

RESIDENTS' HANDBOOK 2020/21



London South Bank
University

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University

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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 centre offers retail and banking 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 4-8 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/0004/263146/Accommodation-Allocation-Policy.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 Managers are here to offer and provide support during the evenings should you need it. They can be contacted directly on 07810 637356 between 8pm and 2am, Mondays to Fridays.

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



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 Elephant & Castle Shopping Centre, the Castle Leisure Centre and the St Mary's Churchyard park. The Southwark Playhouse will be opening their new flagship location next door to the residence late 2020/early 2021. The closest underground station is Elephant and Castle, which services the Bakerloo and Northern lines.

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 hall of residence is conveniently situated for the local shopping centre. 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

Our Social Spaces in all 4 residences are designed for students to relax, study and get to know each other. All are equipped with various features. Access throughout the 2020/21 academic year may be restricted, so please speak with staff at your residence to find out what is available for you to use.

Sports Academy

The Sports Academy has relocated for 2020/21, 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>



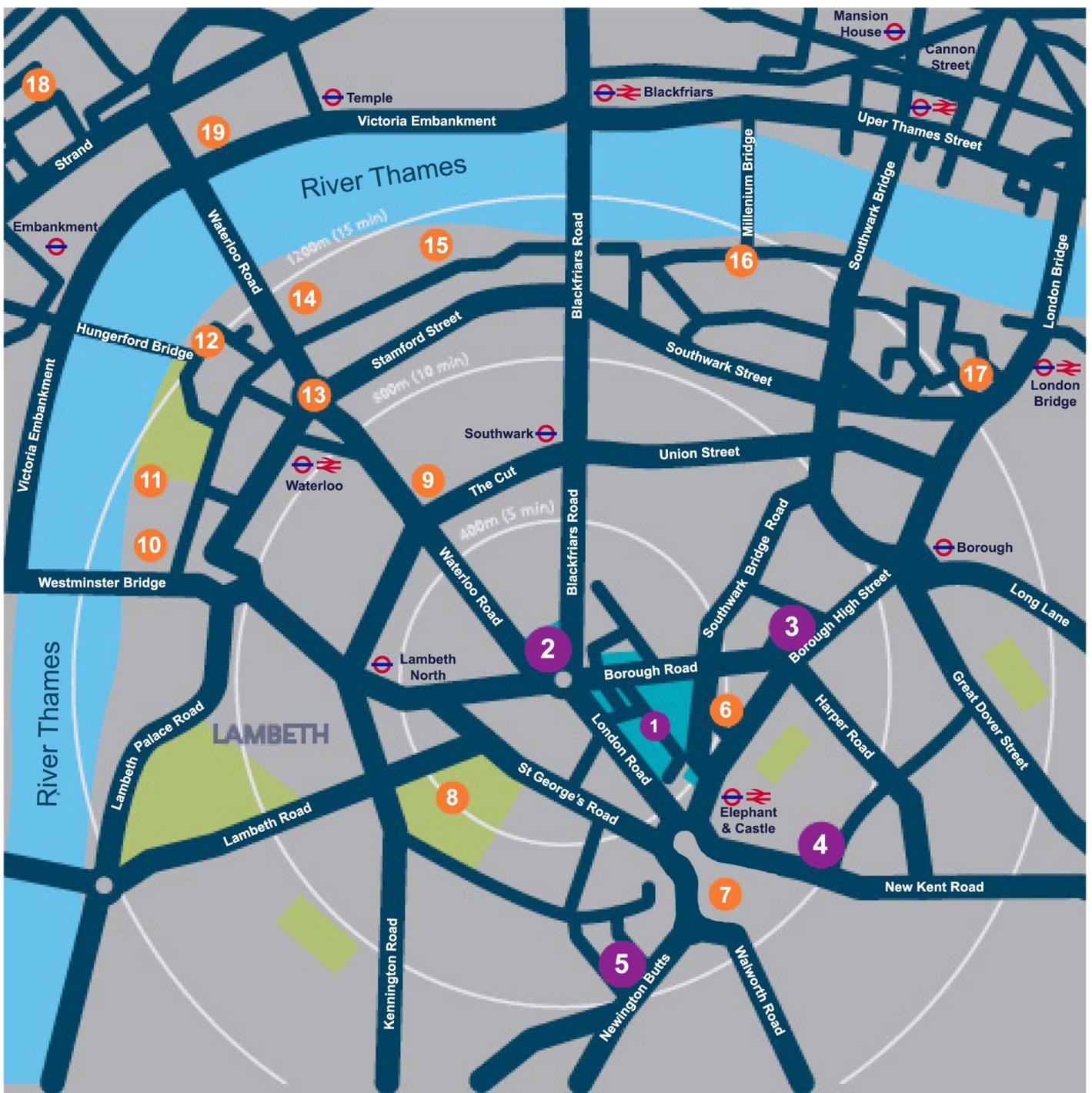
Catering & Eateries

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 2020/21 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.





- | | | |
|-----------------------|-----------------------|----------------------|
| 1 Southwark Campus | 8 Imperial War Museum | 15 OXO Tower |
| 2 McLaren House | 9 Old Vic Theatre | 16 Tate Modern |
| 3 David Bomberg House | 10 London Aquarium | 17 Borough Market |
| 4 New Kent Road | 11 London Eye | 18 Covent Garden |
| 5 Dante Road | 12 South Bank Centre | 19 Somerset House |
| 6 Shopping Centre | 13 BFI IMAX Cinema | Green Space |
| 7 Ministry of Sound | 14 National Theatre | Average walking time |

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. Please familiarise yourself with the Residential Life Ambassadors in your halls of residence.



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.

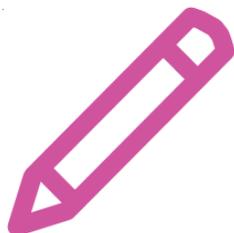
Accommodation Service

Accommodation service staff are 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

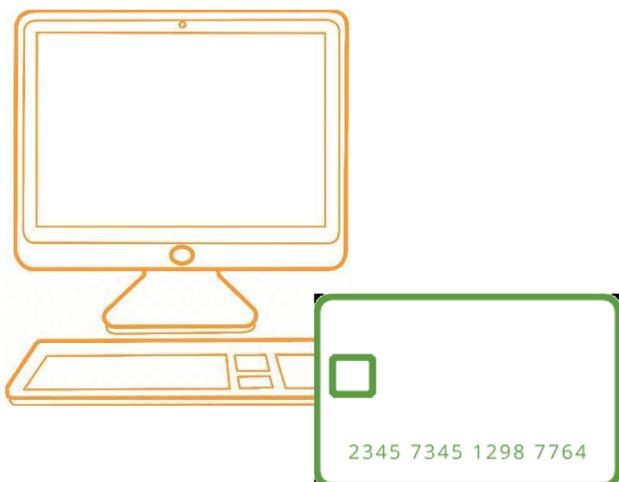


The Accommodation License Agreement you signed is a legally binding contract for a fixed period of time. When accepting a place within one of the University's residences, you agreed to abide by the conditions that govern occupancy which are stated in your accommodation agreement. As you will appreciate, 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 £400. 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 any problems and be specific about their nature. Any challenges against 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 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 deems 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 Insurance Services as part of a block policy agreement. Only you will be provided with full details of this cover. Please note that laptops are not covered. 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 further details regarding connection to this service visit the ICT Department located in the Borough Road building or visit the web site www.lsbu.ac.uk/halls.

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, reception should be notified immediately. 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.

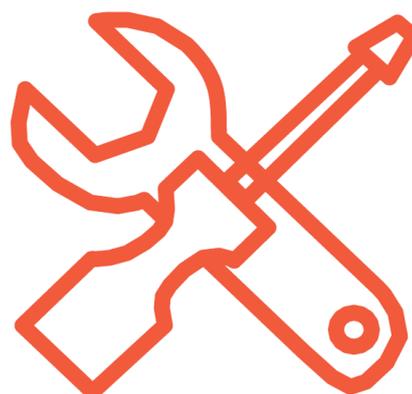


Maintenance

The University is responsible for the repair and maintenance of your accommodation. Please report any maintenance problems to reception. 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 will 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 if not. 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 that you give your full address to anyone who is likely to write to you and that it includes:

- 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, the collection slip must be produced along with I.D. Please note we will not accept large parcels at reception. 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 of £80 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. You must evacuate immediately. 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 the cooking of food being left 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.

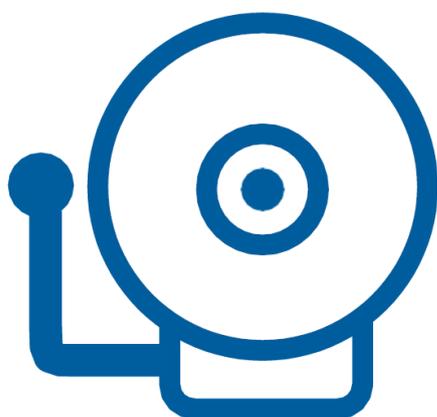
Any incidents involving fire alarms falsely activated as the result of cooking and/or poor kitchen management will be investigated under the LSBU Halls of Residence Disciplinary Procedure



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.

A large blue circle containing the text "Fire door keep shut" in white, bold, sans-serif font.

**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, they will 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 hazards, 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 occurred 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). All equipment must be PAT tested and evidence of such PAT testing must be produced on request by a member of staff. 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 reception. In the opinion of the Residence Customer Service Manager, a personal item of electrical equipment may present a safety risk you will be asked to remove it from the premises.

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 flat mate please let the Residence Management Team know.



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

Until otherwise notified, lifts are strictly limited to members of the same flat/household or 1 resident at a time. 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 university's 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.

Lockouts

If you lock yourself out of the building, 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.

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. 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 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. 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.

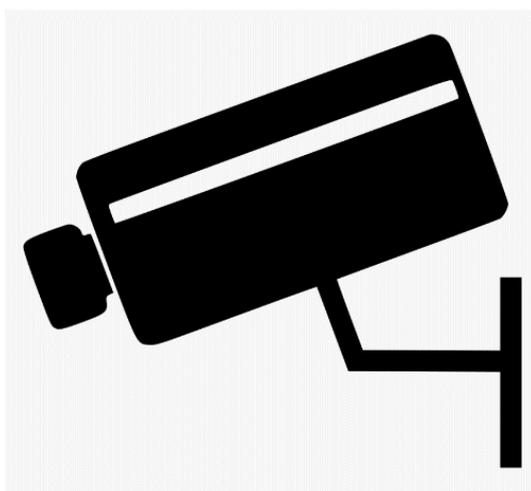
Visitors/Guests

Until further notice, we regret that residents are not permitted to bring guests into the residence. Additionally, residents are not permitted to travel between flats/households due to limitations on space and difficulty in safe social distancing between households. This may be reviewed throughout the academic year.

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

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhoea, loss of taste or smell or a rash on skin or discoloration of fingers or toes. These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms.

How is COVID 19 Spread?

People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. These droplets are relatively heavy, do not travel far and quickly sink to the ground. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. This is why it is important to stay at least 1 meter) away from others.

These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth. This is why it is important to wash your hands regularly with soap and water or clean with alcohol-based hand rub.

What can I do to protect myself and prevent the spread of infection?

The World Health Organisation (WHO) suggests good practice to avoid the spread of infection includes:

- Regularly and thoroughly washing your hands with soap and water as this will kill the virus.
- Maintain at least 1 metre distance between yourself and others. When someone coughs, sneezes, or speaks, they spray small liquid droplets from their nose or mouth, which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.
- Avoid going to crowded places. Where people come together in crowds, you are more likely to come into close contact with someone that has COVID-19 and it is more difficult to maintain social distance of 1 metre.
- Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when

you cough or sneeze. Then dispose of the used tissue immediately and wash your hands.

- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Contact reception. Get a test. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others.
- If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. National and local authorities will have the most up to date information on the situation in your area.
- Keep up to date on the latest information from trusted sources.
- Avoiding sharing food, drink and utensils. Do not share water bottles.
- Follow kitchen and shared facility rules, keeping everything clean and sanitise after use.
- If you need to use a lift, ensure only 1 person travels at a time. Do not overcrowd the lift.
- Regularly cleaning surfaces and objects with disinfectant.
- Wear a face covering if you visit reception or are involved in pre-booked activities.

Face Masks

The responsibility for staying safe lies with us all, it is not just about having health and safety measures in place, but all staff and students working together and supporting each other. Living in Accommodation is a tight supportive community and we need to work together to ensure we stay as safe as possible and minimise risk.

LSBU has stated that the wearing of face coverings will be required in all of the buildings, this will apply to the Halls of Residence. You are asked to wear face covering in all of the areas apart from your OWN Flat where this is deemed your household.

The only time you will need to wear a face covering in your flat is if you are self-isolating in your room but need to come out and use the kitchen or bathroom.

General Precautions

Key points to remember

1. In order to minimise multiple households mixing there will be a temporary ban on allowing day and overnight guests for Semester One. Remember you can still meet up outside and enjoying the local parks and sights of London!
2. No mixing of Households as not everyone will want other flat residents coming into to their household.
3. Aim for 2 metres safe distancing, or 1 metre + other precautions if 2 metres is not possible

4. Face coverings are required in communal areas, stairwells, reception, walk-through areas.
5. In-person social activities are limited in size to 6 depending where held in Halls.
6. Get to know the Residential Life Team and Ambassadors – they will encourage you to get online and join the LSBU Care Club.
7. Meet Vicki and Leon – Dusk2Dawn Wellbeing Managers who are that extra support at night.
8. Stay up to date: UK government guidance
9. In your flat:
 - Clean all surfaces before and after use, especially in the shared kitchen and toilet/shower facilities (we advise getting some cleaning essentials to keep your own areas tidy and safe)
 - Don't leave washing up in the sink or food on the side, and put your things away in your dedicated cupboards to minimise any cross-contamination
 - As a household maintain a clean environment including reducing clutter to make cleaning easier – you might want to work together as a household and set up rotas for cleaning and tidying (a healthy living environment will support your wellbeing!)
 - Talk to us if you have any concerns about the hygiene in your flat and we can support you and flatmates in living together Look after yourself and keep your room clean and Tidy – a healthy environment for better living.
10. Wash or sanitise your hands often.
11. Keep a 10-day supply of essentials (food, medicines, clean clothes)
12. Be a role model for each other and demonstrate positive behaviour.

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

Self-Isolation Procedure

Self-isolation should begin from the first day of symptoms and usually lasts for ten days, or until they receive a negative, coronavirus test result. If the person still has a high temperature after ten days, they should continue to self-isolate until they no longer have a high temperature.

Anyone who shares bathroom or food preparation facilities with a person who is self-isolating must quarantine for 14 days, or until the self-isolating person receives a negative, coronavirus test result.

Instructions:

- 1 Stay in your Room - Self isolation normally lasts for 10 days
- 2 Visit 111.nhs.uk/covid-19 and follow the advice given, or call 999 for an ambulance if you are VERY UNWELL
- 3 Notify us you are self-isolating:
 - Dante: 020 7815 7088
 - David Bomberg: 020 7815 7380
 - McLaren: 020 7815 7360
 - Out of Hours: 020 7815 6666
 - If you have the Safe zone App downloaded press the COVID button
- 4 See the Government Guidance for self-Isolation
- 5 If possible, arrange a Coronavirus Test as soon as possible
- 6 Inform your Hall Manager as soon as you receive the test result: if negative, we will be able to lift quarantine for the flat.
- 7 You will be supplied information on how to get food.
- 8 It is important that you ask for assistance using the reception numbers should you need it.
- 9 The Wellbeing Team will check in with you daily.

Further Information

The Accommodation Team are following the latest Government guidance and you should expect to see social distancing protocols in place across all halls.

This will be reviewed and updated as the Government's guidance evolves.

For further information or clarification on the coronavirus (COVID-19):

- World Health Organisation Coronavirus Q&A
- Government Guidance on Travel
- Government Guidance on Coronavirus

If you are feeling concerned about any matter please contact the Health, Safety and Resilience Team or Mental Health and Wellbeing Team

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, there is an NCP car park located in the Elephant and Castle Shopping Centre.

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
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 Unit 1A, 26 York Rd
020 7928 5767
Superdrug London Bridge Station
020 7407 9929
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.

PLEASE NOTE: The Elephant & Castle Shopping centre is now closed.

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:

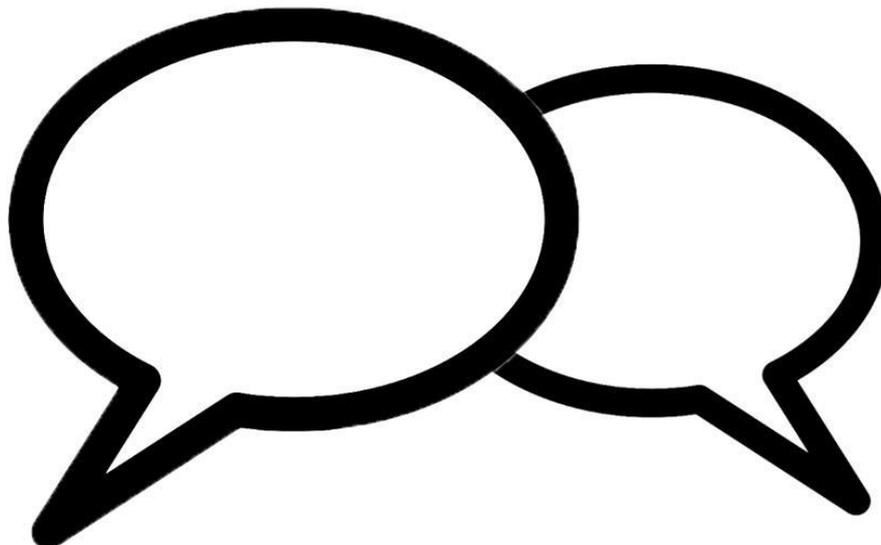
- Notify your residence manager of your complaint (in most cases the issue can be easily resolved at this stage).
- If you feel that that your complaint has not been addressed, you should write to the Accommodation Services team. State clearly the nature of your complaint and any action you have taken 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



Accommodation Office

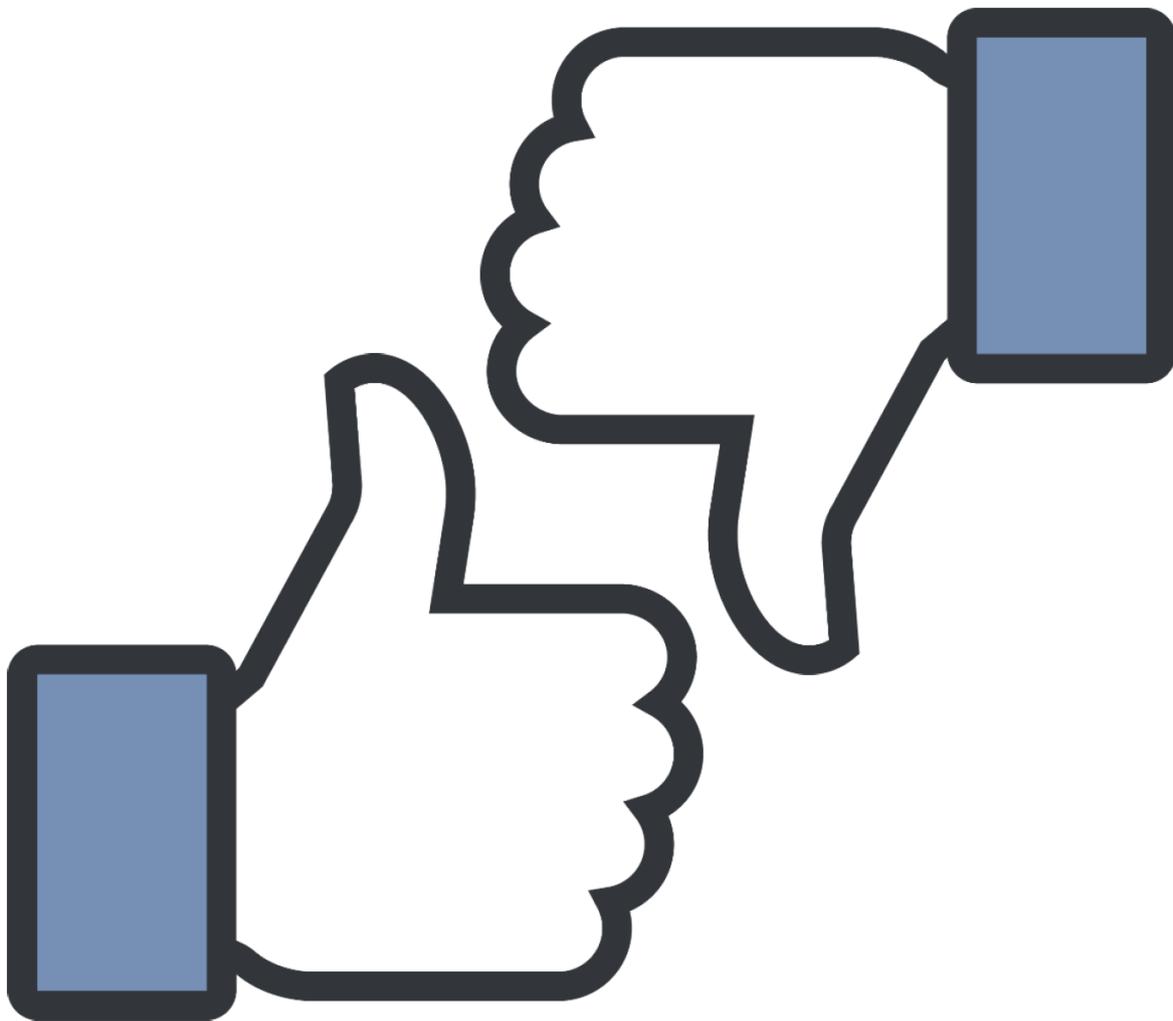
The team provides a free and confidential service to all students attending the University. The team has responsibility for:

- Providing information and advice regarding the University's student residences
- Offering and allocating accommodation
- Raising invoices for residence fees and monitoring payment
- Providing information about private rented accommodation.

The service is located in the Student Life Centre and is available between 9:30am and 5pm Monday to Friday.

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?

There are a limited number of parking spaces available, depending on the residence where you are staying, where available parking is provided on a permit basis. Permits are available from the reception desk. You will be charged for parking. 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.

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?

Until further notice, we regret that residents are not permitted to bring guests into the residence. This may be reviewed throughout the academic year.

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