



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

2019-20

Updated: February 2019

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This Licence Agreement is made between:

THE INTERNATIONAL LUTHERAN STUDENT CENTRE, 30 Thanet Street, London, WC1H 9QH ('we')

and

..... ('you')

Licence Commencement Date:.....

Term of Licence: to inclusive

Licence Fee: £..... per month / week / day

Amount of Licence Fee payable in advance: £

Security Deposit: £

- You have read the 'Information for Residents and Terms & Conditions 2019-20', 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 sections 7.12, 7.13 & 7.14).
- You understand that we will allocate you a [single / twin] room and we are entitled to move you to another room if deemed necessary, to access the room, and that you will not have exclusive possession.

Signed:
(Licensee)

Date:

Signed:
(International Lutheran Student Centre)

Date:

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.]

Main Terms

1. COMMUNITY

1.1 The ILSC is a multi-cultural community with a Lutheran Christian ethos.

All long-term residents commit to the following:

- contributing actively to community life at the Centre (please see your offer letter);
- attending the annual weekend away in early October 2019;
- attending regular meetings/events with floor mates or other residents.

Information about community activities can be found in the newsletter, on Facebook, and on the ILSC website.

2. TERMS OF RESIDENCE

2.1 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.

2.2 If a resident's behaviour is seriously disruptive or unacceptable then they may be asked to leave (see sections 7.12, 7.13 & 7.14).

3. PAYMENT OF LICENCE FEE

3.1 We do not usually send out reminders for licence fee payments. Non or late payment may lead to an interest charge (2% above the base rate of HSBC) or termination of residency.

3.2 **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. Long-term residents may not pay their monthly licence fee by card or cash.

3.3 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.

3.4 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 2020 you will be liable for the new rate from 1 September 2020.)

- 3.5 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.

3.6 **For Long-Term stays (three months or longer):**

- 3.6.1 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. The security deposit must be received in full by the Centre before you can receive the keys for a room.

- 3.6.2 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 calculated pro-rata to ensure you only pay the remaining days of the next month. This will ensure that your future licence fee payments will always be due on the first of every month. Once brought into line your licence fee payments must always be settled monthly in advance, on the first of every month.

- 3.6.3 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 is subject to availability. You will be required to give at least 10 business days' notice.

- 3.6.4 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.

- 3.6.5 If you cancel your booking on less than 4 weeks' notice your booking fee will not be refunded.
- 3.6.6 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.
- 3.7 For Short-Term stays (15 nights or longer, but under three months):**
- 3.7.1 You will be asked to pay a booking fee equal to one week's licence fee before the start of your stay.
- 3.7.2 Upon arrival, your booking fee will be used as your first week's licence fee.
- 3.7.3 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.
- 3.7.4 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.
- 3.7.5 If you wish to end your stay before the date given in your application form, you must give 7 days' written notice to the Accommodation 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.
- 3.7.6 You must pay your licence fee weekly in advance.
- 3.8 For Holiday Lettings (14 nights or less):**
- 3.8.1 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 by bank transfer to a UK bank account or by credit/debit card. We cannot refund to a foreign bank account.
- 3.8.2 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.
- 3.8.3 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.

- 3.8.4 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.
- 3.8.5 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.

4. **STUDY BEDROOMS**

- 4.1 Residents are expected to keep their rooms reasonably tidy. Housekeeping staff will enter the room on Wednesday to vacuum the carpet, dust clear surfaces and empty bins. You must provide access to staff. All requests for housekeeping staff 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 9am. 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.
- 4.2 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.
- 4.3 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.
- 4.4 Please unplug hairdryers and mobile phone chargers when not in use as they pose a fire hazard, even when plugged in and switched off.
- 4.5 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.

- 4.6 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.
- 4.7 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.
- 4.8 The use of mothballs is strictly prohibited.
- 4.9 You are not permitted to keep any animal without the prior written consent of the Accommodation Manager.
- 4.10 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 9 'Guests'.

5. ROOM ALLOCATION

- 5.1 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.
- 5.2 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.
- 5.3 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.

6. VACATING ROOMS

- 6.1 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.

- 6.2 You must ensure that all your belongings are removed from your room, shared areas, and all storage areas, and that rubbish is disposed of. Departing residents are asked to take their rubbish and recycling to the Bin Store & Garage respectively, and not fill the room bin, kitchen bin or kitchen recycling cupboard with unwanted items.

Any items left with another resident will be their responsibility to keep in their room and dispose of correctly at the end of their stay.

If you are unable to leave your items with another resident, then you must dispose of them yourself.

If you wish to ship items instead of taking them with you or disposing of them then this must be done prior to your departure. The Centre is unable to assist with storing, holding, or shipping your items after your departure.

- 6.3 **Please do not dump unwanted clothes/shoes or other personal items in the Bin Store, Laundry, Lobby or Garage.** You may take clothes/shoes in plastic bags to the Oxfam bins in Russell Square and Byng Place (just before Waterstones). You may also donate any unopened toiletries, and shoes or clothes in good condition, to the West London Mission (please organise with the Chaplain in good time before your departure). 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 to ask for a collection, which must take place before your departure.
- 6.4 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.
- 6.5 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.

7. END OF RESIDENCE (LONG-TERM RESIDENTS)

- 7.1 The academic year is deemed to run from 1 October 2019 to 30 September 2020 inclusive. 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 soon as possible as rooms thought to be vacant may be re-let.
- 7.2 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 Short-Term stay rates. All other terms, except for the increase in licence fee, shall remain as set out in your licence agreement.

- 7.3 Except for those residents who, in exceptional circumstances, extend their stay into the new academic year, each academic year starts afresh on 1 October.
- 7.4 Your room will be checked by staff as soon as possible after your departure. If considered necessary, staff may also check your room up to 24 hours before departure.
- 7.5 Your security 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.
- 7.6 **You are expected to vacate your room by 10am on the day of departure. Failure to vacate your room by 10am 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.**
- 7.7 **Refund of security 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.
- 7.8 Long-term residents should inform staff in writing how they wish their deposit to be returned after their final departure from the Centre (cash refunds are only possible during office hours and are subject to availability - please see section 3.6.3).
- 7.9 Long-term residents must ensure that the Finance Officer has their **British** bank account details, or their debit/credit card details, in order to arrange their deposit return. The refund will be processed as soon as possible after departure, usually within 10 business days.
- 7.10 Card refunds can only be made to those who have previously made a payment by debit/credit card in the office.
- 7.11 **Early termination: Long-term residents may end the licence agreement on six weeks' written notice to the Accommodation 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 (i.e. in lieu of notice). If you have given notice and your period of stay becomes less than 3 months (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. All other terms, except for the increase in licence fee, remain as set out in your licence agreement.**
- 7.12 **We may end the Licence Agreement on six weeks' notice to you by delivering written notice to your room.**

- 7.13 **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.**
- 7.14 **If you commit an illegal act, harass, or are verbally or physically abusive towards a staff member or another resident, we may end the Licence Agreement on 24 hours' notice to you by delivering written notice to your room.**

8. **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

9. **GUESTS**

- 9.1 **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.**
- 9.2 **Guests may not stay alone at the Centre while their host resident is out. Guests should be escorted to the front door when they leave, remembering to sign out.**
- 9.3 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.
- 9.4 **Residents are not permitted to allow a guest to hold their key fob.**
- 9.5 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.

- 9.6 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.
- 9.7 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 paying for their stay on booking. Please note that 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. **Please return your guest's bed linen, towel and mattress to reception by 10am on the day of your guest's departure.**
- 9.8 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.
- 9.9 Visitors found on the premises after midnight will be deemed to be staying overnight and charged £6.50 or £10 (as applicable).
- 9.10 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 (see sections 7.12, 7.13 & 7.14).
- 9.11 Stays of overnight guests are limited to 4 nights during term-time and 7 nights during vacations.
- 9.12 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 Accommodation 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 Accommodation Manager's right to move the guest or terminate its licence on not less than seven day's written notice. You remain responsible for your licence fee during your guest's stay and the charge for their stay is £13 per night.

10. HEATING

- 10.1 We are committed to conserving energy; therefore, heating will be turned off centrally between May and September (inclusive). We ask residents to switch their heaters off when airing the room and during absences, in order to conserve energy.

11. HEALTH & SAFETY

- 11.1 It is the responsibility of all residents to comply fully with the safety requirements of the Centre.
- 11.2 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.
- 11.3 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** (see sections 7.12, 7.13 & 7.14).
- 11.4 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.
- 11.5 **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.**
- 11.6 Leaving any electrical appliance on may cause a fire. Please turn off all your electrical appliances each time you leave your room. Please unplug hairdryers and mobile phone chargers when not in use as they pose a fire hazard, even when plugged in and switched off. Please also ensure to turn off electrical items in shared areas after use.
- 11.7 **It is forbidden to use candles, incense and humidifiers / dehumidifiers.**
- 11.8 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.
- 11.9 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** (see sections 7.12, 7.13 & 7.14).

12. KITCHENS

- 12.1 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 housekeeping staff to clear up, wash and/or wipe up dishes.**
- 12.2 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.
- 12.3 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.
- 12.4 Residents are responsible for the safe and hygienic storage of their food, both in fridges, freezers and cupboards. Food items stored outside your designated cupboard, fridge or freezer space may be disposed of, as may expired items.
- 12.5 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).
- 12.6 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.

13. NOISE

- 13.1 Noise should always be kept to a reasonable level in all parts of the building. This includes the courtyard, the terrace, and the front of the building.
- 13.2 Please keep all noise (music, TV, conversation, Skype/FaceTime calls etc.) to a minimum after 10pm, whether in your room, kitchen, or other shared space. When gathering in the kitchens, please especially make sure that the kitchen door and windows are kept closed as noise carries easily along the corridor and to the outside of the building.
- 13.3 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 music after 10pm.**

- 13.4 When you are outside on the Terrace or in the 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.
- 13.5 You may be charged if a staff member is called out to deal with a noise situation.
- 13.6 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 (see sections 7.12, 7.13 & 7.14).

14. **NO SMOKING**

- 14.1 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.
- 14.2 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.
- 14.3 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 sections 7.12, 7.13 & 7.14).

15. **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 (see sections 7.12, 7.13 & 7.14).

16. ELECTRICAL APPLIANCES

- 16.1 No heating, cooling, cooking (including rice cookers) or food storage electrical equipment is permitted in your room.
- 16.2 Any personal electrical items kept in your kitchen must be registered with the office, via the Room Inventory form. You must have any appliances you use tested, before you use them in the building. If in doubt, enquire at the office.
- 16.3 Residents are not permitted to install their own routers as they may interfere with the Optify service.

17. DISCIPLINARY

- 17.1 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.
- 17.2 All students are subject to the Centre's procedures and regulations relating to residence in the Centre.
- 17.3 Breaches of health and safety policies include, but are not limited to, the following:
 - 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), and/or tampering with safety equipment (such as carbon monoxide detectors, fire extinguishers etc.)
 - Not evacuating when the fire alarm sounds, and/or not reporting to staff at the assembly point
- 17.4 Any breach as described above will result in the instigation of the formal disciplinary procedure as detailed in sub paragraph 17.5 onwards.
- 17.5 A resident in breach of the Licence Agreement normally shall be issued with a written warning by the Accommodation Manager (except in the case of a serious or significant breach in which case notice under clause 17.8 may be served).
- 17.6 In the event of a further breach of the Licence Agreement a resident shall be issued with a further written warning from the Accommodation Manager.
- 17.7 In the event of a further breach of the Licence Agreement, after having received the two written warnings from the Accommodation Manager under

sub-paragraphs 17.5 and 17.6 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.

- 17.8 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 (see sections 7.12, 7.13 & 7.14).
- 17.9 Notice will have been given by the Centre if a notice is left in the resident's room.
- 17.10 A resident whose Licence Agreement has been ended by the Centre in line with this paragraph 17 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:
- Leaving it in the condition required by this Agreement;
 - Removing all possessions from the room and storage; and
 - Returning their keys to the Accommodation Manager.
- 17.11 A resident whose Licence Agreement has been ended by the Centre in line with this paragraph 17 shall not be permitted to return or visit the Centre without written permission from the Accommodation Manager.

18. COMPLAINTS PROCEDURE

- 18.1 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.
- 18.2 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.
- 18.3 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 if you feel the Code we have signed up to has been broken.

19. SECURITY

- 19.1 Outside office hours a Duty Officer is available for emergencies only. Their contact details will be displayed on the noticeboard next to the front door and on the office door. It is not permitted to contact the duty officer for non-emergencies (such as post, parcels, laundry tokens, new guest bookings etc.). Your Licence with the Centre may be terminated if you continually contact the Duty Officer for non-emergencies (see sections 7.12, 7.13 & 7.14).
- 19.2 Residents must lock their doors when they are out of the room, regardless of the amount of time they will be away.
- 19.3 Residents are responsible for the safe storage of personal belongings and encouraged to obtain their own insurance to meet their needs. The Centre is not responsible for valuables and is unable to insure residents' belongings.
- 19.4 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.
- 19.5 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).
- 19.6 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.
- 19.7 **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.**
- 19.8 The office must be notified immediately if your key fob or mailbox key is lost or stolen. A charge of £20 will be made for each lost key fob and/or mailbox key.
- 19.9 **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. If you let someone in who is not your own personal guest, it is your responsibility to accompany them until their host arrives. This includes delivery drivers, tradesmen claiming to work for the Centre, or personal guests of other residents.**
- 19.10 **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 immediately contact the office or, if outside office hours, the Duty Officer.**

- 19.11 You may not prop open doors for any reason, even if you are close by. All doors are self-closing fire doors and must remain closed. Propping open the front or garage doors would pose a significant security risk.
- 19.12 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.

20. FIRE ALARMS

- 20.1 Please ensure that you read the fire notice in your room.
- 20.2 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.
- 20.3 There will be 3 regular fire drills during the year (and additional ones if necessary).
- 20.4 **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.
- 20.5 Do not use the lifts when the fire alarm is ringing.
- 20.6 Not evacuating when the fire alarm sounds, 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 (see sections 7.12, 7.13 & 7.14).
- 20.7 Please do not use hairspray, anti-perspirant, air freshener, hairdryers or straighteners near the smoke detector in your room (on the ceiling). The smoke detectors are sensitive and can trigger the fire alarm for the whole building to go off, meaning we will need to evacuate and investigate.

21. 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 is carrying out a spot check study bedroom inspection.

22. RECYCLING

- 22.1 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.
- 22.2 Please take recycling from your room directly to the main recycling bins in the garage.
- 22.3 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.
- 22.4 **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. If you are away when it is your turn to do the recycling, please ensure to swap with another resident before you leave.
- 22.5 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 kitchen bins.

23. LAUNDRY

- 23.1 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.
- 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.
- 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 remove your belongings from the laundry room as soon as possible after you have finished so other residents and housekeeping staff can use the space.
- Please return laundry baskets immediately after you have finished with them.

23.2 **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.**

23.3 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.

23.4 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 24).

24. 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 during office hours, please email the Maintenance Manager at mg@lutheran.org.uk.

24.1 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.

24.2 Please note that deductions may be made from your deposit to reimburse the Centre in respect of lost or damaged property.

Maintenance Repair Categories

Priority One - Emergency Repairs

Repairs to avoid danger to health, a risk to the safety of residents or serious damage to buildings

Target: 24 hours from becoming aware of the defect

Priority Two - Urgent Repairs

Repairs which materially affect the comfort or convenience of the tenants

Target: 5 working days from becoming aware of the defect

Priority Three - Not urgent day to day repairs

Repairs which do not fall into the categories above and can wait a short time before they are dealt with

Target: 28 working days from becoming aware of the defect

Priority Four - Planned programmes of work

This is where non-urgent jobs in related trades are packaged together

Target: 4 months from becoming aware of the programme of work being necessary; one to three years for large programmes of work

Please report any maintenance issues by logging them in the maintenance book (kept at Reception) or emailing Mauricio (mg@lutheran.org.uk).

25. OTHER FACILITIES

- 25.1 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. 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.
- 25.2 **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). Shared areas should be left in good condition for the next person to use.**
- 25.3 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.

- 25.4 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).**
- 25.5 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.
- 25.6 During such events, the noise must not disturb neighbours within and around the Centre; and all noise (especially music) **MUST** cease at 10pm. Outside guests should be supervised by the organiser at all times.
- 25.7 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.
- 25.8 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.
- 25.9 Residents are reminded that shared areas, including kitchens and other social spaces, are not intended for storage of personal items. Any personal items left in shared areas may be removed by staff.

26. POST & PARCELS

- 26.1 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.
- 26.2 We can only receive reasonably sized parcels and are unable to assist you with carrying/lifting your deliveries/parcels. Please check with staff if you require further information.

- 26.3 The Centre is unable to accept post or parcels for residents who have not yet arrived. Those moving to the Centre should ensure that any post, parcels or deliveries intended for them are not delivered until after their contracted arrival date.
- 26.4 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.
- 26.5 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.
- 26.6 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.

27. BICYCLES

- 27.1 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.
- 27.2 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.



Welcome Home

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www.facebook.com/ILSCofficialpage

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