



International
Students House

HANDBOOK 2019/2020



Introduction

Welcome to International Students House! In this booklet you will find key information relating to your accommodation and our community, as well as the rules of the House. We hope that this helps answer any questions you may have on arrival and that you can refer to it throughout your time at ISH.

International Students House is a unique place: a charity housing students of more than 85 different nationalities (including British), from on average 40 different London Higher Education institutions and studying at all levels from Bachelor's degrees to PhDs and beyond, making it a very interesting and vibrant place to live. Our friendly staff are all here to help you settle in and adjust to your new life in London.

2019-20 promises to be an exciting year for ISH: having already completed work on the refurbishment of Wills House, we plan to move on to improving the rooms in the main Great Portland Street Building, starting with the first and second floors, whose residents will be relocated to Mary Trevelyan Hall from September to mid-November. They will then move back to brand new, 21st century student rooms fitted out to a standard that will rival many other London student accommodation providers. The refurbishment will then move to the higher floors in the main building. We are aware that doing this work during term-time may cause some noise and inconvenience to residents and we apologise in advance for that, but we hope that you will agree that the improvement to your rooms will make it all worthwhile for this year and the future.

In addition to this guide, there is a wealth of information on the ISH website, a number of welcome and orientation events for you to attend, and many other activities throughout the year to enable you to make the most of your time at ISH.

I look forward to meeting you soon after you move in to your new home and if I can assist with any further questions you may have, please do not hesitate to contact me.

Dr Sharon Bolton
Dean of Student Life

I. Contacts

There are a range of people at ISH who are available to assist or signpost you to other sources of support.

- **Duty Manager:**

A member of staff is on call 24 hours a day and 365 days a year. They will be your first port of call for a multitude of issues and are here to help you and to maintain security. You can contact the Duty Manager on ext 8375 (dial 0 after 11pm) or their email address (dutymanagers@ish.org.uk).

- **Resident Advisor** (you will be notified after your arrival of their name and contact details):

Your Resident Advisor is a student who previously lived at ISH for at least a year and is here to help you feel comfortable in your new community. There will be one RA for each floor and they will introduce themselves to you soon after they move back to ISH. Join your floor Facebook group and keep in touch with them – they are an invaluable source of information, help, support and advice. They will keep you informed about everything that is happening at ISH, so that you can get involved.

- **Dean of Student Life:**

The Dean of Student Life is Dr Sharon Bolton. She provides confidential welfare support to residents, no matter the issue. Whether it's navigating new bank accounts and phone contracts to serious mental health issues, Sharon is a sympathetic and non-judgemental source of support to residents. You can contact her on her email (s.bolton@ish.org.uk) or you can pop in to her office if you find the door open!

Some important contacts outside of ISH:

- **ASK4** (ISH's wi-fi provider) dial 0114 303 3232 support.ask4.com
- Dial **111** for **medical advice** in nonemergency cases
- Dial **101** to contact the **police** in a nonemergency case
- Dial **999** for all emergencies (**police, fire, ambulance**) but please contact a Duty Manager first if the emergency is on site
- **UKCISA** (UK Council for International Student Affairs) www.ukcisa.org.uk
- **Nightline** (confidential student to student support) 0207 631 0101
- **Student Minds** (the student mental health charity) www.studentminds.org.uk/



2. Your Stay at ISH – tips and general information

SAFETY AND SECURITY

London is generally a safe city and we hope that you will feel secure during your time at ISH. It is, however, important that you take some common sense measures to keep yourself and your belongings safe:

- The emergency number in the UK is 999 and this can be used to call the Police, Ambulance and Fire Service. It should only ever be used in a real emergency (if somebody's life or property is in danger).
- If the emergency takes place on ISH premises, please alert the Duty Manager (ext 0 / 8375) before calling 999
- In a non-emergency situation call 101 to contact the police, report a crime etc.
- Do not give your bedroom key to anyone. If it is lost or stolen, please report it to the Duty Manager.
- **Please do not let intruders into the building. Be aware of anyone who is behind you as you are entering the residence and do not allow unknown people to follow you in to the accommodation area.**
- Wear your ISH keycard and green lanyard so that you are easily identified as a resident
- Report any person acting suspiciously in or around ISH to the Duty Manager or a member of staff.
- If a suspicious object is found, do not move it or touch it, but report it immediately to the Duty Manager or any member of staff.
- Do not carry large amounts of cash or keep it in your room.

- Always keep your valuables in a safe and secure place in your bedroom, ideally a lockable drawer if you have one. International Students House does not take responsibility for any lost or stolen items.
- Keep your room door locked when you are not present in the room, even if you only leave the room for a few minutes. If any items are stolen from an unlocked room, your insurance cover is not valid.
- Never leave your belongings unattended in public places: always keep a close eye on your bags.
- If you need to prove your age in a shop, pub or club, it is recommended that you buy a PASS card, rather than carrying your passport or Biometric Residence Permit (BRP) with you. You are not required to carry your passport or Biometric Residence Permit (BRP) by law and the PASS card is much easier and cheaper to replace if it gets lost. www.pass-scheme.org.uk
- We recommend that you travel around London in a group, especially at night or if you have been drinking alcohol. Always make sure that you use a licensed taxi company: <https://tfl.gov.uk/modes/taxisandminicabs/> or travel in a London 'Black Cab'.
- Please exercise care when using ATMs around London, shielding your pin number from others.

The British Council's 'Creating Confidence' guide contains detailed advice about staying safe in the UK and can be downloaded from <https://study-uk.britishcouncil.org/planning/advice-support>

ALCOHOL AND DRUGS

ISH has a legal responsibility to provide a safe and healthy environment for students, staff and visitors. ISH will not condone the possession or supply of any form of drugs and is opposed to the excessive consumption of alcohol. Drinking alcohol in the lobby or the immediate areas outside of our buildings is not permitted.

The use and supply of illegal drugs is a criminal offence in the United Kingdom. For information on UK drug laws, please see <http://www.drugwise.org.uk/whataretheukdruglaws/>

ISH reserves the right to enter your room to carry out searches and testing for illegal substances. ISH will take appropriate disciplinary action in the case of the use, possession or supply of illegal drugs and in the case of unacceptable behaviour arising from excessive consumption of alcohol. This may range from a verbal reprimand to expulsion from ISH and legal action.

SMOKING

It is forbidden to smoke in all public places in England. You could face a large fine if you smoke in prohibited areas. Similarly, it is illegal to smoke in ANY part of International Students House apart from the designated smoking areas outside the residence. Any resident found smoking in the building or covering up smoke detectors will face disciplinary action and a fine of £50. This also applies to vaping and the use of e-cigarettes. Continuous violation of the rules on smoking will result in severe disciplinary action being taken.

BICYCLES

Some storage for bicycles is available but there are no parking facilities for students with cars or motorcycles. The Duty Manager can issue a bike shed key in return for a £10 deposit. All bicycles stored in the bike shed are left at the owner's risk and ISH cannot be held responsible for any theft or damage. Bicycles should only be left in the bike sheds and are not permitted in rooms or any communal areas (including corridors, stairways or fire exits). Bicycles should not be chained to any railings or lampposts: any that are stored in this way, or left in hazardous places, will be removed.

As in any capital city, there is a lot of road traffic in London. Although it is not a legal requirement, we strongly recommend that you wear a cycle helmet. For more cycle safety tips, see

<https://tfl.gov.uk/travel-information/safety/road-safety-advice/driving-and-cycling-safety#on-this-page-4>





CATERING

The Common Room is located in the basement of the Great Portland Street Building, serving low-cost meals to residents and guests. Breakfast / brunch is complimentary for all residents.

You can choose a maximum of 4 (hot or cold) items plus 2 slices of toast and complimentary tea / filter coffee.

Opening times are:

- **Breakfast:** Monday Friday 07:30 – 10:00
- **Brunch:** Saturday and Sunday 08:00 – 12:00
- **Dinner:** 18:00 – 20:00

Lunch is served from 12:00 – 14:00 in The Thirsty Scholar on the ground floor of the Great Portland Street Building.

CLEANING

Residents are required to keep their room in a respectable state of living: failure to do so may result in disciplinary action or a fine. Please also leave all communal areas (kitchens and bathrooms) in a condition in which you would like to find them. Leaving communal kitchens and bathrooms in an unacceptable state, eg blocking toilets, will be considered vandalism of ISH property and is a disciplinary matter.

Each bed will be made up on arrival. Residents are responsible for laundering their own bed linen or they may purchase a full linen change service at a cost of £10 per week. This can be arranged via Reception and must be booked on a termly basis (must be all residents or none in shared rooms). Extra linen packs are available for purchase through the Shopping Basket on ISH's Accommodation Portal.

Bedrooms will be vacuumed and rubbish bins with non-recyclable items will be emptied on a weekly basis. See the schedule on notice boards on your floor for details of the day when your room is cleaned. If bins contain recyclable items (paper, glass, plastic and tin) they WILL NOT be emptied until the recyclable items are placed in the recycling bins provided on each floor. If additional emptying of bins is required then residents are requested to leave their bins outside of their rooms between the hours of 9am to 11.30am, Monday to Friday. Bins will be emptied and placed back inside the bedroom doors.

Our housekeeping staff will not move your belongings, so if an area of your room is not clear, it will not be cleaned. Residents are not allowed to put No Cleaning / Do Not Disturb notices on doors. Housekeeping will ignore these notices and still enter on the designated cleaning day and check. Where bedrooms have ensuite facilities, the bathrooms will be cleaned by the housekeeping staff once a week. Please make sure you leave doors open in internal bathrooms when not in use, to help with ventilation.

Do not leave open (or easily opened) packets of food in your room without placing them in plastic storage boxes, as there is a risk that they will attract pests, such as mice. ISH provides every resident with a set of plastic food storage boxes to help prevent any infestations. Please also remove and wash dirty cups, plates and cutlery from your room when you have finished using them. Put all food waste in kitchen bins, which are emptied daily.

COOKING AND APPLIANCES

Cooking is not permitted in student bedrooms. There is a large communal kitchen on the 5th floor (GPS) and in Wills House basement. These kitchens are open from 06.00 until 02.00. There are also kettles, toasters and microwave ovens available in the kitchenettes on some floors.

Safe usage of microwave ovens:

- Follow the instructions on your food packaging. In particular, pay attention to the wattage of the microwave oven
- Do not use metal or foil containers as they will cause a short circuit or an explosion
- Do not re-heat pizzas in cardboard boxes, or food wrapped in paper
- Always use microwaveable plates or containers
- When using cling film or cooking with a cover, please provide a vent hole and open carefully after cooking to avoid steam burns
- Allow food to sit for 1-2 minutes after being removed from the microwave as it will still be cooking

Never leave any of your cooking unattended. If a member of ISH staff finds an empty kitchen / kitchenette with unsupervised food cooking, they will switch it off in the interests of safety. Note that kitchen and kitchenette doors should not be propped open: they must be closed at all times to comply with fire prevention regulations. Kettles should only be used to boil water, nothing else.

The use of any heat generating devices or cooking appliances is expressly forbidden in the bedrooms, e.g. additional heaters, microwaves, hobs, toasters, rice cookers etc. ISH reserves the right to confiscate such items which will then be returned to the student upon their departure. Hairdryers and kettles are permitted in rooms.



DAMAGE TO PROPERTY

Residents are responsible for the contents, fixtures and fittings of their room. All problems with the accommodation must be reported upon arrival. If it is found later in the term that there has been any damage to the contents, fixtures or fittings the student will be liable for any replacement, repair or cleaning costs. This will need to be paid within two weeks of being charged. Residents shall notify any damage, breakage or repairs necessary within their room online via the ISH portal. Residents will be required to pay for any damage for which they are deemed responsible. In the case of shared rooms, if no individual admits responsibility, costs will be shared between all students in the room.

ISH reserves the right for authorised members of staff or its nominated representatives to enter and inspect accommodation as necessary to undertake any maintenance and clean rooms.

DATA PROTECTION

ISH collects and processes your personal data as part of your application to live at ISH, when allocating your accommodation and registering you as a resident. This will be done in accordance with UK data protection laws and we will not disclose any information about you to a third party without your consent. ISH is required to pass on the personal details (name, room number, nationality and date of birth if under 18) of residents from Britain, Ireland, other EU countries or Commonwealth countries to Westminster Council for inclusion on the electoral register.

ELECTRICAL SAFETY

Electrical safety and fire prevention is a priority for ISH. Please do not trail electrical extension leads around your room, as this could be a trip hazard. Do not overload sockets with multiple adaptors as this is a fire risk. Electrical equipment should be switched off and unplugged when you leave your room.

Portable Appliance Testing (PAT) will be carried out across ISH within the first few months of the academic year. If you buy any new appliances later in your stay, please inform the Duty Manager so they can be checked for electrical safety.

FAULTS

Should you have a Maintenance fault in your room you should report the problem via the ISH portal: <https://ishl.starrezhousing.com/StarRezPortal>

For internet issues, please contact Ask4: support.ask4.com or call 0114 303 3232

FIRE SAFETY INFORMATION

All rooms are fitted with smoke detectors for your safety. Covering up or tampering with smoke detectors endangers the lives of all residents and is a criminal offence. Anyone found to have covered or tampered with the smoke detectors, fire extinguishers or other fire safety equipment will face severe disciplinary action and possible dismissal from ISH. ISH reserves the right to fine any resident who regularly sets off the smoke detectors due to their negligent behaviour, though we do understand that steam from showers and hairspray or deodorant can sometimes accidentally activate an alarm.

All fire doors in corridors should be kept closed (not propped open) and should not be obstructed in any way. No naked flames at all are allowed, in particular candles, incense sticks, oil burners, etc.

When the fire alarm sounds, please remain calm and do not panic, but stop what you are doing and evacuate the building immediately using the nearest available exit. Although the alarm may be silenced initially (usually after around 10-15 seconds), you should still proceed to evacuate the building.

To evacuate the building, make your way quickly and in an orderly fashion to the nearest available exit (DO NOT use the lift) and go directly to the Assembly Point. Do not stop to collect your bags, laptops etc. Do not attempt to re-enter the building at any time until the ISH Fire Manager or the London Fire Brigade confirm that all is clear and that it is safe to re-enter the Building.

Assembly Point locations for Great Portland Street:

1. In front of Pizza Express on Great Portland Street or
2. (if it is not safe to evacuate through the car park) Park Crescent

If you discover a fire, please remain calm and do not panic. No personal risk should be taken. Activate the fire alarm at the nearest “break-glass” point. Inform the Duty Manager of the location and nature of the fire.

Dial 8375 from any internal phone. **IF IT IS SAFE TO DO SO**, tackle the fire with the appropriate equipment, but **ONLY** do so providing the fire:

- is not bigger than a small waste bin
- and the exit door is behind you and in sight

If fire and smoke increase, leave immediately via the nearest exit and update the Duty Manager.

A weekly fire alarm test will take place at the following time: Monday morning, 9.00 am
The alarm will sound three times for about 5-10 seconds each time after which it will be silenced. If it continues to sound, it is not a test and a full evacuation will be required. There will be at least one full fire drill during the academic year to check your knowledge of evacuation routes.

GAMES ROOM

ISH provides its residents with gaming facilities at three locations:

- 5th Floor Kitchen – X-box
- 3rd Floor common room – X-Box & PS4
- Wills House Kitchen – PS4

HEATING TIMES

The heating in our buildings is controlled centrally and there will be periods during weekdays when the heating is not switched on as this would be when most students are at university. Currently, the heating times are as follows:

From 1st October

- Monday – Friday: 6:00am - 9:00am and 6:00pm - 10:00pm
- Weekends: 6:00am - 11:00am and 2:00pm - 10:00 pm

From 1st April, heating is traditionally switched off. At times of unusually cold (or hot) weather, adjustments may be made to heating times.

INSURANCE

ISH has a block insurance policy which is available for all residents from the time of departure from your home country. If you need a copy of this policy (e.g. for Travel Club trips, or in the case of stolen items) please request this from the Dean of Student Life.

KEY CARDS

All residents are issued with key cards to access their rooms and the entrances to the buildings. On arrival you will be required to pay a £10 key deposit. The card acts as a membership card and must be worn using the lanyard provided when on the premises. Cards should not be given to another person.

Anyone found disregarding this will automatically put their tenancy under serious risk of termination.

Repeated lock-outs requiring the assistance of a Duty Manager may lead to disciplinary action. There is a charge of £15 for lost or broken key cards. If a card is stolen this charge is waived on production of a crime reference number obtainable from the police. You will receive your key deposit back upon departure providing you check out before 10:00 am.

KITCHEN LOCKERS

ISH has a number of kitchen lockers that students can rent during their stay. If you wish to do so, please see the Duty Manager to check availability and if a locker is available to use, you will need to pay a refundable £10 deposit at Reception. Once the payment has been made, the Duty Manager can issue you a key. Please note that you will forfeit your deposit if the key is lost. Residents are also required to clear their lockers no more than a day prior to their departure. If you would prefer to share a kitchen locker, that is also possible. We allow two residents maximum to share a locker.

LAUNDRY

The laundry room is in the basement of Wills House. The provider is called Circuit Laundry: www.circuit.co.uk Visit their website to download the app which will operate the machines, as well as for handy hints on how to use the machines, top up your account, and to report any faults with the machines.

You will need to provide your own detergent: the recommended type is liquid tablets. Please do not overload the machine as this will affect the quality of the wash and could damage the machine. Cleaning the tumble dryer's filter before use will also improve efficiency. Please be considerate to other users and remove your laundry from the machine as soon as possible after the wash / drying has finished.

LOST PROPERTY

If you think you may have lost property in the building or have found something belonging to someone else, please report this to the front desk.

LUGGAGE STORAGE

The luggage storage room is open daily from 9:30am to 10:30am and 8:00pm to 9:30pm. Please contact the Duty Manager when you are ready to leave your bags in storage.

We can store 3 items (up to 20kg in weight each) for a maximum of 3 months free of charge for returning residents. You can store a maximum of 2 extra items at a charge of £20 each. You are responsible for delivering and collecting the luggage, so please make sure you are able to lift it. Please deposit and collect all items at the same time. Each item must be closed/locked/sealed and labelled with your name, room number and return date. Please use suitcases, cardboard/plastic boxes, or strong laundry-type plastic bags ONLY. All items are left at your own risk.

MAIL / MESSAGES

All regular mail will be sent straight to your pigeonhole, so please check this frequently. It is possible to have parcels delivered to ISH, but please keep this to a minimum as storage space is limited. When placing any online orders please ensure that you give your full address including your room number, as well as your full name. Registered mail, large items and parcels are kept at Reception and an email will be sent to you when your package is ready to be collected. Please collect your items promptly and note that ISH cannot take responsibility for lost or damaged items.

NOISE

Noise is to be kept to a minimum in the residence areas and public areas between 11:00p.m. and 8:00a.m. Failure to comply with this rule will result in Disciplinary Action. If you are disturbed by excessive noise during the ISH Quiet Times, please report it to the Duty Manager.

PAYING YOUR ACCOMMODATION BILL

The rent for the full year must be paid in advance or upon arrival. Any other arrangement must have a prior written agreement from the Front of House Manager. Outstanding payments will be notified in writing. Payment for the next period must be made prior to accommodation credit running out. Any student with an account that is not in credit will be liable for administration costs. Accounts can be viewed online via the ISH portal at ISHPortal.org.uk.

RECYCLING

Labelled recycling bins are provided on each floor within the residential areas of the house. Students are encouraged to put their recycling into the correct bins. Housekeeping staff empty the bins on a regular basis.

ROOM MOVE REQUESTS

If during your stay at ISH you want to change rooms for whatever reason please see the Accommodation Office. They will ask you to fill in a room move request form, your name will be added to the waiting list, and when a room becomes available, they will contact you with a moving date.



STUDY ROOM/MUSIC PRACTICE ROOM

A dedicated study room can be found near the entrance of GPS building. Alternatively, the conference rooms up the main staircase can be used for quiet study when they are not in use by external clients – please speak to the Duty Manager to check availability before you would like to use space in one of the rooms and sign in so you can be given a key card. There is a piano in the Gulbenkian Room at Great Portland Street, which can be used by suitably qualified musicians and when the room is not in use or set up for another purpose (please check with the Duty Manager). Students with their own instruments can use any available room for music practice, including the Green Room in the basement

The following general standards of behaviour must be observed in study rooms:

- Consumption of food and alcoholic drinks is not allowed inside the study rooms.
- Appropriate clothes and shoes should be worn at all times (no pyjamas).
- When finished using a study room, the resident(s) must leave the room clean, switch off the lights, air/con (when applicable), and shut the door.
- Student/s can be vacated from the room at any time if requested by a member of the Conference Department or Duty Manager/Front Desk teams.
- Study rooms can be used only from 08:00 to 00.00. Overnight stay is not allowed.

TV Licence

If you have a television in your room or you watch or record television programmes (either live or catchup / on demand) e.g. online or on a laptop/tablet, games console or mobile phone, then you will need to purchase a TV licence.

Please visit www.tvlicensing.co.uk/studentinfo for more information. The televisions in our bar and common rooms have TV licences, but if you have a television in your room, then you will need to obtain your own TV licence.

If you receive an enforcement letter from the TV licensing all you need to do is go online and declare that you do not watch any television (if that is the case)

Term Dates 2019 - 2020

- ISH Academic Year: 14 September 2019 to 20 June 2020
- Autumn Term: 14 September 2019 to 14 December 2019
- Christmas Holidays: 14 December 2019 to 4 January 2020
- Spring Term: 4 January 2020 to 4 April 2020
- Easter Holidays: 05 April 2020 to 25 April 2020
- Summer Term: 26 April 2020 to 20 June 2020

VACATING YOUR ROOM DURING AND AT THE END OF YOUR STAY

Your accommodation booking is for 40 weeks including the Christmas and Easter vacations. If you wish to vacate your room during the official ISH holiday times (see term dates above), ISH will try to sell the space to a short term guest and will credit your account for any nights sold. Prior to the end of each term all residents will receive an email asking if they will be vacating their accommodation over the holiday period: please ensure you respond to this email within the deadline stipulated. Any amendments to holiday or departure dates must be made in writing (email) to the Accommodation Office.

All residents must check out at GPS reception before 10.00 am on the day of departure. Checking out after 10.00 am forfeits the key deposit and may result in an extra night's charge. You should leave your room in a clean and tidy condition, with all rubbish and recycling appropriately removed. Failure to do this, or the discovery of any damage to the furniture and fittings in your room could result in the loss of your security deposit.

Any student leaving and not returning may collect their security deposit from the Finance Office. Please be aware that the Finance Office is closed at weekends and has limited opening hours during the week, so do check in advance. To obtain the security deposit refund a photo I.D. is required e.g. passport. Any outstanding balance will be deducted from the security deposit.

When you leave ISH, please make sure that you set up postal forwarding arrangements as ISH cannot do this on your behalf.



3. YOUR STAY IN LONDON

We hope your stay in London is a memorable one. For your ease and safety, please see the following key information:

ATM

A free to use ATM or cash machine is available in the main foyer at the Great Portland Street Building. Please exercise care when using other ATMs around London, shielding your pin number from others.

BANK ACCOUNT

To open a bank account, you will need your passport, your visa (if applicable) and a bank letter. ISH's main reception in the Great Portland Street building can provide you with a letter to open a bank account, proving your address in London, but we cannot give details of your course title or duration (a letter with this information can be requested from your place of study). For guidance and links to documents comparing banks, see

<https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Opening-a-bank-account>

ONLINE RESOURCES

To help you learn more about living and studying in London check out www.greatbritishmag.co.uk a digital magazine for international students.

PREPARE FOR SUCCESS

Prepare for Success is a web resource for international students preparing to study in the UK. It contains activities covering topics such as the differences in study styles and teaching methods used in UK universities, and the challenges in adapting to study and life in English. <http://www.prepareforsuccess.org.uk/>

DOCTORS AND HEALTH

In an emergency there are qualified firstaiders available at all the ISH sites, usually the Duty Manager (call 0 for assistance). All long term ISH residents should register with a doctor (also known as a General Practitioner or GP), either close to their residence or on campus. Please do this soon after you arrive at ISH, rather than waiting until you fall ill. You will need to show the Health Centre your passport or ID card, as well as a letter from ISH or your university confirming your London address.

There are a number of local Health Centres where long-term ISH residents can register:

Marylebone Health Centre, 17 Marylebone Road, NW1 5LT <http://www.marylebonehealthcentre.co.uk>

Fitzrovia Medical Centre, 31 Fitzroy Square, W1T 6EU
<http://www.fitzroviamedicalcentre.co.uk/> or

Cavendish Health Centre, 53 New Cavendish Street, W1G 9TQ
<http://www.cavendishhealth.nhs.uk/>

Under the UK's National Health Service (NHS), GP consultations are normally free of charge for students on courses of more than six months but you will be charged for any prescribed medications (currently £9.00 per item).

Minor illnesses (colds, flu, headaches etc.) can often be treated with medication purchased from a pharmacy. Pharmacists are trained to recognise and advise on a range of common health conditions and will recommend treatment or refer you to your GP as necessary. See

<http://www.nhs.uk/livewell/pharmacy/pages/commonconditions.aspx> for more information.

Short-term students (in the UK for less than 6 months) should have their own medical insurance as they will not normally be able to register with a GP, but can consult with pharmacists or access the emergency services.

The NHS also has a series of Walk-in Care Centres around London. The nearest one to ISH is the University College Hospital, at 235 Euston Road NW1 2BU.

VACCINATIONS

If possible, you should obtain the Measles, Mumps and Rubella (MMR) and the Meningitis C vaccinations before coming to the UK. If you cannot get these in your home country, please arrange to be vaccinated as soon as you have registered with a doctor.

See UKCISA's useful guide to healthcare in the UK at: <https://www.ukcisa.org.uk/Information-Advice/Studying-living-in-the-UK/Health-and-healthcare>

MENTAL HEALTH

Adjusting to student life in London can be exciting but also stressful at times. There is no need to suffer in silence – talk to a good friend, or your Resident Advisor, if you are feeling homesick, lonely or depressed. You will probably find that you are not the only one who feels like this sometimes. Most universities have good Counselling or Psychological Services, or you can access support via your GP. In addition, the Marylebone Health Centre has a Healing and Counselling Centre, where students might be able to get some low-cost counselling. If you notice that another resident is behaving differently, isolating him/herself from others, or becoming very emotional, please do not ignore it but encourage them to speak to their RA or a member of staff at ISH or at their university. In extreme cases, where you think there is a safety risk to a particular student or to others, please report immediately to a Duty Manager or the Dean of Student Life.

SEXUAL RELATIONSHIPS

We want all of our residents to feel comfortable in their relationships and not subject to any pressure from their peers or partners to behave in a particular way. The legal age for all sexual relationships in the UK for both men and women is 16 and you may find that attitudes to sex are different to those in your home country, e.g. in the UK it is illegal to discriminate against a person because of their sexual orientation.

If you are sexually active, you should practise safe sex and use contraception consistently to avoid unplanned pregnancy and Sexually Transmitted Infections (STIs). You can obtain free contraception at your University's Students Union, from your local Family Planning Centre or from your GP. Appointments with a doctor or nurse about contraception are free and confidential.

If you had unprotected sex or if you think your contraception might have failed, you should seek advice on emergency contraception from your GP or pharmacist as soon as possible. Access some useful help and advice on the Family Planning Association website: <http://www.fpa.org.uk/> or from the NHS: <https://www.nhs.uk/live-well/sexual-health/>



4. ISH POLICIES

4.1 GUESTS

We want you to feel at home at ISH, but equally we want to know who is on the premises at all times, for the safety of all our residents and so that everyone can be accounted for if there is an emergency evacuation. Residents are welcome to invite non-residents to visit them at ISH, but please familiarise yourself with the rules below.

ALL GUESTS

1. All guests must be registered with Front Desk staff at Reception, by signing the Guest Register each time they enter or leave the building. Don't forget to sign your guest in and out.
2. Residents must accompany their guest at all times during the visit, including escorting them to the main entrance when they leave to ensure that they sign out. Failure to do this would be considered a breach of House Rules.
3. Guests must behave in an appropriate manner towards all residents and staff and comply with ISH House Rules. Residents are responsible for the behaviour of their guests and are financially liable for any damage they might cause. The Duty Manager has the right to ask guests to leave if they are not behaving appropriately.
4. Residents in shared rooms must ALWAYS seek their roommate's permission before bringing a guest to a shared room. When a shared room has only one occupant, the empty space is not free for your guest to use: it must be pre-booked and will incur a short stay guest price.

DAY GUESTS

5. You may sign in a day time guest between 9am and 11pm. The maximum number of day guests in a bedroom is 2 and in communal areas 4. They must leave the premises and be signed out before 3am.

OVERNIGHT GUESTS

6. Any non-residents who remain on the premises after 3am are overnight guests. The maximum number of overnight guests is 1 per resident at any one time and guests will be permitted to stay for a maximum of 3 nights in a 7 night period at no charge. For longer stays, permission must be sought in advance from the Dean of Student Life or the Front of House Manager and a charge may apply.

7. An overnight guest should be booked in advance via the GPS reception (between 8am and 10pm). You will be given an Overnight Guest Pass for your guest. They still need to sign in (and out) daily on the Guest Register on entry and exit from the building. Overnight Guest Passes are not transferable between residents.

8. We understand that it is not always possible to book overnight guests in advance. In exceptional circumstances, it will be at the discretion of the Duty Manager to grant permission for overnight guests after 10pm. This will be permitted for residents in single rooms only and for one night at a time only.

9. There are no limits on the number of separate visits you may have and there are no charges for advance-booked visitors staying for up to 3 nights, unless additional bedding is required. If the guest requires a mattress, a charge of £10.00 per night will apply. Please note that if booked on the day, mattress delivery is subject to availability of a porter.

10. ISH has a number of short stay rooms which are also available for guests and can be booked via the Accommodation Office (charges apply).

11. If any resident is found to be abusing the Guest Policy in any way, eg by having a permanent or semi-permanent visitor, then disciplinary action will be taken and additional charges will apply.

4.2 COMPLAINTS PROCEDURE

We hope that you will be happy in your new home but we know that sometimes things go wrong. Please let us know so that we can attempt to resolve issues for you if possible.

A complaint is a statement that something is unsatisfactory or unacceptable and requires action or redress. If you wish to make a complaint about your experience at ISH, you should first try to resolve the matter informally with the person who has caused the complaint, particularly if that person is another student. You can enlist the support of your Resident Advisor, who can try to mediate and solve the problem.

You (or your RA) may decide that it is appropriate to report the complaint to a Duty Manager. This can be done verbally or in writing, as you prefer, and the Duty Manager will do their best to resolve the issue promptly or refer on to the appropriate person for resolution.

All formal complaints must be submitted in writing to the Dean of Student Life (s.bolton@ish.org.uk), no later than one calendar month after the date in which the incident occurred. Please also give an indication of what attempts you have made to resolve the issue and what your ideal solution would be. Complaints logged in writing will be acknowledged within 5 working days and investigations will be undertaken with a view to drafting a full response as soon as possible but within no more than 28 days from receipt of the original written complaint.

4.3 DISCIPLINARY PROCEDURE

International Students House aims to achieve a respectful, tolerant, well-balanced and happy community. However, with so many young adults living together and many of them away from home for the first time, certain boundaries of acceptable behaviour must be established, along with penalties for those who breach these rules, by for instance disrespecting their fellow residents, ISH staff, ISH's neighbours or ISH property. Examples of unacceptable behaviour include:

- Smoking in your room or in other parts of ISH Buildings
- Repeated disregard of Quiet Time rules
- Intentional damage to ISH property
- Tampering with fire equipment, detectors and alarms
- Abusive language or physical violence towards staff or other students
- Posting abusive or defamatory comments on social media or websites
- Bullying or harassment of any kind
- Theft from ISH or from others
- Possession, use or supply of illegal drugs (including cannabis)
- Excessive consumption of alcohol and anti-social behaviour

(note that this list is not exhaustive)

Disciplinary action will be taken against any resident who is in violation of ISH rules or whose conduct has a negative impact on the reputation of ISH. The action taken will depend on the nature of the incident, but please note that ISH reserves the right to terminate tenancy should a resident persistently through anti-social behaviour, disruptiveness and infringement of House Rules, seek to discredit ISH.

The disciplinary process would normally be instigated with a violation of House Rules being reported either to a Duty Manager or to the Dean of Student Life.

A note of all breaches of House Rules will be kept on a resident's record. Multiple breaches will lead to heavier penalties and will be taken into consideration e.g. if the resident applied to remain at ISH for another year. In the case of smoking offences, where compelling evidence is present, a £50 fine will normally be imposed on the spot, without the need for any further investigation. In other cases, the accused student will be invited to a meeting with the Dean of Student Life, so that further investigation can be conducted. The conclusion to a disciplinary investigation could be either an informal (verbal) caution, a formal (written) warning, or a final written warning. This could be accompanied by a financial penalty (usually a £50 fine) or the imposition of some community service. In extreme cases, or where there has been repeated incidences of misconduct, the disciplinary action could result in termination of the resident's tenancy with ISH.

Where a decision to terminate occupancy has been reached, a date by which the resident must move out will be specified (usually one month from the date that the decision is communicated in writing), as well as whether any pre-paid fees or deposit will be returned. However, any further breaches of house rules during this time will result in the resident being given 48 hours to leave.

Any student has a right to appeal against a decision to terminate their tenancy at ISH. This may be done by writing to the Chief Executive within 5 working days of the original decision. The Chief Executive may choose to call an Appeal Hearing, or may base their decision on written evidence received. In all disciplinary matters, the Chief Executive's decision is final and is not subject to any further appeals.

4.4 HARASSMENT POLICY

International Students House condemns any form of harassment, and undertakes to ensure that all staff, resident and non-resident members, alumni and guests are aware of and abide by both its policy and the established procedures for dealing with such instances.

Definition of Harassment

Harassment is behaviour which is unwanted, uninvited and unacceptable to the recipient.

Harassment is defined by the impact on the recipient, not the intention of the behaviour. Harassment is unwanted conduct based on sex, race, disability, religious beliefs, political opinion, sexual orientation or any other behaviour which causes discomfort or humiliation to the recipient or creates a threatening, hostile or intimidating environment. This can include unwelcome physical, verbal or non-verbal conduct.

Examples of such behaviour include:

- Physical conduct ranging from touching to serious assault.
- Verbal and written harassment through jokes, racist remarks, offensive language, gossip and slander, threats, letters.
- Visual display of posters, graffiti, obscene gestures.
- Isolation or non cooperation, bullying.
- Coercion, including pressure for sexual favours.
- Intrusion by pestering, spying, following, etc.
- Attacks or other comments posted via any form of internet or social media site.

All accusations of harassment will be investigated and dealt with appropriately.

5. FUNDING: OPPORTUNITIES AND ADVICE

ISH Scholarships

All ISH scholarship applications must be made through our partner institutions – these are mostly London universities and colleges. A full list is available on our website. ISH does have a few opportunities for students to receive hardship funding and/or advice on funding and budgeting, alongside community welfare projects.

Mary Trevelyan Hardship Fund

The Mary Trevelyan Hardship Fund is a grant or a loan of up to £1,000 available to students in London who have found themselves in unexpected financial difficulties during their studies. Applications are accepted throughout the year. The eligibility and application details are available on the following link:

<https://ish.org.uk/the-mary-trevelyan-hardship-fund/>

Davis Projects For Peace

As a member of the International Houses WorldWide Organisation, ISH residents are able to participate in the Davis Projects for Peace initiative: <http://www.davisprojectsforpeace.org/> where students are selected to be awarded \$10,000 to undertake a summer project that contributes to peace in the world. In recent years, ISH residents have received 1-2 awards per year. Proposals must be submitted via the Dean of Student Life in January in the year that the summer project will be conducted, with successful bids announced in March / April and final reports to be submitted in early September. A Davis Peace Project is a great opportunity to develop your transferable skills and do some good in the world and is something unique that most other residences in the UK cannot offer.

Financial Problems

The Dean of Student Life can signpost you to advice on budgeting and financial matters. A good place to start is the International Student Calculator see <https://international.studentcalculator.org/>

See also the Student Beans website for a range of student discounts that you can access: <https://www.studentbeans.com/uk>

In some circumstances, students may apply for financial support from ISH's Mary Trevelyan Hardship Fund.

If you are considering taking a parttime job, ISH advertises parttime and temporary job vacancies. **Check <https://ish.org.uk/work-with-us/>**





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