you are withdrawing from your course at the University you will be asked to provide a letter from the fees office in the Finance Dept (located in the Technopark Building) confirming that you are ceasing to be a student.
- 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. 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.

Leaving procedure

Your room is normally checked after you have vacated. However, checks can be undertaken whilst you are present. This must be by prior arrangement with a member of the residence management team (usually 72 hours in advance of your expected date of departure) and during office hours. Any loss, damage or additional cleaning will be charged to you. It is in your best interest to ensure that when you leave your accommodation, you hand it back in an acceptable condition. You will need to ensure that upon your departure all your belongings have been removed from your bedroom and if relevant, the kitchen/dining area. You are required to leave your accommodation by 10

am on the last day of your accommodation agreement. Return all keys, and where applicable your access card to the reception desk. You should also ensure that you have settled any outstanding residence fees.

Further leaving information will be issued nearer the time of your departure.

Flat inspections

Members of the residence management team are required to carry out periodic checks of your accommodation to ensure that it is being maintained in a clean and safe condition. Checks will normally be undertaken once per semester and will involve checking study bedrooms, kitchens and communal bathing/toilet facilities. You will be given advance notice of any formal inspection of your accommodation. On occasions members of the management team may need to check maintenance undertaken in your flat or room, where possible every attempt will be made to give you notice of this.

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.

Behaviour and conduct

In the event that a resident's behaviour and/or conduct is considered to be unacceptable, the issue will be investigated and if appropriate will be considered under the University's Halls of Residence Disciplinary Procedure for Student Residents.

Illegal drugs/substances

Should a resident and/or their guests be found in possession of, or consuming illegal drugs/substances on the premises, residence management teams have been instructed to contact the Police. Formal disciplinary action will also be taken.

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. Noise is a serious issue, and is monitored by the local Environmental Health Office.

Please assist in reducing noise by:

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

Parties

Parties are not allowed in bedrooms, kitchen/diners or other communal areas unless authorised by the Residence 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. Most flat mates get on with each other for most of the time. However, on occasions it is possible that you will fall out with flat mates, 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 management team who will mediate.



Welfare and support

Advice and information

Occasionally problems may arise where you require advice and support. Support and advice is available from the University, the Student Union and outside agencies. Students are encouraged to approach:

- The University's Disability and Dyslexia Support, located in the Perry Library, can provide support and guidance on disability issues, including mental health.
- Student Advice and Careers Guidance, located in the University's Technopark building, can provide general guidance to students covering a range of issues eg. financial support/advice concerns about University life, emotional issues etc.
- The Student Union has a Student Advice Bureau. It has qualified advisors who offer free and confidential advice on a range of issues. The Bureau can be contacted on 020 7815 6060.
- The University's Student Gateway www.lsbu.ac.uk/current.student/ is a source of useful information about the support services provided at the University.

Registering with a local doctor

You are strongly advised to register with the 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 management team once you have registered with the practice, this information may be needed in the event of an emergency.

The local surgeries are:

Princess Street Health Practice	Hurley Street Clinic
Princess Street, London SE1	Ebenezer House, Kennington Lane
Tel: 020 7928 0253	London SE11
	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 registrations 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 eg. pharmacists or dentists.

Tel: 0845 4647

www.nhsdirect.nhs.uk

Local hospitals

St. Thomas' Hospital
Lambeth Palace Road
London SE1
Tel: 020 7188 7188

Open 24 hours per day, 365 days per year, has an accident and emergency service.

Guy's Hospital
St. Thomas' Street
London SE1
Tel: 020 7188 3878

Open 8am-8pm, 7 days per week. 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, stiff neck, drowsiness, dislike of bright lights and red pin prick like rash on the skin), please advise the Duty Manager or Student Assistant immediately, or 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 help line, which can be contacted on 01454 413344.

Other useful contacts

Nightline	020 7613 0101 (lines open 6pm-8am during term)
Samaritans	08457 90 90 90
National Drugs Helpline	0800 77 66 00
London Rape Crisis Centre	020 7837 1600
Victim Support	020 7820 0007

Car Parking

The London Borough of Southwark do not normally issue car parking permits to students. Therefore, you are advised not to bring a car with you. For short stay parking, there is a NCP car park located in the Elephant and Castle Shopping Centre.

TV Licences

Please be aware that if you have your own television set within your room or flat or have a TV card in your p.c. or laptop, you will require your own TV licence. The University does not supply 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 for Council Tax.

Congestion Charge

All of the University's student residences fall within the Congestion Charge area. This means that there is a daily charge made for the use of cars travelling in and out of the designated area during peak times of the day. Reception staff will be able to provide more details.

Public Transport

For information about how to get around London using the public transport system, visit Transport for London at www.tfl.gov.uk. The nearest underground stations are the Elephant and Castle (Bakerloo and Northern Lines), Borough (Northern Line) or Southwark (Jubilee Line).

Banks (nearest branches)

Lloyds – upper floor in the Elephant and Castle Shopping Centre

HSBC – 28 Borough High Street

Nat West – 10, Southwark Street

Barclays – 29 Borough High Street

Abbey – ground floor in the Elephant and Castle Shopping Centre



Nearest Pharmacies

Boots in the Elephant and Castle Shopping Centre
City Drug Company 39-41 Borough High Street

Nearest Supermarkets

Residence staff will be able to advise you of the nearest and best supermarkets. The list below are some of the nearest to our residences.

Tesco – located on the ground floor in the Elephant and Castle Shopping Centre and a Tesco Metro on Borough Road

Iceland – located on the ground floor in the Elephant and Castle Shopping Centre

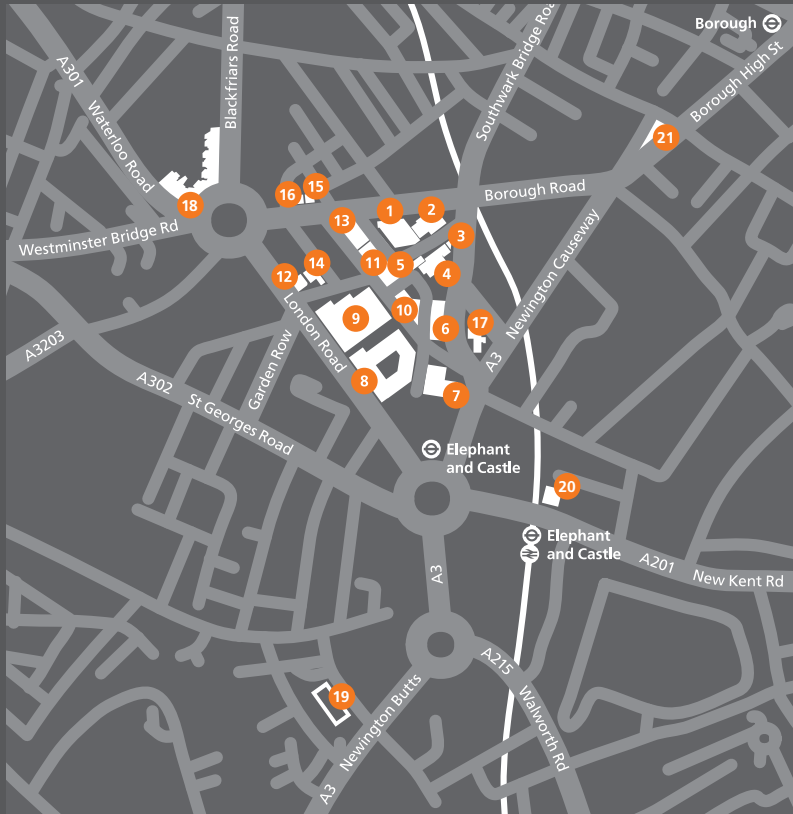
Sainsbury's – located on Waterloo Road (opposite the rail station) and on Borough High Street (opposite the local library).

What's happening in London

Useful information regarding cinemas, theatres, restaurants and places of interest etc can be found at the websites below:

www.timeout.com
www.visitlondon.com

Southwark campus map



Campus Buildings

1. Borough Road Building
2. Tower Block
3. M Block
4. Extension Block
5. Joseph Lancaster Building
6. Faraday Wing
7. Perry Library
8. South Bank Technopark
9. London Road Building
10. The Keyworth Centre
11. K2 Building
12. Students' Union
13. Learning Resources Centre
14. Rotary Street
15. Caxton House
16. Nursery
17. Eileen House

Residences

18. McLaren House
19. Dante Road
20. New Kent Road
21. David Bomberg House

Useful LSBU telephone numbers

Accommodation Office 020 7815 6417
accommodation@lsbu.ac.uk

Student Union 020 7815 6060

Student Advisors 020 7815 6054

McLaren House 020 7815 7360

Dante Road 020 7820 8052

Bomberg House 020 7815 7380

New Kent Road 020 7407 9174

**Residential and
Catering Services
(Central Office)** 020 7815 7003
rcs@lsbu.ac.uk