

LSBUHalls' RESIDENT HANDBOOK





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Welcome

to the LSBU Halls of Residence!

We hope you enjoy your accommodation experience with us as you RISE to live your best London life – it's all there waiting for you to explore and hope it will be as rewarding as possible! Take advantage of everything that is available to you at LSBU and embrace your journey.

The Accommodation Team manage 1350 single study bed spaces over 3 Locations and prides itself on being a small engaging supportive community, with YOU at the heart of that community. We are committed to managing an inclusive and diverse environment, encouraging everyone to contribute, and ensuring we have a safe, stress-free and positive environment to enjoy.

Your accommodation will be your home for the next year and we ask that you look after it, yourself and your housemates during your time here.

This handbook is designed to provide you with general information regarding living in London South Bank University's residences. Please take time to read the information provided and use the handbook as a source of reference to help you familiarize yourself as you arrive. This should be read in conjunction with the Terms and Conditions of the Licence Agreement to ensure a seamless transition.

Please remember that staff are always available to help you, from the accommodation staff, residential wellbeing, residential community ambassadors, reception or security, and you are not alone. Just ask and talk to us.

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. This is to ensure 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. 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:

www.lsbu.ac.uk/student-life/accommodation/moreinformation



Your Welfare

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

Residential Wellbeing - THRIVE

Feeling homesick, anxious, lonely or just want a chat? Our LSBU Halls Residential Wellbeing team, THRIVE, are here to offer and provide support within halls.

Look out for the poster displays around your residence for an introduction to the team and our @LSBUHalls Instagram to get weekly THRIVE rota updates and information on how to contact the team.

You can also contact them on:

Residential Wellbeing Manager: 07810 637 356

Residential Wellbeing Advisor: 07967 765 597

Email: thrive@lsbu.ac.uk

We work closely with the Mental Health and Wellbeing Team who are based in the Student Life Centre. They have a wealth of experience from a variety of professional health, mental health, and support backgrounds.

You can get in touch by:

Through Myaccount or visit the Student Life Centre helpdesk (ground floor of the Student Centre).

Tel: 020 7815 6454

Email: studentlife@lsbu.ac.uk

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.

Disability and Dyslexia Support (DDS) is a student-facing support service dedicated to LSBU students who have a disability, mental health difficulty, medical condition, sensory or a specific learning difference (such as dyslexia, dyspraxia, AD(H) D). The Team are based in the Student Life Centre.

If you think you may need to discuss support please refer to the frequently asked questions (FAQs) on MyAccount for further details about our service. You can also book an appointment with the team (as well as other Student Services teams) through MyAccount or email: disability@lsbu.ac.uk

It really important you let the Accommodation Team know of any medical condition that might affect your occupation in the Halls of Residence. We can only support if we know about you!

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.

Details regarding current residence fees and accommodation licence periods can be found on the Accommodation Service web page: www.lsbu.ac.uk/student-life/accommodation/moreinformation



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.

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 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 the main campus. It is also within easy reach to exciting places like Tate Modern gallery, the Globe Theatre and the busy 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



Facilities

Social Spaces

The Social Spaces across our residences are designed for students to relax, study and get to know each other. Each accommodation has its' own unique look common room and amenities.

There are also events held across all three residences throughout the year organised by your Residential Community Ambassadors.

Look out for posters and follow our @LSBUHalls Instagram to keep up to date on upcoming events.

LSBU Active

LSBU Active creates an environment that makes you achieve more from your student life. Our mission at LSBU Active is to develop our students through sport and physical activity. Welcoming you to a newly refurbished facility there is an opportunity for everyone whether it's finding your fix in the gym, getting active in a sports club or becoming a Sports Ambassador.

Memberships:

Our membership packages are great value for money. We've tailored them to make fitness and well-being activities accessible to everyone. We have pay as you go options and a partnership with Hussle. Membership types include:

LSBU Free Student Membership

Use of the Gym between 8am – 12pm Monday – Friday;
10am – 12pm Saturdays

Classes Available for all LSBU Students – full and part time!

LSBU Paid Student Membership

£17.99 per month

Unlimited use of the Gym and Classes, any time during our opening hours

Complimentary onboarding session

Email: active@lsbu.ac.uk for more information

Catering & Eateries

There are a variety of cafes located around campus to grab a bite to eat, including:

Refectory (LSBUHub)

Grads Café (Student Life Centre)

Breakpoint (Keyworth)

Cafe Geo (K2)

Food Shack (Venue Bar)

Barista & Baker (Clarence Centre)

Student Life Centre

The Student Life Centre is a building that houses a bit of everything a student may need throughout their journey. Within this building, you will find various student-based services including; the Disability & Dyslexia Service, International Student Advice, Financial Advice, Mental Health & Wellbeing, Jobshop, and Accommodation Services.

The Student Union reception desk can also be found within the Student Centre where you can get further information on the various clubs, events and societies that they run.

University Personnel

Night Security Operative

All three of our halls have night Security between 8 pm-8 am, every day of the week. The Night Security officers are located at the reception desk and can be seen patrolling the grounds of the residence.

They are required to check those entering the building, including residents and visitors in order to keep you safe and the building secure.



Accommodation Services

The Accommodation Office is responsible for:

- Offering rooms
- Processing requests for room or residence changes Summer accommodation
- Termination of your contract Residential Fees

If you have any queries regarding anything to do with your accommodation they are happy to assist you.

Please see the Accommodation team at the:
Student Life Centre

103 Borough Road London SE1 0AA
Open 09.00 – 17.00

Or contact:

Telephone: 020 7815 6417

Email: accommodation@lsbu.ac.uk

Residential Reception

The LSBU Halls reception team are responsible for the day-to-day operation and management of their respective buildings. If you have any queries, or concerns, about your accommodation, head to the reception desk and a member of the team will assist you.

Or alternatively email your Halls specific email:

Dante Road: dante@lsbu.ac.uk

David Bomberg House: bomberg@lsbu.ac.uk

McLaren House: mclaren@lsbu.ac.uk

Residential Community Ambassadors

We have a team of Residential Community Ambassadors that work closely with our Residential Staff to enhance your student experience.

Our Ambassadors are current students and are on shift every night of the week, located within each residence. They are there to assist you with any queries and questions you may have.

They also put on events throughout the year for all residents and will be posting exciting and helpful content on their Instagram @LSBUHalls.

LSBU Halls Management Staff

We have a wonderful team of Halls Management Staff across our three residences'.

Monday to Friday from 8 am– 8 pm a member of management will be available and can help with any query or concern that you may have.

You will find your halls specific management information and contact details within your arrival information.



Welfare and Support

Registering with A Local Doctor

We strongly advised you 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 your residence reception team once you have registered with the practice as this information may be needed in the event of an emergency.

To find your local surgeries search: Find a GP - NHS Or Visit: www.nhs.uk/service-search/find-a-gp

NHS Direct

This is a telephone-based service, staffed by trained nurses who can provide confidential advice and information 24 hours a day.

By calling NHS Direct you will be asked to provide some basic information about yourself including; your symptoms, any medication you have taken, any existing medical conditions, and anything other relevant information.

The service can also provide information about late-night services such as pharmacists or dentists.

Tel: 111 or visit: www.digital.nhs.uk/services/nhs-111-online

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.

Nearest Pharmacies To Your Halls:
St. Georges Pharmacy 020 7928 7815

Other Useful Contacts

Qrystal Pharmacy 020 7403 2237
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)

Communicable Diseases

If you suspect you are suffering from an infectious disease such as Meningitis, Mumps, or Rubella, you are advised to notify a member of your hall management team without delay. All information will be treated confidentially.

Symptoms of Meningitis to look out for:

- Fever
- Vomiting
- Severe headache
- Severe stiff neck
- Drowsiness
- Dislike of bright lights
- Red pin prick-like rash on the skin

If you do experience any of these symptoms, advise a member of your Halls Management Team immediately. They can help you get in contact with the correct care providers.

Alternatively, contact your doctor for advise and also let your Halls Management Team know of your condition.

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.

Monkeypox Guidance Measures

Although more people have been diagnosed with Monkeypox recently, only a small number of people in the UK have caught it and the risk remains low. However, we still would like to give you some information and guidance on it.

The virus enters the body through:

- The respiratory tract
- Broken skin (even if not visible)
- Through the mucous membranes (eyes, nose, or mouth)

Symptoms to look out for include:

- Fever
- Headache
- Muscle aches
- Backache
- Swollen lymph nodes
- Chills
- Exhaustion
- Paired with a rash that appears 1 to 5 days after your fever

If you do experience any of these symptoms, advise a member of your Halls Management Team. They can help you get in contact with the correct care providers.

Alternatively, contact your doctor for advice and also let your Halls Management Team know of your condition.

COVID Guidance Measures

COVID is now part of our everyday lives and we have all had to adapt to a new way of living.

Whilst Government COVID-19 restrictions have now been removed and there is no mandatory or legal requirement to self-isolate, to practice social distancing or to wear a face covering whilst on campus or within Accommodation, everyone is strongly encouraged to continue the following safe practices where possible.

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

Please adhere to the following measures where possible: Stay in your bedroom if you have tested positive or have Symptoms of COVID-19 for at least 5 days and let the accommodation team know so we can support you; Consider wearing a Face Covering in the accommodation communal areas;

Although no longer a mandatory or legal requirement to socially distance please be mindful of others and continue to use social distancing if you can, providing sufficient space where possible. Remember you don't know how other peoples thoughts and vulnerabilities; read and adhere to any building-specific procedures. These will vary depending on where you are in LSBU buildings but are clearly displayed. Maintain a high standard of Hand and Respiratory Hygiene at all times.

Do not interfere with equipment/facilities designed for the control of infection. These should be used in accordance with the instructions that you will be provided with for their safe use; and keep all shared facilities (kitchens and bathrooms) clean and tidy – Its stops the spread of infections and just makes for a healthier living environment.

Remember – should you feel ill at any time let us know as we will help you and get the right support.

Importantly: Should you ever need to call emergency services directly, the reception/security need to know so we can direct the services to you without delay.



Resident's Conduct and Responsibilities

Booking Fee

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

Your Accommodation License Agreement

When accepting a place within one of the University's residences, you agree to abide by the conditions governing occupancy stated in your accommodation agreement. The Accommodation License is what you will or have signed upon arrival and is a legally binding contract for a fixed period. 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; as laid out within the agreement.

We ask you to respect the conditions found in the Agreement, and should you have any queries regarding its content, contact a member of your Halls Management Team.

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 room, and note down anything that differs from their condition. 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.

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 your Halls Management Team. Financial advice can also be provided by the Student Advisory team located in the University's Student Centre.

Keep an eye out for the payment reminder letters and do not ignore them as this will only delay the potential resolution of any financial problems regarding your rent. You are able to pay online here: www.lsbu.ac.uk/pay-online

Alternatively, you can pay at your residence reception during normal office hours 8 am-8 pm. Please note that the only method of payment accepted is Mastercard or Visa, via card or contactless options such as ApplePay and Google Pay.

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.

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 contract obligations as laid out under the Accommodation Agreement. This would be until a replacement is found for your room or until the end of your contract period, whichever may come 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.

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.

Behaviour and Conduct

The conduct and behaviour of students living within your Halls of Residence are covered within the Accommodation Agreement, this would be referred back to if you did find yourself under the LSBU Halls Disciplinary Procedure and the University's Student Disciplinary Procedure.

Your Halls 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: www.lsbu.ac.uk/student-life/accommodation/moreinformation

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 flatmates, 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 Halls Management Team who will help organise mediation.

Illegal Drugs & Substances

Should a resident and/or their guest be found in possession of, consuming or supplying illegal drugs and substances on the premises, the Halls Management Teams have been instructed to contact the Police and formal disciplinary action will be taken.

Please refer to the disciplinary procedure for further detail.

If you suspect anyone is in possession or consuming any illegal drugs or substances, you are advised to contact Halls Management Team if it's during their working hours, or your Halls Night Security if it is out of hours.

Noise

All the University's residences are located near 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 causes unacceptable noise after 11 pm will be issued with a formal warning, a second occurrence will result in a disciplinary meeting being held.

Please assist in reducing noise by:

- Keep music to acceptable levels
- Quietly enter the building when you come back late at night
- Avoiding the slamming of doors
- Not shouting across courtyards/adjacent streets
- Not gathering outside blocks at night

Keys

On arrival, you will be provided with keys and an access card or fob for the main entrance, your flat and your bedroom. In addition, you will receive a key for your allocated mailbox. Should you lose your keys or access fob or card, please immediately notify your reception team. This is so that security measures can be implemented.

All keys and access cards or fobs must be returned to reception upon vacating the residence.

Please note that there will be a charge applied for replacement keys and for any lock changes necessary to maintain security. If keys are not returned, charges will also be applied for a lock change and replacement keys.

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 also be sent to you via email.

You may increase the level of cover provided by contacting Endsleigh on:

Tel: 0800 0283571 or via their website at www.endsleigh.co.uk

Cleaning Arrangements

The University provides a limited cleaning service within your building. You and your flatmates are responsible for the day-to-day cleaning of your flat.

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

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 room, 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).

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.

The University also hires pest control contractors who attend all sites Tuesdays and Fridays.

Your Cleaning Responsibilities:

It is your personal responsibility to ensure that your bedroom, and where the applicable en-suite bathroom, are kept to an acceptable and hygienic condition.

Together with your flatmates, It is your shared responsibility to ensure that common areas in your flat are kept to an acceptable and hygienic standard; this includes bathing, toilet facilities, and kitchens (e.g., cookers and refrigerator).

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 the additional cleaning fees.

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.

Maintenance

The University is responsible for the repair and maintenance of your accommodation. Please report any maintenance problems to reception as soon as you notice the problem. To ensure an efficient response, please be as specific as you can about the problem.

Maintenance is categorised according to its importance and response times 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. You are entitled to ask to see identification if this is not visible.

Do not attempt to undertake repairs yourself and please note that you may be charged for the cost of a repair resulting from negligence or vandalism.

Flat Inspections

You will be given advance notice of any formal inspections, which will occur broadly once per semester.

Your Halls Management Team will carry out inspections of your accommodation to ensure that it is being maintained in a clean and safe condition.



Drinking Water

Please note that the water supplied to kitchens is mains water and is therefore suitable for drinking.

Please do not use the tap water from the bathrooms as this is not considered drinking water.

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 the 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 are provided on-site. Also ensure that you turn off all electrical appliances when they are not in use and avoid leaving them in 'stand-by' mode, including light switches when you leave your room.

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 reputable electrical retailers.

Check your appliance before using it and always follow the manufacturer's instructions.

Parties

Parties are not allowed in bedrooms, kitchens or other communal areas unless authorised by a Halls Manager.

ICT & Wi-Fi

The Halls of Residence have just completed an IT refresh project and the Halls are 100% 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. You will be sent specific guidance on use on your arrival.

Other Key Information

Laundry Services

All the University's residences have on-site laundry which is provided by an external company, Washstation.

The machines are operated via their app, which is free to download on both Apple and Android devices.

The cost of the machines is subject to change, please see notices in the laundry rooms and @LSBUHalls on Instagram for more information on how to use the machines. If you experience any problems with the laundry machines, please call their student helpline on: Tel: 0800 141 2331.

TV Licenses

As a resident you will need a TV license if you are: Watching live TV channels Watching live TV online via a service (ITV Hub, All 4, Youtube, etc.) Downloading/watching any programme from BBC iPlayer, this applies to any device (TV, laptop, iPad, phone, etc.)

You don't need a license if you are using it for on-demand services like: Netflix, Disney+, Amazon Prime, etc. or if you are using a tv for video games. The University does not provide TV Licenses on your behalf. Licensing officials normally visit the University's residences every year.

For further information visit: www.tvlicensing.co.uk

Mail Arrangements

Lockable post boxes are located in reception areas. Each resident is issued a key for their allocated mailbox.

Please ensure the 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 and registered letters 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 concerns. If you are not present to collect large items directly, we may need to refuse delivery.

Council Tax

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

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.

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 Halls Management Team.

The London Borough of Southwark does 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 is located at London Bridge.

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 7am and 6pm Monday-Friday and 12pm - 6pm Saturday-Sunday and Bank Holidays, 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) and New Year's Day Bank Holiday inclusive.

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

Fire Safety and Evacuation Procedure

Fire Safety

There is a significant risk to students living in halls of residents from fires being started.

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 by our strict fire safety requirements. If you notice any potential fire hazard, please report it to a member of the management team without delay.

Fire Drills

The University is legally obliged to conduct fire drills which are held at least once a term.

Please be advised that 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.

Emergency Evacuation

When an alarm sounds, you are required to leave the building immediately in an orderly manner and make your way to the designated fire assembly point.

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 residents 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.

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 Alarms

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 from escaping into the hallway where smoke detectors are located. 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.

In particular, residents should take care when using hair straighteners, hair dryers, and aerosol sprays directly below detectors.

En-suites are fitted with ventilation within the bathroom, so doors should remain closed until all steam has cleared after your shower.

Any incidents involving fire alarms falsely activated including unwanted alarms deemed to be avoidable and a nuisance will be investigated under the LSBU Halls of Residence Disciplinary Procedure.

Emergency Exit Routes & Fire Signage

Emergency escape routes and exits are clearly signed and must be kept completely free of all combustable 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 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, or tampering with fire alarm or 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.

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 is 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 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.

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 Student Life Centre, where a Personal Emergency Evacuation Plan (PEEP) will be discussed and agreed upon with your residence halls manager.

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 including any suspected tampering with the bracket, container or suspected malicious use of such equipment whether intentional or through alcohol-related actions, is considered a serious breach of your Accommodation License Agreement and will be investigated under the LSBU Halls of Residence Disciplinary Procedure, where sanctions may be applicable.

Conduct of Guests/Visitors

The behaviour and conduct of your guest/visitor whilst present within the halls of residence is your responsibility. In the event that your visitor causes any contravention or transgression of any of the Fire Safety requirements above, and is a registered LSBU student; you may both be subject to the same codes of discipline or 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 or disciplinary action that is seen as appropriate will be carried out.

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 types of containment for deep frying purposes.
- Domestic appliances including refrigerators (apart from agreed medical exceptions)
- Electric bar or paraffin heaters
- Cookers, portable hot rings, heating plates and 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 is allowed within the residences (hairspray, deodorant, lighter fluid, etc.) appropriate storage use must be applied, i.e. keep away from a heat source and out of direct sunlight.

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.

There are specific external smoking areas that you can find across all three Halls.

Ask a member of your reception team if you are not sure of where it is.



Health, Safety, and Security

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

Accidents and Incidents

Any accident or incident that has occurred within the residence must be reported to your Halls Management Team or Security immediately.

Accidents include any:

- Slips, falls, or trips
- Caught by machinery e.g. lifts or automatic doors Or any similar action involving damage or injury

All need to be reported to your Halls Management Team or Security.

Incidents could relate to issues such as:

- Theft of personal belongings from your accommodation
- Incidents of street crime within the immediate area of your residence.
- Suspected drug use

All need to be reported to the emergency services and your Halls Management Team and Security.

Out-of-Hours Support/Emergencies

There are Residential Members of Staff, Security and Residential Community Ambassadors on-call to assist with emergencies. In the event of a serious incident please contact reception in person or by calling your reception. Explain the problem and a member of Halls Management, Security or a Residential Community Ambassador will assist.

Where necessary in extreme emergencies, the emergency services can be contacted by dialling 999. However, you are asked to avoid it unless this is absolutely essential. If you have contacted the emergency services, please advise reception immediately after, so that support can be given.

First Aid Arrangements

All of the LSBU Halls Management Teams and Security have received first aid training. Should you at any time require first aid, please visit or contact reception for assistance.

Electrical Safety

Please ensure that any equipment you bring with you is suitable for use in the UK. Ensure that the plug and wiring are 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.

Personal Security

All 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 Security, Reception or the Halls Management Team.

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.

Lifts

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.

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 Halls Management Team know.

Windows

For your own safety, all windows are fitted with opening restraints. This is sufficient to allow the 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 & Ice Clearance

University staff will ensure that main walkways are cleared whenever possible. However, the University is not responsible for any clearance of public realm e.g. footpaths which are the responsibility of the local council.

Please ensure you wear suitable footwear during these conditions.

Bookshelves

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

Procedures and Feedback

Disciplinary Procedure

Information on the Halls disciplinary procedure mentioned throughout this document can be found at: www.lsbu.ac.uk/student-life/accommodation/moreinformation

Feedback

We hope you enjoy your stay in the university's student residences. We value your feedback and its really important that you let us know when things are not right.

Email your reception:

Dante Road: dante@lsbu.ac.uk

David Bomberg House: bomberg@lsbu.ac.uk

McLaren House: mclaren@lsbu.ac.uk

Accommodation Office: accommodation@lsbu.ac.uk

or by taking part in the annual residents' survey that will be emailed to you within the year.

We also run surveys throughout the year within the accommodation, so we encourage you to take some time to fill this out so we can look into making improvements based on your suggestions.

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 have 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 Halls Management Team of your complaint (in most cases the issue can be easily resolved at this stage).

If you feel 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/student-life/accommodation/moreinformation?a=348565

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





LSBU
Halls

