

# **INTERNATIONAL LUTHERAN STUDENT CENTRE**



## **Licence Agreement, Information for Residents & Terms & Conditions of Residence**

**2018-19**

## **Welcome to the International Lutheran Student Centre (ILSC)**

The two houses of the ILSC are named in honour of influential persons in the history of the Lutheran community in this country. The Thanet Street part of the building is **Martens House**, after Gerhard Martens, who was the first Lutheran pastor in Britain, arriving from Germany in 1668 and working under the supervision of the King of Sweden. The Sandwich Street part is **Eding House**, to commemorate Edvin Eding, a refugee from Estonia who was the first warden of the International Lutheran Student Centre. He retired after 24 years of service in 1990 and died in 1999. The Centre was built during his period as warden.

The Centre is a residence for students from many countries who wish to live with people of different cultures, nationalities, religions and convictions. We believe that by living together here in mutual respect, we help to develop good relationships between peoples and countries, which may have a beneficial effect far beyond our doors. It is a very small community where occasional conflicts will naturally arise and we expect residents to make every attempt to sort out differences amongst themselves, before asking staff to intervene, and to be willing to compromise for the sake of harmony within the Centre.

**You need to be aware that the Centre is a community in which the residents share common facilities, are expected to respect the reasonable needs of others, provide most of their own catering and clean up after themselves. While the Centre's staff do clean rooms and other areas on a regular basis, this is a support service and is not intended to replace the responsibility of residents to keep their rooms and common areas clean and tidy.**

Every resident is expected to read the following information and to observe the rules that are explained in the following pages.

This Licence Agreement is made between:

THE INTERNATIONAL LUTHERAN STUDENT CENTRE ('we')

and

..... ('you')

Licence Commencement Date:.....

Term of Licence: ..... to ..... inclusive

Licence Fee: £..... per month / week / day (delete as applicable)

Amount of Licence Fee payable in advance: £ .....

Security Deposit: £ .....

- You have read the 'Information for Residents and Terms & Conditions 2018-19', a copy of which is attached to this Licence.
- You understand the terms of the Licence and agree to observe them.
- You understand that we may terminate this Licence Agreement with you if you fail to observe the terms of this Licence and that any person sharing with you will also be required to leave (see section 11.6 on 'Early Termination').
- You understand that we will allocate you a [single / twin] room and we are entitled to move you to another room if we need to and to access the room and you will not have exclusive possession.

**Signed:** .....  
(Licensee)

**Date:** .....

**Signed:** .....  
(International Lutheran Student Centre)

**Date:** .....

*Delete below as applicable:*

**Student Licences**

[This Licence Agreement is granted to a person who is pursuing or intends to pursue a course of study provided by a specified institution. It is granted by the International Lutheran Student Centre under the Assured and Protected Tenancies (Lettings to Students) Regulations 1988 and it is not an assured shorthold tenancy. Notices (including notices and proceedings) may be served at the above address.]

**Holiday Lettings**

[The International Lutheran Student Centre hereby gives you notice that the accommodation, if granted, will be of a room that has within the period of 12 months prior to the beginning of your occupation been let to a student under paragraph 8 of Schedule 1 of the Housing Act 1988 and, therefore, possession of the accommodation may be recovered on Ground 4 of Schedule 2 of the Housing Act 1988.]



## CONTENTS

1.	WHAT'S WHERE.....	6
2.	STAFF.....	6
3.	AUGUSTANA CENTRE .....	7
4.	OFFICE .....	7
5.	LOCAL AMENITIES .....	7
6.	TERMS OF RESIDENCE.....	8
7.	PAYMENT OF LICENCE FEE.....	8
8.	STUDY BEDROOMS.....	10
9.	ROOM ALLOCATION .....	11
10.	VACATING ROOMS.....	11
11.	END OF RESIDENCE.....	12
12.	LONG-TERM RESIDENCE BEYOND ONE ACADEMIC YEAR .....	13
13.	GUESTS .....	14
14.	HEATING & LIGHTING .....	15
15.	HEALTH & SAFETY .....	15
16.	KITCHENS.....	16
17.	CLEANING SCHEDULE.....	16
18.	PERSONAL TELEVISIONS .....	17
19.	INTERNET .....	17
20.	NOISE .....	18
21.	NO SMOKING.....	18
22.	ILLEGAL SUBSTANCES.....	18
23.	ELECTRICAL APPLIANCES .....	19
24.	INSURANCE.....	19
25.	DISCIPLINARY.....	19
26.	COMPLAINTS PROCEDURE .....	20
27.	SECURITY .....	20
28.	FIRE ALARMS.....	21
29.	RIGHT OF ACCESS .....	21
30.	LUGGAGE STORAGE .....	22
31.	BREAKFAST .....	22
32.	RECYCLING .....	22
33.	LAUNDRY.....	23
34.	MAINTENANCE.....	24
35.	NEWSPAPERS.....	24
36.	OTHER FACILITIES .....	25
37.	POST & PARCELS.....	25
38.	BICYCLES .....	26
39.	LINEN CHANGE.....	26
40.	SOCIAL ACTIVITIES.....	26
41.	KEEPING HEALTHY .....	27
42.	CHAPLAIN.....	28
43.	WORKING AT THE CENTRE .....	29
44.	RESIDENTS' SURVEY.....	29
45.	NATIONAL CODE OF STANDARDS .....	29
46.	GUIDANCE NOTES FOR OVERSEAS STUDENTS .....	30

## **INTRODUCTION TO THE CENTRE**

### **1. WHAT'S WHERE**

#### **Martens House (Thanet Street):**

Ground Floor: Entrance and Reception (also newspapers and post)  
Lower Ground Floor: Laundry (by lift)  
Games Room and TV Room (down the corridor)

#### **To get to Eding House:**

From the main entrance, go up the stairs (7 steps) to the Terrace Room; walk along the Terrace Room passageway, through the door, up the stairs (7 steps) to the first floor and the lift.

#### **Eding House (Sandwich Street):**

Ground Floor: Bin Store  
Lower Ground Floor: Chapel

#### **Section connecting Eding and Martens Houses:**

Ground Floor: Terrace Room  
Lower Ground Floor: Club Room

### **2. STAFF**

Malcolm Bruce	General Secretary <a href="mailto:mb@lutheran.org.uk">mb@lutheran.org.uk</a>	020 7554 9753
Sarah Farrow	Chaplain <a href="mailto:chaplain@lutheran.org.uk">chaplain@lutheran.org.uk</a>	020 7554 9753
Miriam Campbell	Centre Manager <a href="mailto:mjc@lutheran.org.uk">mjc@lutheran.org.uk</a>	020 7554 9752
Mauricio Garcia	Maintenance Manager <a href="mailto:mg@lutheran.org.uk">mg@lutheran.org.uk</a>	020 7554 9754
Adela Krupova	Housekeeping & Catering Manager <a href="mailto:ak@lutheran.org.uk">ak@lutheran.org.uk</a>	020 7554 9754
Pui Chan	Finance Officer <a href="mailto:pfc@lutheran.org.uk">pfc@lutheran.org.uk</a>	020 7554 9751
Karen Nystrøm Simonsen	Admissions Assistant <a href="mailto:kns@lutheran.org.uk">kns@lutheran.org.uk</a>	020 7554 9750
Sarah Adesuyan	Assistant Housekeeping & Catering Manager <a href="mailto:saraha@lutheran.org.uk">saraha@lutheran.org.uk</a>	
Marie Lendje	Breakfast Assistant (weekdays)	
Alam Tesfazghi	Breakfast Assistant (weekdays)	
Jenny Ambroise	Breakfast Assistant (weekends)	
Valbona Cupi	Breakfast Assistant (weekends)	
Senbetu Asnay	Housekeeping Team	
Valbona Cupi	Housekeeping Team	
Shirajun Nesa	Housekeeping Team	
Azeb Zigta	Housekeeping Team	
Sarah Helberg	Gardener / Housekeeping Team	
Dariusz Piecuch	Maintenance Team	

### 3. THE AUGUSTANA CENTRE

The Augustana Centre is in the basement of Eding House, occupying the Chapel, Club Room and Syndicate Room. It is a venue for conferences, meetings, training, retreats and interviews for people from outside the Centre. When the Augustana Centre signs are up, this will mean these rooms and maybe the Games Room are in use. We may, occasionally, look for some residents to be our conference hosting staff or furniture arrangers (see also section 43, 'Working at the Centre'), so do look out for notices.

### 4. THE OFFICE

4.1 The office is open between 8.30am and 5pm from Monday to Friday. On Saturdays, it is open from 8.30am to 11.30am. The office is closed on Sundays/public holidays. All payments for accommodation and any enquiries should be made during office opening hours. Emails sent to the office will be responded to during office hours.

4.2 **If you have difficulty reaching the office during office hours, please put requests for laundry tokens, guest bookings etc. through the letterbox in the office door, together with the money (or e-mail us at [ilsc@lutheran.org.uk](mailto:ilsc@lutheran.org.uk)). We will deal with your request as soon as the office opens and leave any receipts etc. in your mail box. Please note that you may also ask another resident to purchase laundry tokens or make payments for guest bookings on your behalf.**

4.3 In the event of an emergency outside office hours, a trained Duty Officer is available at the Centre at all times. Their whereabouts will be posted on the office door. They will only deal with emergencies. You may not contact the Duty Officers for non-emergencies, i.e. laundry tokens, parcels, new guest bookings or similar. If you have made a guest booking *in advance*, and your mattress/linen was not delivered by housekeeping staff, you may contact the Duty Officer *before 10pm*.

Your Licence with the Centre may be terminated if you continually contact the Duty Officer for non-emergencies (please see section 11.6 on 'Early Termination').

### 5. LOCAL AMENITIES

5.1 Locally there are plenty of amenities, all of which are only a few minutes away. Most local shops can be found on Marchmont Street (turn right out of the front door, then first right into Leigh Street, first left into Marchmont Street and walk straight ahead, crossing over at the lights). The Brunswick, a shopping centre with supermarkets (Waitrose, Sainsbury's) as well as other shops and restaurants can also be found in Marchmont Street. There is a Tesco Express opposite Russell Square tube station.

5.2 There are lots of shops and places to eat in St Pancras International Station and King's Cross Station. Another supermarket (Tesco Metro) can be found on Caledonian Road near King's Cross station. There is a large Sainsbury's supermarket in Camden Town.

## **MAIN TERMS**

### **6. TERMS OF RESIDENCE**

- 6.1 These are on the Licence Agreement (the first page inside this booklet) and this booklet. If you require new copies, please ask at the office. Please note that all periods of long-term residence re-start on 1 October and last only for that academic year. The Centre may change the provision of services or facilities due to strikes, power failure or for any operational reasons and may, in exceptional circumstances, move the resident to alternative accommodation.
- 6.2 If a resident's behaviour is seriously disruptive or unacceptable then they may be asked to leave (please see section 11.6 on 'Early Termination').

### **7. PAYMENT OF LICENCE FEE**

- 7.1 We do not usually send out reminders for rent. Non or late payment may lead to an interest charge (2% above the base rate of HSBC) or termination of residency.
- 7.2 **We require long-term residents to pay their licence fee by standing order from the bank.** Please ask at the office if you require our bank details. If you are unable to pay by this method, you should speak to the Finance Officer to make alternative arrangements. Long-term residents may not pay their monthly licence fee by card.
- 7.3 For Holiday Lets and Short-Term stays: There is no charge to pay using a UK debit card; however, there is a £20 minimum if you wish to use this method. The Centre is unable to accept American Express, Diner's Club, and cash passports / cash cards.
- 7.4 The Centre may increase the licence fee at its own discretion. If the Centre intends to increase the licence fee it will give you at least 6 weeks' written notice, by email or delivered to your mailbox at the Centre. Please note that fees change on 1 September each year. (Even if you are leaving sometime in September 2019 you will be liable for the new rate from 1 September 2019.)
- 7.5 If you apply for, and are offered, a longer period of stay whilst you are resident then any decrease in rate will take effect from the day you are made an offer of an extended term. It will not be applied retrospectively.
- 7.6 For Long-Term stays (three months or longer):
- 7.6.1 You must pay your licence fee one month in advance, on the first of every month. If you arrive on any other date than the first of the month then the first licence fee payment you make after arrival will be adjusted to compensate and bring your licence fee payments into line.
- 7.6.2 To secure your booking, you will be asked to pay a booking fee equal to one month's licence fee before the start of the contract. At the beginning of your stay the booking fee will be used as your first month's licence fee. You will also be asked to pay a security deposit, or for existing residents to top-up any deposit already held by the Centre to the required level.



7.6.3 The tenancy deposit protection arrangements do not apply as you are here on licence, rather than an assured shorthold tenancy. We take responsibility for the safe return of your deposit after applying it against any licence fee arrears and the cost of repairing any damage done to our property, or replacement of any property. Any balance will be refunded to you after departure and your contract comes to an end.

Please note that if you are **leaving outside office hours** your security deposit will be refunded to your British bank account. If you do not have a British bank account it may be possible to refund your security deposit to your bank card. It will **not** be possible to return your security deposit by cash, or via bank transfer to a foreign bank account.

If you **leave within office hours**, it may be possible to refund you in cash. This is only in exceptional circumstances and you will be required to give at least 10 business days' notice.

7.6.4 Once you have confirmed acceptance of your offer and secured your booking by payment of your booking fee you must give 4 weeks' notice of any change in your arrival date (which must be no later than 14 days after your original arrival date) or remain responsible for payment of licence fees from the date you originally accepted. Agreement to any postponement of more than 14 days will be entirely at the Centre's discretion.

7.6.5 If you cancel your booking on less than 4 weeks' notice your booking fee will not be refunded.

7.6.6 We may cancel your booking if you have not arrived within 7 days of your agreed arrival date and whether your booking fee will be refunded is at the Centre's absolute discretion.

7.7 For Short-Term stays (15 nights or longer, but under three months):

7.7.1 You will be asked to pay a booking fee equal to one week's licence fee before the start of your stay.

7.7.2 Upon arrival, your booking fee will be used as your first week's licence fee.

7.7.3 If you wish to postpone your arrival date you must give 7 days' written notice of your new arrival date (which must be no later than 7 days after your original arrival date) or remain responsible for payments of the licence fee from the date you originally accepted. If we cannot accommodate your proposed new dates, then your booking will be cancelled, and the booking fee will not be refunded as we will have held a room for you.

7.7.4 We may cancel your booking if you have not arrived within 7 days of your agreed arrival date and the booking fee will not be refunded as we will have held a room for you.

7.7.5 If you wish to end your stay before the date given in your application form, you must give 7 days' written notice to the Centre Manager. If you do not give the required notice, you will be liable for the licence fee for the period for which the notice was not given.

7.7.6 Short-term residents wishing to pay by cheque should check with the office that there will be sufficient time for their cheque to clear before they leave. If there will not be sufficient time, payment will be requested by an alternative method.

7.7.7 You must pay your licence fee one week in advance.

## 7.8 For Holiday Lettings (14 nights or less):

- 7.8.1 To secure the booking, you will be asked to pay a booking fee equal to two days' licence fee before the start of your stay. If you cancel your booking, this booking fee is not refundable, however any overpaid rent will be refunded to you. Please note that we can only refund in cash, by bank transfer to a UK bank account or by credit/debit card. We cannot refund to a foreign bank account.
- 7.8.2 Upon arrival, your booking fee will be used as your first two days' licence fee and you will be asked to pay for the remainder of your stay in advance.
- 7.8.3 If you wish to postpone your arrival date you need to give 7 days' written notice or remain responsible for the licence fees for the whole of your stay from the original date. You must stay for the same number of nights you originally booked for. If we cannot accommodate your proposed new dates, then your booking will be cancelled. Your original payment will not be refunded as we will have held a room for you.
- 7.8.4 If you wish to end your stay before the date given in your offer letter, you must give 7 days' written notice to the Centre Manager. If you do not give the required notice, you will be liable for the licence fee for the period for which the notice was not given.
- 7.8.5 We may cancel your booking if you have not arrived within 2 days of your agreed arrival date and the booking fee will not be refunded as we will have held a room for you.

## 8. **STUDY BEDROOMS**

- 8.1 Residents are expected to keep their rooms reasonably tidy. Cleaners will enter the room on Wednesday to vacuum the carpet, dust clear surfaces and empty bins. You must provide access to the cleaners. All requests for the cleaners not to enter the rooms will be ignored. However, you do have a right to ask anyone requesting access to your room to identify themselves with appropriate ID. If you are unwell on a Wednesday, or there is another exceptional circumstance, then please inform the Housekeeping Manager by 9.30am. If you wish to regularly clean your room yourself then you can request this by checking with the Housekeeping Manager, who will assess each request individually.
- 8.2 Approximately every ten weeks the window cleaner will enter your room, and you will be notified of the date. Please assist the window cleaner by removing all items from the floor and generally clearing surfaces, especially your desk. When the window cleaner comes, you should remove your desk from the window space (floors 2-5 only) and prop it against the wall to allow access. You must provide access to the window cleaner. All requests for the window cleaner not to enter the rooms will be ignored. However, you do have a right to ask anyone requesting access to your room to identify themselves with appropriate ID.
- 8.3 Study bedroom spot check inspections may be carried out each term. If a room is found to be in an unacceptable condition the resident will be given 24 hours' notice to clean it. If this is not carried out, we will automatically request that housekeeping clean your room without further notice. You may be charged for the cost of additional cleaning.
- 8.4 Please unplug hairdryers and mobile phone chargers when not in use as they pose a fire hazard, even when plugged in and switched off.

- 8.5 You are not permitted to remove furniture from your room, or rearrange the furniture provided by the Centre, without the prior permission of the Maintenance Manager.
- 8.6 If you have any personal items of furniture in your room, then these must be removed from the building when you leave and not passed on to other residents.
- 8.7 If you do not wish for your room to be shown to prospective residents, please register this at the office and we will try to keep this in mind.
- 8.8 The use of mothballs is strictly prohibited.
- 8.9 You are not permitted to keep any animal without the prior written consent of the Centre Manager.
- 8.10 This Licence Agreement is granted to you only and you are not permitted to sublet or to transfer the room to another person under any circumstances and may only share occupation as permitted in the section 13 'Guests'.

## 9. **ROOM ALLOCATION**

- 9.1 We remind residents that your licence with the Centre guarantees you a room but not a specific room. The accommodation office makes every effort to allocate rooms as requested. However, for operational reasons, it may be necessary to request that residents move or take another room. This is not done lightly and, except in an emergency, notice will be given.
- 9.2 If you wish to change rooms, this can be done, subject to availability. However, you will be charged for the administrative costs and additional room cleaning. You will be required to vacate your room by 10am on the day of departure and take your bedding and towel with you to your new room. Failure to vacate your original room by 10am will make you liable for an extra day's licence fee. We reserve the right to charge all costs incurred by the Centre due to your late departure, e.g. paying for alternative accommodation for the next resident; an extra day's work for contractors whose work is delayed by your late departure from the room.
- 9.3 In the case of twin rooms where one resident leaves and the other requires a single room, we can only offer this subject to availability. If no single room is available, then the sole remaining resident remains responsible for the licence fee of the twin room.

## 10. **VACATING ROOMS**

- 10.1 When vacating their rooms, residents must ensure that their room and kitchen cupboards (including fridge and freezer) are empty of all personal possessions and cleaned for the next person. Failure to do this will mean that you may be charged for the cost of additional cleaning. For long-term residents vacating completely, a charge may be taken from the security deposit.
- 10.2 You must ensure that all your belongings are removed from your room, shared areas, and all storage areas, and that rubbish is disposed of. Anything that is left behind, except with the prior written agreement of the Centre Manager, will be disposed of.

- 10.3 **Please do not dump unwanted clothes/shoes in the Bin Store, Laundry, Lobby or Garage.** You may advertise unwanted items of clothing on the notice-board by placing a sign describing the items and stating their size. You may also take them in plastic bags to the Oxfam bins in Russell Square and Byng Place (just before Waterstones). If you have electrical items to dispose of you may take them to the small electricals recycling bin in Russell Square or contact [123recycleforfree.com](http://123recycleforfree.com) to ask for a collection.
- 10.4 Please inform your friends, family, bank, place of study etc. of your new address. The Centre will only forward your post for one month after departure (provided you give us a forwarding address). Thereafter any post received for you will be returned to sender. We are not able to store your post or leave it with another resident.
- 10.5 Please remember to return your key fob and mailbox key to the office. Lost key fobs and mailbox keys will be charged at £20 each.

## 11. **END OF RESIDENCE**

- 11.1 The academic year is deemed to run from 1 October 2018 to 6 September 2019. Your date of departure will be taken as the date given on your offer letter. Those wishing to extend their stay should contact the office as rooms thought to be vacant may be re-let.
- 11.2 Those wishing to leave earlier than the departure date given in their offer letter are required to give the office at least 6 weeks' written notice (via the Notice of Departure form) of the intended date of final departure. If you do not, you will be required to pay the licence fees for the minimum notice period i.e. in lieu of notice.
- 11.3 If you are accepted as a long-term resident for a particular academic year and you leave before completing three months' residence (from 1 October or your actual date of arrival if this is later than the start of the academic year) you will be charged the Short-Term stay rates. All other terms, except for the increase in licence fee, shall remain as set out in your licence agreement.
- 11.4 Except for those residents who, in exceptional circumstances, extend their stay into the new academic year, each academic year starts afresh on 1 October.
- 11.5 On the day of your departure, your room will be checked by a member of staff. Your deposit may be applied against any licence fee arrears or the cost of repairing any damage done to our property, or replacement of any property.
- 11.6 **Early termination: You may end the Licence Agreement on six weeks' notice to us by giving written notice to the Centre Manager (via the Notice of Departure form). If you do not give this notice, you will be liable for the licence fee for the period for which the notice was not given.**
- 11.7 **We may also end the Licence Agreement on six weeks' notice to you by delivering written notice to your room.**
- 11.8 **If you seriously or continually breach the terms of this Licence Agreement, we may end the Licence Agreement on one week's notice to you by delivering written notice to your room.**

- 11.9 **If you commit an illegal act or are verbally abusive or physically violent towards the Centre staff or another resident, we may end the Licence Agreement on 24 hours' notice to you by delivering written notice to your room.**
- 11.10 **Refund of deposit for long-term residents:** We will not refund your security deposit early, or use it for your licence fee. Your security deposit will *only* be returned after your room has been checked and your key fob and mailbox key have been returned to us.
- 11.11 You must allow staff to check your room 24 hours before departure in case there is a need to discuss deductions from your security deposit. If access is not given, then you will be liable for any bank charges incurred in returning your security deposit after departure. Your room will also be checked on departure (or when the office is next open, should you depart when it is closed). **You are expected to vacate your room by 10am on the day of departure. Failure to vacate your room by 10am, unless you obtain the Centre Manager's permission, will make you liable for an extra day's charge without the right of occupancy. We reserve the right to charge all costs incurred by the Centre due to your late departure, e.g. paying for alternative accommodation for the next resident; an extra day's work for contractors whose work is delayed by your late departure from the room.**
- 11.12 If a long-term resident leaves before the office opens, they must notify the office well in advance, during office hours, as we will need to arrange for their deposit to be returned by transfer to a British bank account (or by credit/debit card if they do not have a British bank account).
- 11.13 Card refunds can only be made to those who have previously made a payment by debit/credit card in the office card machine.
- 11.14 Long-term residents should indicate on the Notice of Departure form how they wish their deposit to be returned after their final departure from the Centre (cash refunds are only possible during office hours). **If you are accepted as a long-term resident and you leave before completing three months' residence (from 1 October or your actual date of arrival if this is later than the start of the academic year) you will be charged the rate for Short-Term stays.** You may end the licence agreement on six weeks' notice to us by giving written notice to the Centre Manager (via the Notice of Departure form). If you do not give this notice, you will be liable for the licence fee for the period for which notice was not given. If you have given notice and your period of stay becomes less than 3 months all other terms, except for the increase in licence fee, remain as set out in your licence agreement.

## 12. **LONG-TERM RESIDENCE BEYOND ONE ACADEMIC YEAR**

You must apply via the online StarRez portal if you wish to be considered for residence at the Centre for another academic year. We will advise you by email when the application form will be available via the link on our website. The Centre is unable to guarantee that residents can stay beyond one academic year.

## RULES

### 13. GUESTS

- 13.1 All guests must be met personally at the front door by the host resident and **signed in at reception. The host residents should stay with their guest(s) at all times. Guests may not be alone at the Centre while the resident is out. Guests should be escorted to the front door when they leave, remembering to sign out.** Guests should not use common areas by themselves as residents have priority. The host resident is responsible for the behaviour of their guests, whilst those guests are on the Centre's premises. This includes their safety should there be a need to evacuate the building in the event of a fire or other alarm. Details of fire exits are available in each room. Host residents should also ensure that their guests comply with the Centre's regulations, e.g. no smoking, no drugs on the premises, health and safety, security etc. and that guests do not stand chatting and/or smoking outside the main entrance and/or prop the main entrance door open. Residents are not permitted to allow a guest to hold their key fob. If a guest accidentally starts a security or fire alarm it is the responsibility of the host resident to stay with them and immediately contact the office or, if outside office hours, the Duty Officer. Please note that if a guest causes damage the host resident may be charged for any necessary repairs, additional cleaning or similar. If guests are noisy or disruptive they may be asked to leave by the Duty Officer.
- 13.2 Overnight guests: If you wish to have an overnight guest, you must ask for permission from the office during office hours (as only one guest per floor can stay overnight at any one time), giving the name of your guest and pay for their stay on booking. We cannot accept under 18's. Long-term residents are charged a minimum of £6.50 per day for their guests (for which a mattress and breakfast will be supplied). This charge applies even if the guest does not require a mattress or breakfast. For those requiring a towel and bed linen as well, the charge is £8 per day. The mattress (plus towel and bed linen, if booked) will be delivered to your room by Housekeeping on your guest's arrival date.
- 13.3 *Apart from long-term residents, only short-term residents who stay for more than four weeks are allowed overnight guests.* In these cases, the respective charges are £10 and £12.50 per day, inclusive of breakfast. Visitors found on the premises after midnight will be deemed to be staying overnight and charged £6.50 or £10 (as applicable). To be fair to other residents who pay for their guests anyone found with an overnight guest that they did not book in will be required to pay the appropriate guest fee. If this happens continually the resident may be asked to leave (please see section 11.6 on 'Early Termination'). Stays of overnight guests are limited to 4 nights during term-time and 7 nights during vacations. **Please return your guest's bed linen, towel and mattress to reception by 10am on the day of your guest's departure.**
- 13.4 If a resident is absent from his/her room at any time during the Licence Term, a resident may, subject always to the written approval of the Centre Manager, permit a guest to occupy their room for no more than two weeks provided that the resident signs the permission form available from the office and such guest agrees to occupy the room on the terms of this Licence Agreement with such occupation being subject to the Centre Manager's right to move the guest or terminate its licence on not less than seven day's written notice.

## 14. HEATING & LIGHTING

- 14.1 Please conserve energy. Turn radiators down (using the thermostat on the radiator). When it is cold outside, please do not leave windows open. It is suggested that, if rooms need airing, this is only done while you are at breakfast. Please TURN OFF lights and other electrical devices when not in use. Even standby uses electricity.
- 14.2 The heating will be turned off centrally between May and September. Ways to keep warm include using an extra blanket (please ask the Housekeeping & Catering Manager), wearing additional layers, closing windows and drinking hot beverages.

## 15. HEALTH & SAFETY

- 15.1 It is the responsibility of all residents to comply fully with the safety requirements of the Centre. You may not tamper with, or attempt to cover, smoke or carbon monoxide detectors. The doors at either end of your corridor must not be propped open. They are fire doors and must be kept shut when people are not passing through them. All fire extinguishers must be stored on the wall brackets that are provided for them. **Tampering with safety equipment at the Centre will be treated as serious misconduct and you may be asked to leave by ending your licence on one week's notice** (please see section 11.6 on 'Early Termination').
- 15.2 Fire extinguishers are not to be used as doorstops or for any other purpose. No items whatsoever may be stored on any staircase or corridor. This includes both the main staircases and the back staircases. Anything found in those places will be disposed of immediately. The stairs are primary fire exits and, according to the law, must be free from any obstructions.
- 15.3 **Please ensure your windows are secured when open. Failure to do so means the windows can slam when there is a gust of wind and the window could fall into the courtyard or street where they can seriously injure passers-by. If you open your window without securing it, you may be liable for any costs in replacing the window and even injunctive damages.**
- 15.4 Leaving any electrical appliance on may cause a fire. Please turn off all computers, televisions, stereos and similar appliances (plus the iron in the Laundry) each time you vacate. Please unplug hairdryers and mobile phone chargers when not in use as they pose a fire hazard, even when plugged in and switched off.
- 15.5 **It is forbidden to use candles and incense.**
- 15.6 We are phasing in energy-saving light bulbs. Please do not change or dispose of these yourselves. You can arrange for them to be changed by leaving a note in the Maintenance Book which is kept in the office.
- 15.7 The Health & Safety Officer of the Centre is the Maintenance Manager, to whom queries may be addressed and who may issue further guidance and instructions. **Residents who do not observe health and safety requirements may be asked to leave the Centre on one week's notice** (please see section 11.6 on 'Early Termination').

- 15.8 It is forbidden to use electronic cigarettes within the Centre nor at the entrance, on the Terrace or in the Courtyard.

## 16. KITCHENS

- 16.1 The cleanliness of all kitchen utensils, worktops, cookers, microwaves, fridges & freezers is the responsibility of the resident who uses them. **Please clean up after yourself. It is not the responsibility of the cleaners to clear up, wash and/or wipe up dishes.** The Housekeeping & Catering Manager will inspect kitchens regularly. Residents whose kitchen fails an inspection will be warned and given a short time in which to improve the state of their kitchen. If the kitchen fails its next inspection then the residents of that floor may be charged for the cost of additional cleaning.
- 16.2 Ensure that gas burners are turned off when not in use. When you are cooking, ensure that the extraction fan is turned on, and turned off when you leave. Residents are reminded that kettles are for boiling water and no other liquid.
- 16.3 Please ensure that you wrap or contain raw meat/fish in the fridge so that it cannot drip onto other food. If you think that your food may have been contaminated by other food, then dispose of it.
- 16.4 Please note that any food left out in the kitchen will be disposed of. This is because it can attract pests and items left out on surfaces make it difficult for the housekeeping staff to clean.
- 16.5 Personal items left in the kitchen, and not placed in the cupboards, fridge or freezer, will be disposed of regularly.
- 16.6 The kitchen is fitted with a heat detector. There is a smoke detector in the corridor. Both are linked to the fire alarm system. If you create smoke in the kitchen (burning toast etc.), please do not open the kitchen door as the fire alarm will be set off as the smoke reaches the smoke detector. You should keep the kitchen door CLOSED and open the windows to get rid of the smoke. (If there was to be a fire in the kitchen the fire alarm would be set off by the heat detector.)
- 16.7 Residents are asked not to empty their room bins into the kitchen bins. If the kitchen bins are full, residents are asked to not let them overflow, but to take the full bin liner directly to the Bin Store (on the ground floor of Eding House), replacing the bin liner with an empty one. Empty bin liners can be found in the same cupboard as the kitchen bin is stored.

## 17. CLEANING SCHEDULE

Monday:	Thorough kitchen cleaning; light cleaning of toilets
Tuesday:	Light kitchen cleaning; thorough cleaning of showers & toilets
Wednesday:	Light study bedroom cleaning (empty bin, light dusting & vacuuming)
Thursday:	Light kitchen cleaning; thorough cleaning of showers & toilets
Friday:	Thorough kitchen cleaning; light cleaning of toilets
Saturday:	Light cleaning of toilets and showers & removal of rubbish from kitchen
Sunday:	Removal of rubbish from kitchen
Public holidays:	Light cleaning of toilets and showers & removal of rubbish from kitchen



## 18. **PERSONAL TELEVISIONS**

You need to be covered by a valid TV Licence if you watch or record TV as it is being broadcast. This includes the use of devices such as a computer, laptop, mobile phone etc. You can purchase a licence at shops operating the Pay Point scheme (these include SuperSave Food & Wine on Leigh Street, Costcutter and Shopper's News, both on Marchmont Street) or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## 19. **INTERNET**

### 19.1 **Getting connected**

We have partnered with Optify to provide residents with high speed wired and wireless internet access. You will receive, at no extra charge, Optify broadband internet access up to 100Mbps (100Mbps upload and 100Mbps download). Upgrades are available for any resident to purchase directly from Optify. The cost per year (from 1 September 2018 to 31 August 2019) is displayed when you register. There are special short-term upgrade rates for summer 2019. To get started (and purchase upgrades if required) open your web browser and click on 'Create Account' on the Optify welcome screen. To use our internet, you must agree to the Acceptable Use Policy during registration.

- Either connect to a LAN port on the MediaHub or connect to the Wi-Fi network printed on the MediaHub.
- Open your browser and you will see the Optify welcome screen. Click on "Sign Up".
- Select the product speed and fill in your details.
- Back on the welcome screen, use your new username and password to get online.

Once you have signed up you can manage your account here:

<http://myaccount.optifyyourworld.com/>

19.2 The wireless MediaHub in your room can connect up to 10 devices. If your device has a network port, then for the fastest performance, we recommend connecting to the network socket using a standard Ethernet cable. If you don't have your own, then you may purchase one at the office.

For convenience, you will probably prefer to connect via Wi-Fi. Please remember that, just like other wireless networks, this will not necessarily give you the same speed as connecting through a cable, although it will still be fast enough for most things.

19.3 Please don't use your own Wi-Fi router as it may interfere with the Optify service. Optify will disable access to any device infected with malware. To use your internet, you must agree to the Acceptable Use Policy on the login page.

Full T&Cs are available at <http://www.optifyyourworld.com/>

- 19.4 Residents are asked to contact Optify directly for support on any issues with their internet access:

Tel.: 0333 308 0000  
Twitter: @OptifyCare  
Email: [care@optifyourworld.com](mailto:care@optifyourworld.com)  
Facebook: OptifyCare

## 20. NOISE

- 20.1 Please keep all noise (music, TV, conversation, Skype/FaceTime calls etc.) to a minimum after 11pm. Before 11pm noise should also be kept to a reasonable level in any part of the building. Please especially make sure that the kitchen door and windows are kept closed after 11pm as noise carries easily along the corridor and to the outside of the building.
- 20.2 You may use the upright piano in the Chapel (please do not use the grand piano as this does not belong to us). Other musicians are kindly requested to practice in the Club Room and not the Chapel, Games Room or study bedrooms. **Please do not practice after 10pm.**
- 20.3 When you are outside on the terrace or courtyard, please make a special effort to keep the noise down. It is very easy to disturb other residents and neighbours as the proximity of the buildings amplifies sound.
- 20.4 You may be charged if a staff member is called out to deal with a noise situation.
- 20.5 If we receive a significant number of complaints about your noise level, or a member of staff is called out to deal with a noise situation involving you, we will raise this with you and ask you to improve this. If you continue to create unreasonable noise, for the sake of other residents we may either move you to a different room or ask you to leave by ending your licence on one week's notice (please see section 11.6 on 'Early Termination').

## 21. NO SMOKING

The Centre is an entirely non-smoking house and smoking is not permitted in any part of the building nor at the entrance, on the Terrace or in the Courtyard. **It is illegal to smoke in the building.** Residents are also not permitted to use electronic cigarettes in any part of the building, at the entrance, on the Terrace or in the Courtyard. Residents who wish to smoke outside are asked to stay away from the building and not stand close to entrances and windows belonging to other houses so that neighbours are not bothered by smoke or noise. Smokers are also asked to ensure that cigarette ends are picked up and disposed of and not left on the street. You are responsible for your guests. If you or any guest of yours smokes in your study bedroom, or anywhere else on the premises, there will be a charge to cover the cost of re-decorating and re-carpeting your room and you may be asked to leave the Centre on 24 hours' notice (please see section 11.6 on 'Early Termination').

## 22. ILLEGAL SUBSTANCES

The possession or use of illegal drugs and solvent abuse are prohibited in the ILSC buildings and property. Residents who use illegal drugs or abuse solvents may be asked to leave the Centre on 24 hours' notice (please see section 11.6 on 'Early Termination').

23. **ELECTRICAL APPLIANCES**

No heating, cooling, cooking (including rice cookers) or food storage electrical equipment is permitted in your room or elsewhere in the building except in extraordinary circumstances with prior consent from the Centre Manager. If in doubt, enquire at the office. You must have any appliances you use tested, before you use them in the building.

24. **INSURANCE**

You are strongly advised to obtain your own insurance to meet your needs. The Centre is not responsible for valuables and is unable to insure residents' belongings.

25. **DISCIPLINARY**

25.1 Any resident whose behaviour persistently causes nuisance to other residents or staff, or any serious or significant act, will be subject to single investigation of the formal disciplinary procedures of this paragraph.

25.2 All students are subject to the Centre's procedures and regulations relating to residence in the Centre.

25.3 Breaches of health and safety policies includes the following:

<b>Breach</b>
Unapproved guests
Smoking in the building, at the entrance, on the Terrace or in the Courtyard
Propping open a fire door
Activation of a fire alarm due to negligence (e.g. unsupervised cooking, not following shower procedures)

25.4 Any breach as described above will result in the instigation of the formal disciplinary procedure as detailed in sub paragraph 25.5 onwards.

25.5 A resident in breach of the Licence Agreement normally shall be issued with a written warning by the Centre Manager (except in the case of a serious or significant breach in which case notice under clause 25.8 may be served).

25.6 In the event of a further breach of the Licence Agreement a resident shall be issued with a further written warning from the Centre Manager.

25.7 In the event of a further breach of the Licence Agreement, after having received the two written warnings from the Centre Manager under sub-paragraphs 25.5 and 25.6 above, a report shall be submitted to General Secretary who shall interview the resident. After this we shall be entitled to terminate the Licence Agreement by giving not less than 14 days' written notice to the student.

- 25.8 In the event of a serious or significant breach, the Centre may terminate the Licence Agreement by giving not less than 7 days' written notice to the resident.
- 25.9 Notice will have been given by the Centre if a notice is left in the resident's room.
- 25.10 A resident whose Licence Agreement has been ended by the Centre in line with this paragraph 25 shall not receive a refund of accommodation fees, shall have forfeited their deposit, and shall vacate the room on the date specified in the notice from the Centre with the student:
- (i) Leaving it in the condition required by this Agreement;
  - (ii) Removing all possessions from the room and storage; and
  - (iii) Returning their keys to the Centre Manager.
- 25.11 A resident whose Licence Agreement has been ended by the Centre in line with this paragraph 25 shall not be permitted to return or visit the Centre without written permission from the Centre Manager.

## 26. **COMPLAINTS PROCEDURE**

- 26.1 We aim to provide service of a standard that is acceptable to all our residents and other users. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem, but also avoid it happening again.
- 26.2 The staff will strive to respond promptly and effectively to any complaint that is raised with them. Our complaints procedure sets out the steps to follow if you wish to take the matter further and register a formal complaint. If you would like information about the complaints procedure, please contact the office.
- 26.3 If you are not satisfied with the outcome of a complaint made to the International Lutheran Student Centre, you should let staff know. You may also contact the National Codes administrator (see section 45) if you feel the Code we have signed up to has been broken.

## 27. **SECURITY**

- 27.1 Residents must lock their doors when they are out of the room, regardless of the amount of time they will be away. It is the responsibility of each resident to use the keypad combination lock on the entrance door to their corridor. If a corridor door or a resident's room is left unlocked, the Centre cannot bear any responsibility for any breaches of security.
- 27.2 We ask residents not to leave valuable items such as laptops and mobile phones unattended around the building (e.g. kitchens, Terrace Room, TV Room).
- 27.3 Staff, including Duty Officers, reserve the right to enter any room without the resident's permission, for a reasonable cause. Staff will always knock first and on receiving no reply, call out as they enter the room.

- 27.4 **If you have forgotten your key fob, buzz your floor and ask one of your floor mates to let you in. If there is no response you may buzz the Duty Officer.** The office must be notified immediately if your key fob or mailbox key is lost or stolen. A charge will be made for lost keys fobs and mailbox keys.
- 27.5 We urge all users of the building to exercise vigilance when entering or leaving the building, ensuring not to let anyone in if you don't recognise them as a current resident or staff member. You may not prop open the front door for any reason, even if you are close by. Once again, we would like to remind you that all visitors must be met personally at the front door by their host, and that you may not let anyone in if they are not your own personal guest. This includes delivery drivers, tradesmen claiming to work for the Centre, or personal guests of other residents. **If you let someone in who is not your own personal guest, it is your responsibility to accompany them until their host arrives.** If you are challenged by someone who wishes to be let in, or you notice someone around the building who you believe may not be a legitimate guest, please contact the office or, if outside office hours, the Duty Officer immediately.
- 27.6 Staff, including Duty Officers, are responsible for the security of the Centre and have the right to refuse entry to anyone, or require anyone to leave the Centre, without giving an explanation.

## 28. **FIRE ALARMS**

- 28.1 Please ensure that you read the fire notice in your room. There will be 3 regular fire drills during the year (and additional ones if necessary). Sometimes the alarm is set off by burning toast, for example. However, you cannot assume that the alarm is not for a genuine fire. Therefore, you **must** vacate the building each time you hear the alarm and report to a member of staff at the assembly point (Thanet Street, playground opposite ILSC garage). Not registering your name at the assembly point would lead us to think you might be trapped in the building, and send in the firefighters, putting their lives unnecessarily at risk.

Do not use the lifts when the fire alarm is ringing. There will be a weekly test of the fire alarm on Tuesday mornings (usually at 10am). The bell will ring for about 20 seconds and there is no need to evacuate the building (unless the bell continues to ring). If the day of the weekly test is a public holiday, then there will be two tests in quick succession on the following Tuesday.

Not evacuating when the fire alarm goes off, and / or not reporting to staff at the assembly point, will be treated as serious misconduct and you may be asked to leave by ending your licence on not less than 7 days' notice (please see section 11.6 on 'Early Termination').

- 28.2 Please do not use hairspray, anti-perspirant, hairdryers and straighteners near the smoke detector in your room (on the ceiling). The smoke detectors are very sensitive and can trigger the fire alarm for the whole building to go off, meaning we will need to evacuate and investigate.

## 29. **RIGHT OF ACCESS**

The Centre reserves the right to have its staff or authorised personnel enter your room from time to time to carry out day to day duties and attend to maintenance issues (usually for health and safety

reasons). Where possible adequate notice will be given. Staff will only enter rooms without giving written notice in the following circumstances:

- in response to a maintenance request;
- in the case of an emergency (particularly if it is felt that residents or property are in danger);
- if activities are reported that are causing distress to other residents;
- if there is a breach of the Licence Agreement;
- if there is an urgent need to show round prospective residents; or
- if the Centre are carrying out a spot check study bedroom inspection.

## **SERVICES**

### **30. LUGGAGE STORAGE**

- 30.1 The Centre has a very restricted amount of space for storage of luggage for residents. The space above the window or wardrobe, and the box under your bed, are intended for storage. Additionally, we have limited cupboard space available where, for a £10 deposit, you may store an empty suitcase. Residents will need to request to put the item into storage, and remove it from storage, within office hours. Residents have to be able to lift and carry the item themselves. Please ask at the office if you are interested. The £10 deposit is refunded when you remove your stored suitcase. Any suitcases that do not bear a label naming a current resident may be removed and disposed of by the Centre.
- 30.2 The staircases must not be used for storage under any circumstances. Any items found in the stairs, corridors or other common areas (such as the kitchen) will be removed and will be disposed of if the owner cannot be found.
- 30.3 If you wish the Centre to store any personal belongings in between bookings, items may be stored at the rate of £5 per item per week, dependant on space. If any of the items stored have combined dimensions larger than an average suitcase, you may be charged at double the rate. This service is subject to availability. Please send an email to [ilsc@lutheran.org.uk](mailto:ilsc@lutheran.org.uk) if you are interested.

### **31. BREAKFAST**

Breakfast will be served on weekdays from 7.30 to 9am; weekends and public holidays from 8.30 to 10am. All food taken at breakfast must be consumed in the Terrace Room. Breakfast will not normally be served outside these times. There may be reasonable exceptions and you should contact the Housekeeping & Catering Manager to discuss. Residents are requested to clear their place setting before leaving the Terrace Room. If someone is ill and unable to come to breakfast, special arrangements can be made so please contact the office. No unauthorised persons are allowed in the breakfast kitchen. Breakfast will be charged at £4 per person for non-residents.

### **32. RECYCLING**

- 32.1 The Centre operates a recycling scheme and recycles metal cans, glass, plastic, paper and cardboard. Containers for recycling cans, plastic bottles and glass are placed in the mop cupboard in each kitchen. Please recycle paper/card from your room yourself. Please do not dispose of recyclable items in the general rubbish bin. (Plastic bags can be recycled at

Waitrose. Batteries can be recycled at Waitrose, Robert Dyas and in the small battery recycling bins on the streets in the area.) Small electrical items (e.g. rice cookers) can be recycled at Russell Square.

32.2 **Each week a member of each floor should bring the recycling to the garage.** Even if you do not use the kitchen or place recycling there you must take your turn. You should only recycle between 8am and 9pm so that you do not disturb the neighbours. Please note that each floor is responsible for operating its own rota. The Housekeeping & Catering Manager will print off a rota for you, if requested.

32.3 Please do not leave plastic bags or general rubbish in the garage as there is no rubbish collection from this location. Any rubbish which does not fit in your study bedroom bin should be taken straight to the Bin Store on the ground floor of Eding House. Rubbish from your room should not be placed in your kitchen bins.

### 33. LAUNDRY

33.1 The Laundry is situated in the basement. There are two washing machines, two tumble dryers and an iron available for residents to use. Tokens for the washing machine cost £2.50 and for the dryer, £2. There is a free spin cycle on the washing machines. Tokens can be purchased from the office only and a maximum of four tokens for each machine are allowed per person.

- Please read the information sheets in the Laundry regarding the use and cleaning of machines; it is important that you close the washing machine door properly before you put your token in as otherwise the token may be lost. Please ask a member of Housekeeping Staff if you would like them to show you how to start a wash.
- Do not use bleach in the washing machines as it may cause damage to the clothes of residents who use the machine after you.
- Please use the correct washing cycle for your clothes and do not attempt to machine wash clothes that should be hand washed.
- Tumble dryers should not be overloaded to ensure there is enough space for the clothes to 'tumble' and not spin around in a ball (which leaves them wet at the end of the cycle).
- **Please return laundry baskets immediately after you have finished with them.**

33.2 **The laundry's lost property area is only intended for clothes mislaid in the laundry. It is not to be used for dumping unwanted items of clothing.** (See section 11 'End of Residence' for details of where to take unwanted clothes.)

33.3 Housekeeping staff have priority on using the Laundry's facilities, which will usually be required on weekday mornings, in particular on Mondays and Fridays (occasionally on Saturdays during the summer period). Where there is a public holiday then Housekeeping has priority on using the Laundry's facilities the next day.

33.4 The washing machines, tumble dryers and iron are owned by the Centre and you should put a note in the Maintenance Book if any of these need to be repaired (see section 34).

## 34. MAINTENANCE

Please put a note in the Maintenance Book (kept in the front office) if any furniture or fitting in your room, or elsewhere in the building, needs repair or is not working. If you are unable to reach the office, please email the Maintenance Manager at [mg@lutheran.org.uk](mailto:mg@lutheran.org.uk).

- 34.1 You are not permitted to paint or decorate the room, nor to use tape or pins to attach items to the walls or door. These cause damage for which you may be charged.
- 34.2 Please note that deductions may be made from your deposit to reimburse the Centre in respect of lost or damaged property.

<b>International Lutheran Student Centre Maintenance Repair Categories</b>
<b>Priority One - Emergency Repairs</b>
Repair to avoid danger to health, a risk to the safety of residents or serious damage to buildings: floods, power cuts, heating, etc.
<b>Target:</b> 24 hours from becoming aware of the defect
<b>Priority Two - Urgent Repairs</b>
Repairs which materially affect the comfort or convenience of the tenants: showers and toilets blockages, lights, lamps, broken windows, etc.
<b>Target:</b> 5 working days from becoming aware of the defect
<b>Priority Three - Not urgent day to day repairs</b>
Repairs which do not fall into the categories above and can wait a short time before they are dealt with: furniture upgrade, mattresses, appliances, etc.
<b>Target:</b> 28 working days from becoming aware of the defect
<b>Priority Four - Planned programmes of work</b>
This is where non-urgent jobs in related trades are packaged together
<b>Target:</b> 4 months from becoming aware of the programme of work being necessary; one to three years for large programmes of work
<b><i>Please report any maintenance issues by logging them in the maintenance book (kept at Reception) or emailing Mauricio (mg@lutheran.org.uk).</i></b>

## 35. NEWSPAPERS

Daily newspapers and magazines are available in the ground floor reception area. Please do not remove newspapers until after midnight.



## 36. OTHER FACILITIES

- 36.1 Residents are welcome to use the communal areas at any reasonable time, though some rooms are used for private meetings or events from time to time. This particularly applies to the lower ground floor of Martens House. Signs will be posted on the doors when this is the case. Please note that the Chapel is open for private prayer and meditation but is the property of St Mary's German Lutheran Church and should be treated with the appropriate respect. Please do not use the Chapel as a short cut.
- 36.2 **Please do not rearrange the furniture in common areas (and do not collapse or move the table tennis table) and make sure you clear up after yourselves using the bins provided. If you fill a rubbish or recycling bin, please empty it yourself by taking rubbish to the bin store and recycling to the garage. You may not remove or borrow items from common areas (e.g. sofa cushions).**
- 36.3 Please note that in the TV Room, watching the television takes priority over watching DVDs. The exception to this is any specially organised film event, during which we kindly ask residents **not** to play table tennis. Personal equipment should not be used in the TV Room or hooked up to the Centre's television or DVD player except plugging laptops in the HDMI cable (to watch films from your laptop on the television). You should not play pirated copies of DVDs in the TV Room.
- 36.4 It has become a tradition for residents to hold birthdays, graduation, farewell and other parties in the Courtyard, Club Room and Games Room. **All such events must be booked with the office (to avoid clashes with other events).** At present, there is no charge for room hire as it is expected that most guests will be other residents (maximum 25 people in attendance, of which only a quarter may be from outside the ILSC). **The organiser(s) (that is the person who books) and/or anyone whose name appears on the invitations is/are responsible for the party and must complete a booking form and pay a £40 deposit to the office.** This will be returned after the event if the area booked is left as it was found. During such events, the noise must not disturb neighbours within and around the Centre; and all noise (especially music) **MUST** cease at 11pm. Outside guests should be supervised by the organiser at all times. Organisers must ensure that the rooms are clean and tidy before leaving and must see all outside guests off the premises. They remain responsible for these rooms and the events they have organised until the last guest (internal or external) has gone. Duty Officers have the right to shut off music and end the event if it is disturbing other residents or neighbours, as well as the right to ask any non-residents to leave the premises.
- 36.5 It is not permitted to use floor kitchens for large parties and the kitchen should always be open to all residents of the floor. The maximum number of people allowed in the kitchen at any one time is 11, of whom 3 can be guests from outside.

## 37. POST & PARCELS

- 37.1 Post may be collected from your mail box in the lobby. Please check your mail box daily as there may be important letters / information from the office. Parcels which do not fit in mail boxes, or require a signature, will be kept in the office and you will be notified of their arrival via email. If you want to post a letter, there are post offices at Marchmont Street (inside the shop 'Londis') and opposite King's Cross station.

- 37.2 We can only receive reasonably sized parcels. Please check with staff if you require further information.
- 37.3 The Centre will only forward your post for one month after departure (provided you give us a forwarding address). Thereafter any post received for you will be returned to sender. We are not able to store your post or leave it with another resident.
- 37.4 Residents are asked to ensure that all post sent to them is addressed clearly, stating their full name **identical to the name they have given the Centre** (which should be identical to the name stated in their passport), and that the **full and accurate address with street name and postcode** is used.
- 37.5 Only post addressed to a **current resident** is accepted. It is **not** possible for residents to have post for their friends or family members delivered to the Centre and handed to them. Any post arriving for a non-resident will be returned; any parcels arriving for a non-resident will be refused.

#### 38. **BICYCLES**

- 38.1 A limited number of residents can register with the office to keep bicycles in the Bike Store on the Terrace. (Bicycles left in any other area of the Terrace or building will be removed and there will be a charge for this.) Spaces in the Bike Store are for residents only. Unregistered bicycles will be removed and disposed of if not claimed. There will be a charge for this.
- 38.2 You must take your bicycle with you upon departure. You may be charged if you fail to do so. You are not permitted to leave the bicycle for another resident to use unless you give advance notice, in writing, to the office.

#### 39. **LINEN CHANGE**

We will provide you with a duvet cover, pillowcase, sheet and towel which you will be responsible for laundering during your stay. You will be expected to return them in reasonable condition at the end of your stay, although **you do not need to wash them on the day of departure**. If you need any information about how to wash these items, please contact the Housekeeping & Catering Manager.

### **PASTORAL**

#### 40. **SOCIAL ACTIVITIES**

- 40.1 Part of what makes ILSC special is that our residents have chosen to contribute actively to the life of the Centre. This may be demanding, but it is also hugely rewarding! Long-term residents typically contribute in one of the following areas: hospitality (e.g. organising or helping with events, catering, washing up), chapel (supporting the spiritual life of the Centre, e.g. through music, helping set up, leading a time of prayer), outings (e.g. leading a hiking trip, theatre visit, or sports activity). The Chaplain and office help organise activities. Information about events is distributed via email, Facebook and the lobby notice board.
- 40.2 The ILSC is a multi-cultural community with a Lutheran Christian ethos. To maintain and deepen this community, all long-term residents commit:

1. To contributing actively to community life at the Centre (see previous paragraph)
  2. To attending the annual weekend away in early October 2018
  3. To attending regular meetings/events with floor mates or other residents, up to once a month.
- 40.3 Board games are available in the TV Room for residents to borrow.
- 40.4 You can find our Facebook page at [www.facebook.com/ILSCofficialpage](http://www.facebook.com/ILSCofficialpage) or by searching for 'International Lutheran Student Centre official page' or clicking on the badge on our website ([www.ilscentre.org.uk](http://www.ilscentre.org.uk)). You do not need to be a member of Facebook to view the page. Please follow us on Twitter (@ILSCentre) and Instagram (ilscentre)!
- 40.5 Residents are welcome to set up floor groups on social media but should make it clear that these are not official pages.
- 40.6 We have also arranged block membership of International Students House (ISH) for all long-term residents. ISH is a unique social, cultural and recreational centre that provides a wide programme of events for students. ISH membership allows you access to the following facilities: a restaurant, bar, cyber café, travel office and reduced membership to the fitness classes. For a small fee you can also join the Travel Club which offers great value trips to many destinations in the UK and Europe. ISH ([www.ish.org.uk](http://www.ish.org.uk)) is located at 229 Great Portland Street, W1 (closest tube is Great Portland Street).
41. **KEEPING HEALTHY**
- 41.1 One of the great advantages of coming to the UK as an international student is that you are entitled to free health care if you are on a full-time programme lasting six months or more. (You must be in the UK for more than 12 months for NHS hospital care.)
- 41.2 **If you have not already done so you should register with a doctor as soon as possible after arrival to the Centre. Do not wait until you are ill.** Gower Street Practice (20 Gower Street, WC1E 6DP, Tel: 020 7467 6800) has close links to some of the colleges and schools of the University of London and will accept ILSC residents. UCL, Imperial College and LSE have their own health centres. If you decide not to register with any of these, you should register with any doctor close to the Centre.
- 41.3 To register, you will need to visit the doctor's receptionist during consulting hours, taking a letter from your institution as proof that you are a student, as well as proof of your address. You should ask to be added to the list of NHS patients where consultations are free. To avoid paying the full (private) cost of treatment make sure the doctor knows you want treatment from the NHS. If the doctor accepts you as a patient, you will be sent a medical card through the post which will include your NHS number. If the doctor cannot accept you, try elsewhere or contact the local Health Authority.
- 41.4 Please note that a doctor will normally only agree to visit you at home in emergencies, when you are sick and confined to bed and cannot get to surgery.

41.5 **NHS 111 Service** (dial 111 from your telephone) operates a 24-hour nurse advice and health information service, providing confidential information on:

- *What to do if you are feeling ill*
- *Particular health conditions*
- *Local healthcare services, such as your nearest doctors, dentists or late-night opening pharmacies*

41.6 You can find lists of dentists who give NHS treatment at [www.nhs.uk](http://www.nhs.uk). You should ask the dentist whether they accept NHS patients - many do not. The dentist may wish to conduct the same process for checking your entitlement to NHS care as a GP would. If you already have a GP, then the dental practice should contact the GP to ensure that they have undertaken an entitlement check. If accepted, you will need to give the dentist the NHS number on your medical card. If you are entitled to NHS treatment, you still have to make a contribution towards the cost of your dental treatment. If you are not entitled to NHS treatment, or the dentist you choose does not take NHS patients (some dentists will only accept private patients), you will have to pay for the full cost of your treatment.

41.7 **Emergencies:** If there is an emergency and you are taking medicines or have a medical condition (e.g. an allergy to penicillin, asthma, diabetes etc.) which you would like healthcare services to be aware of, please let us know in confidence and we will pass this information to them should an emergency occur. Your local Accident & Emergency department is located at **University College Hospital's (UCH), Euston Road, NW1** (at the corner of Gower Street). Call **999** (or 112) for an ambulance if necessary.

## 42. **CHAPLAIN**

42.1 The Centre has a Chaplain to promote the residents' welfare and support and care for their spiritual needs. The Chaplain is Lutheran but serves all residents regardless of their religious or non-religious backgrounds. The Chaplain will be around for breakfast a couple of days a week, but you are also very welcome to contact her for an individual conversation. Everything said will be treated as confidential.

42.2 The Centre provides opportunities for all to discover or deepen the Christian faith. Christian worship, following the Lutheran rite, is conducted in the Centre's Chapel, on the first and third Sunday of the month (usually at 7pm) during term-time. Further times of worship are organised regularly; please see the notice board for details. The Meditation Room (lower ground floor, in the far-left corner of the Chapel) is available for residents and staff to have a personal time of prayer or simply some quiet time.

42.3 As a student in a new place you may find yourself feeling homesick, anxious and maybe even depressed. All of these are normal responses to being in a new place without your normal supports around you. Feeling anxious is nothing to be ashamed or embarrassed about, but it is important to know that there are people you can talk to in confidence before things get too stressful. These could include the Chaplain (either here or at your college, or other local clergy: please see the notice board for their contact details), your tutor or supervisor or student services. If you are really concerned, speak to your doctor. You might also like to look at [www.studentsagainstd Depression.org](http://www.studentsagainstd Depression.org) and [www.nightline.org.uk](http://www.nightline.org.uk).

- 42.4 The Chaplain's email is: [chaplain@lutheran.org.uk](mailto:chaplain@lutheran.org.uk). The telephone number is 020 7554 9753. In an emergency, the Chaplain can be reached via the Duty Officer.

#### 43. **WORKING AT THE CENTRE**

Occasionally conference hosting staff, conference furniture arrangers, part-time kitchen staff, cleaning staff or Duty Officers are required by the Centre. Residents who have permission to work in the UK may apply for the posts. Nationals of the European Economic Area and their dependants are permitted to work. For other nationalities, persons who are in the UK with the immigration status of student are permitted to work part-time if their passport is stamped with a restriction on employment rather than a prohibition. (If in doubt, ask at the office). Those with the status of visitor are prohibited from working. If you are permitted to work and are interested in jobs that may become available in the Centre, please contact the Centre Manager for duty officer or conference posts; or the Housekeeping & Catering Manager for breakfast or housekeeping posts.

#### 44. **RESIDENTS' SURVEY**

Each year in January we will email a link to an online survey where you can comment on the facilities and services provided by the Centre. You can at any time give comments or suggestions to the Centre's staff.

#### 45. **NATIONAL CODE OF STANDARDS**

- 45.1 The National Codes of Standards are schemes which:

- providers of larger student developments voluntarily join and in doing so commit themselves to maintaining a minimum set of professional standards for their accommodation and their accommodation management
- enable providers of this kind of accommodation to show that they follow professional standards of service, and to badge themselves accordingly
- provide a yardstick to help students work out management and property standards
- have established a system for verifying that standards are actually being complied with

- 45.2 The purpose of the Codes is to provide housing suppliers (owners and managers) and their tenants with a framework of transparent undertakings about how they are going to do business with one another.

- 45.3 The standards chosen for the Codes reflect a balance of common sense obligations and responsibilities between landlords and tenants. They also reflect established best practice in the sector and are based on what an average student and their parents would expect of a good quality housing supplier. The standards are supported by the voice of students themselves through the National Union of Students.

- 45.4 For both landlords and tenants, Code compliance means that:

- both parties can enjoy the benefits of good standards of housing management and practice
- misunderstandings and disputes are reduced
- where problems do occur, they can be promptly resolved.

- 45.5 There are two Codes: one for developments owned and managed by education establishments and one for developments managed by private operators. The purposes and objectives are the same but they address the specific needs and characteristics of the two different types of provider. The International Lutheran Student Centre is signed up to the code for developments managed by private operators.
- 45.6 The ANUK/Unipol National Codes are supported by the National Union of Students (NUS), the Department of Communities and Local Government (DCLG), the Welsh assembly, the Accreditation Network UK (ANUK), the Association for Student Residential Accommodation (ASRA), the Chartered Institute of Environmental Health Officers (CIEH), the Association of College and University Business Officers (CUBO), Universities UK (UUK). Its secretariat is based in Leeds.
- 45.7 For further information visit [www.nationalcode.org](http://www.nationalcode.org)

#### 46. **GUIDANCE FOR OVERSEAS STUDENTS**

UKCISA (the UK Council for International Student Affairs) gives guidance for international students. You can visit their website at [www.ukcisa.org.uk](http://www.ukcisa.org.uk).



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www.ilscentre.org.uk

[www.facebook.com/ILSCofficialpage](http://www.facebook.com/ILSCofficialpage)

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***WE HOPE YOU ENJOY YOUR STAY  
AT THE CENTRE.***