



International
Students House

Residents' Handbook

2026-27

229 Great Portland Street

Welcome



220+

residents living at ISH Great
Portland Street & Wills House



36

higher education institutions
where our residents study a range
of subjects, in 2025-26



60+

nationalities living, eating and
studying together under one roof



I am delighted to welcome you to International Students House for the 2026-27 academic year.

International Students House (ISH) is a charity that believes every young person deserves the opportunity to succeed, whatever their background.

ISH has a long history of supporting a diverse group of students from all over the world, studying at a variety of London Universities. We have offered students a safe home and a welcoming community in the heart of London for more than 60 years.

Our mission and values hold true to the vision of our founder, Mary Trevelyan: to transform the futures of students from around the globe by building a community that fosters international friendship and positive change.

ISH is a place where everyone belongs.

This handbook covers key information about life at ISH – from using shared kitchens to registering with a doctor. Our team is here to help you settle in and adjust to your new home and life in London.

We run an extensive social programme with welcome and orientation events, cultural celebrations, movie nights, workshops, trips and more.

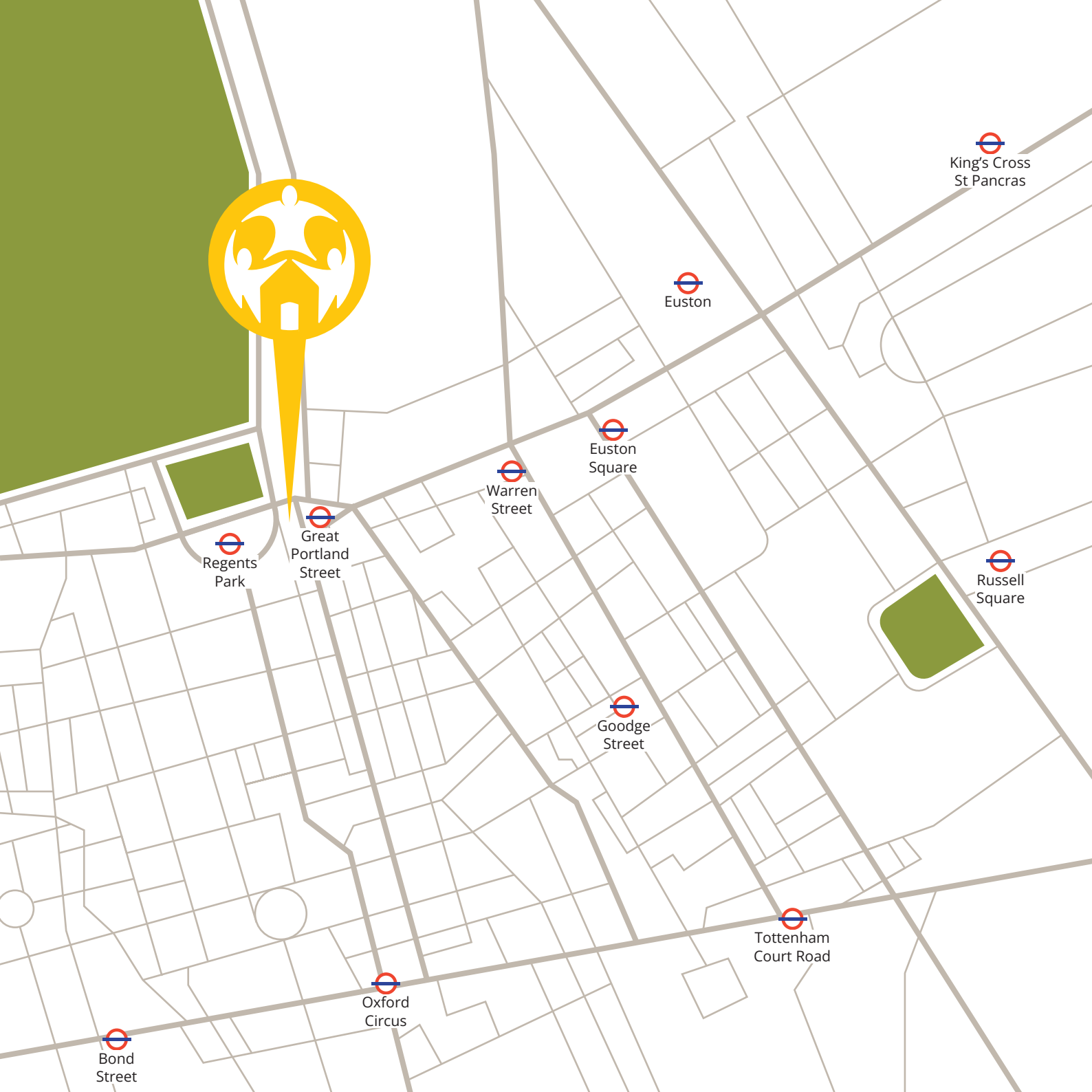
We encourage you to get involved and make the most of your time with us. There's something for everyone!

I hope you have a wonderful experience at ISH.

Sharon

Dr Sharon Bolton, Dean of Student Life





King's Cross
St Pancras

Euston

Euston
Square

Warren
Street

Regents
Park

Great
Portland
Street

Russell
Square

Goodge
Street

Tottenham
Court Road

Oxford
Circus

Bond
Street

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The Residents' Handbook forms part of the terms and conditions of residency at International Students House and the House Rules. It should be read in conjunction with your Room Booking Agreement.

The information in this guide is correct at the time of going to print (August 2026). For the latest updates, please see our online help pages: help.ish.org.uk.

Key contacts

Duty Managers

A member of staff is on call 24 hours a day, 365 days a year. They are your first point of contact to help you and maintain security.

All Duty Managers are trained in physical and mental health first-aid. They have a wealth of experience in helping our residents.

They lead on fire evacuation and all emergency situations. They also assist with kitchen locker hire, luggage storage and with the bike shed.

020 7631 8375

020 7631 8300

Dial 2 from any ISH phone

gpsdutymanagers@ish.org.uk

Resident Advisors

Your Resident Advisor (RA) is a student who has previously lived at ISH. They are here to help you live happily in your new home.

They will introduce themselves after the start of term.

They are trained in basic first aid, mental health awareness and how to respond to a variety of student-related challenges.

Join your floor's WhatsApp group to keep in touch with your RA – they are a great source of information, support and advice, and will keep you up to date with everything happening at ISH, so you can get involved.

Dean of Student Life

The Dean of Student Life provides confidential welfare support to residents, no matter what the issue.

Whether it's about finances or anxiety, Sharon is a sympathetic and non-judgemental source of support.

To book an appointment, please use the QR code.



020 7631 8366

s.bolton@ish.org.uk

bit.ly/Meet-ISH-Dean

Please keep your details up to date

Make sure your details are on the ISH portal, so we can easily contact you. If you get a new phone number, remember to update your records. Update your details via: ***ish.org.uk > accommodation > portal.***

Your emergency contacts

Please check we have details for an emergency contact person on the ISH portal, so we know who to contact in case of emergency.

Wi-Fi provider
for ISH residents

Ask4
support.ask4.com
support@ask4.com
0114 303 3232

Non-emergency services

Dial **111** for medical advice in
non-emergency cases

Dial **101** for police
services in non-emergency
cases

Laundry service provider
for ISH residents

Circuit Laundry
circuit-go.com/
0808 281 2288
or ***dial 3*** from the phone in
the Laundry Room

Emergency services

Dial **999** for police, fire
or ambulance services

If the emergency is on site,
please contact a Duty
Manager first

**UK Council for
International Student
Affairs**

UKCISA
ukcisa.org.uk

**Student mental
health support**

Nightline
020 7631 0101
Confidential student to student support

Student Minds
studentminds.org.uk
0808 808 4994
The UK's student mental health charity



Health, wellbeing and safety

Doctors and health

To access health care in the UK, you need to register with a GP when you arrive. Moving to a new country means lots of new things to do and think about, be sure to take care of your wellbeing even when you are busy.

First aid

In an emergency, there are qualified first-aiders available on site, usually the Duty Manager.

Call **020 7631 8375** for assistance.

Registering with a doctor

Long-term students: all long-term residents should register with a doctor (also known as a general practitioner or GP). Do this soon after you arrive, do not wait until you fall ill. To register, you will need to show your passport or ID card, as well as a letter from ISH or your university confirming your London address.

Local health centres

Fitzrovia Medical Centre

31 Fitzroy Square, W1T 6EU

fitzroviamedicalcentre.co.uk

Cavendish Health Centre

53 New Cavendish Street, W1G 9TQ

cavendishhealth.nhs.uk

Short-term students: if you are in the UK for less than six months, you will need to arrange your own medical insurance. You will not normally be able to register with a GP, but can consult with pharmacists, access emergency services and use walk-in care centres around London.

The nearest one is:

University College Hospital

235 Euston Road, NW1 2BU

Medical costs

Under the UK's National Health Service (NHS), GP consultations are normally free of charge for students on courses of more than six months.

You will be charged for prescribed medications (currently £9.90 per item).

Pharmacy

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

Infectious diseases

International Students House will take all necessary steps to protect residents and staff from an outbreak of infectious diseases.

We appreciate your cooperation with these measures, which are taken to protect the health and safety of all.

Meningitis

Following some recent outbreaks at British universities, the UK government is offering free MenB vaccinations in Autumn 2026. This programme will be applicable to:

- New undergraduates coming to university for the first time in Autumn 2026
- Students who will be living in halls of residence for the first time in Autumn 2026

There is an age limit: your 25th birthday must be after 31 December 2026.

The vaccination requires two doses, with the second dose to be given at least four weeks after the first. After the second dose, it takes another two weeks to build good immunity. For that reason, the Government is suggesting that if you are an international student who has not yet come to the UK, then you will be better protected if you have at least the first dose before you leave your home country if possible. However, as MenB vaccines are not available in all countries, both the first dose and the second dose can be given to you in the UK.

If you are an international student who has not yet travelled to the UK, find out whether the MenB vaccine is available in your home country. The name of the vaccine that will be used in the UK is Bexsero.

Find out more about Meningitis, including symptoms: **www.nhs.uk/conditions/meningitis/**.

Covid-19

If, at any time during your stay, you or your roommate(s) test positive for Covid-19 or develop any common symptoms, please remain in your room and contact the Duty Manager.

Covid-19 symptoms:

- A high temperature (or fever)
- A new and continuous cough
- A loss of, or change in, your normal sense of taste or smell.

Hand hygiene

An easy way to help protect yourself from infection is to wash or sanitise your hands thoroughly and regularly.

Soap and water are just as effective as sanitiser.

Avoid touching your face, eyes, nose or mouth if your hands are not clean.

Ventilation

Please allow fresh air to flow around your room by opening your window daily, even in winter. This will help expel a build-up of pollutants, bacteria, moisture and unpleasant odours.

Mental health

Finding support

Adjusting to student life in London is exciting but can also be stressful.

There is no need to suffer in silence if you are finding things difficult. Talk to a friend, your Resident Advisor or another trusted person if you are feeling homesick, lonely or depressed.

Remember, you are not alone.

Most universities also have counselling or wellbeing services you can access. You can also talk to your GP.

If neither of these routes are successful, the Dean of Student Life may be able to refer you for 6 sessions with external counsellors funded by ISH.

Helping others

If you notice that another resident is behaving differently, isolating themselves or feeling emotional, please do not ignore it. Speak to them, encourage them to talk to a friend, their Resident Advisor or a member of staff at ISH or at their university.

If you think they are at risk, or that there is a risk to others, please report your concerns immediately to a Duty Manager or the Dean of Student Life.

Sexual health

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 from:

- Your university's Students Union
- Local family planning centres
- 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 can seek advice on emergency contraception from your GP or pharmacist as soon as possible.

Learn more: [**nhs.uk/live-well/sexual-health**](https://nhs.uk/live-well/sexual-health).

Vaccinations

Measles, mumps and rubella

If possible, you should obtain the Measles, Mumps and Rubella (MMR) and the Meningitis 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.

Useful resources

- [**ukcisa.org.uk**](https://ukcisa.org.uk) (see the guide to healthcare)
- [**nhs.uk**](https://nhs.uk)
- [**studentminds.org.uk**](https://studentminds.org.uk)
- [**studentsagainstd Depression.org**](https://studentsagainstd Depression.org)

Fire safety

Your safety is a top priority at International Students House and we take all possible action to protect our residents and staff. Please read the following information carefully to make sure you know what to do if there is a fire.

Preventing fire

Keep fire doors closed: fire doors in corridors should not be obstructed in any way. They should be kept fully closed to limit the spread of fire and smoke.

No naked flames: naked flames, such as candles, incense sticks and oil burners, are not allowed anywhere in our building.

Smoke detectors: all rooms are fitted with smoke detectors for your safety. We reserve the right to fine any resident who regularly sets off the smoke detectors due to negligent behaviour. (We understand that steam, hairspray and deodorant can sometimes activate smoke alarms accidentally).

Tampering is illegal

Tampering with fire safety equipment, such as covering or removing smoke detectors or fire extinguishers, will lead to severe disciplinary action and possible removal from ISH. It endangers the lives of all residents and is a criminal offence.

If you hear the fire alarm

When the fire alarm sounds, please remain calm and do not panic. Stop what you are doing and evacuate the building immediately, ensuring doors are closed behind you and using the nearest available exit. Failure to evacuate or comply with staff instructions during a fire alarm is dangerous and considered a disciplinary matter.

Weekly fire alarm test

Our weekly fire alarm test is on Monday morning at 09.00.

In a test, the fire alarm will sound for 7-10 seconds, after which it will be silenced.

If it continues to sound, it is not a test and a full evacuation is required.

There will be at least one full fire drill during the academic year to check your knowledge of evacuation routes.

If you discover a fire

1. Remain calm and do not panic
2. Do not put yourself at risk
3. Activate the fire alarm at the nearest “break-glass” point
4. Inform the Duty Manager of the location and nature of the fire



Only tackle a fire if

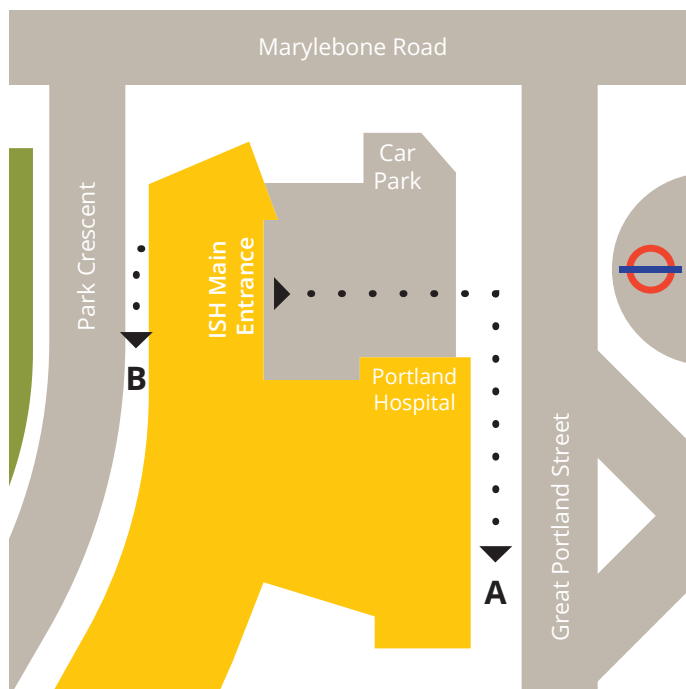
- It is no bigger than a small waste bin
- The exit is behind you and in sight
- And you are confident how to use the appropriate equipment

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

Where to go

Assembly point A: leave via the main entrance, cross the car park and assemble on the pavement to the right on Great Portland Street – outside Portland Hospital and opposite the Albany Pub.

Assembly point B: if it is not safe to evacuate through the car park, exit onto Park Crescent to assembly point B.



Evacuation

To evacuate the building, make your way quickly and in an orderly fashion to the nearest available exit. Then go directly to the assembly point.

There are fire exits on every floor – follow the green signs and remember, the nearest exit may not be the way you usually leave the building.

- Do not use the lift/elevator
- Do not stop to collect bags, laptops or any other items
- Do not re-enter the building.

The ISH Fire Manager or the London Fire Brigade will tell you when it is safe to re-enter the building.



Finances, funding and opportunities

We know that being a student, especially an international student, can come with a degree of uncertainty and challenge. We are here to help our residents through unexpected financial difficulties as best we can.

Financial support

If you have questions or concerns about money, budgeting and financial matters, contact the Dean of Student Life, who can offer you advice.

Contact Dr Sharon Bolton via **s.bolton@ish.org.uk**.

View ISH's money-saving tips: **help.ish.org.uk/tips-on-managing-cost-of-living-challenges**.

The British Council also has a useful page on money and budgeting: **study-uk.britishcouncil.org/moving-uk/cost-studying/top-money-saving-tips-for-international-students-in-uk**.

Mary Trevelyan Hardship Fund

The Mary Trevelyan Hardship Fund is available to residents of International Students House and students at our member universities, who find themselves in unexpected financial difficulties during their studies.

The Fund can give students a grant or a loan of up to £1,000.

Applications are accepted throughout the year. Find out more: **ish.org.uk/financial-support**.

Toyota Shi Trevelyan Trust Scholarships

The Toyota Shi Trevelyan Trust Scholarship enables up to three ISH residents to travel to Japan for a short course in basic Japanese language and culture in the summer.

A call for applications will go out to all current residents via email in the autumn term.

Projects for Peace

ISH residents are eligible to apply for funding for a Project for Peace.

In this US-based initiative, residents submit a proposal (via the Dean of Student Life) to undertake a summer project that contributes to peace in the world and may be awarded \$10,000 grant.

In recent years, ISH residents have received as many as five awards per year. We strongly encourage our residents to consider participating.

Projects for Peace Timeline:

November	Call for proposals
January	Submit proposals
March – April	Awards announced
June – August	Projects delivered
September	Final reports submitted

A Peace Project is a great opportunity to develop your skills and do some good in the world. It is something unique that other student residences in the UK cannot offer.

Find out more:

www.middlebury.edu/projects-for-peace.

Student discounts

The Student Beans website has a range of student discounts that you may find helpful:

studentbeans.com/uk.

Part-time work

If you are considering taking a part-time job, we advertise part-time and temporary job vacancies at ISH online: ***careers.ish.org.uk***.

National insurance number

UK employers will often ask if you have a National Insurance number to check that you have permission to work in the country.

There are other ways of proving that you have permission to work and you can start work without a National Insurance number, and then apply for one later.

Read more on this topic on the UKCISA website: ***ukcisa.org.uk***.

Apply for a NI number on the UK government website: ***gov.uk/applynational-insurance-number***.





Safety in your room

Keep valuables secure

Always keep your valuables in a safe and secure place in your bedroom, ideally hidden in a drawer or in a lockable suitcase. ISH does not take responsibility for any lost or stolen items.

Close your door

Ensure your bedroom door is firmly closed when you leave your room, even if it's only for a few minutes.

If any items are stolen from a room where the door has been left ajar, your insurance cover will not be valid.

See page 28 for information on our insurance cover for residents.

In the building

Wear your lanyard

To help keep our accommodation safe and secure for everyone, you must wear your ISH lanyard when moving around the building.

This way staff will know you are a genuine resident. You can collect your lanyard from reception when you arrive.

Don't know them? Don't let them in

Please do not let intruders into the building.

Be aware of anyone who is behind you as you enter the residence, and do not allow unknown people to follow you into the accommodation area.

Report anything suspicious

Please report anyone acting suspiciously, or any suspicious items in or around the House, to the Duty Manager or another member of staff.

Key cards

When you arrive, you will be given a key card to access ISH and your room.

Your card also acts as a membership card and must be shown if you are asked by a member of ISH staff.

Do not give your key card to anyone else. This is considered a serious security risk and you may face disciplinary action, including termination of tenancy.

Forgotten, lost or stolen key cards

If you do not have your key card, visit reception or call the Duty Manager and they will let you in. Note, more than three lock-outs in 30 days may result in disciplinary action.

If you lose or break your key card, you will be charged £10 for a new one. If your card is stolen and you have a crime reference number from the police, there will be no charge.

Using your key card to buy food at ISH

Your key card can be topped up with money to pay for food at ISH: speak to our Reception Team to learn more.

Appliances and electrical safety

Electrical safety is a top priority at International Students House. Defective electrics are a common cause of fire. To help keep everyone safe:

- Make sure all electrical items are in safe working order – stop using damaged items immediately and report them to the Duty Manager
- Ensure items conform to current safety standards
- Use extension leads safely – ideally choose those with surge protection and place them out of the way to avoid trips and falls
- Do not use multi-plug adaptors or overload sockets
- Switch electrical items off and unplug them after use
- Only electric shavers and toothbrushes are allowed in washrooms
- Electric scooters and bikes (including rechargeable batteries) cannot be stored in the building.

Portable appliance testing

PAT is carried out regularly by our Maintenance Team to test the safety of electrical items in rooms.

New appliances (under 12 months old): No PAT test is required, but you must keep your proof of purchase. Please inform the Duty Manager.

Appliances over 12 months old: Must have a valid Portable Appliance Testing (PAT) check before use.

Appliances in your room

Using heat-generating appliances and cooking appliances is strictly forbidden in bedrooms, unless you are in a studio or premium twin room with a designated cooking area.

Prohibited items: Portable heaters, hot plates/hobs, air fryers, rice cookers, and unbranded or low-quality replacement phone/laptop chargers are not permitted.

International appliances: Must be used with a British Standard (BS 1363) fused adapter. Travel adapters are for temporary use only and are not permitted for long-term use.

Accommodation staff and Duty Managers carry out regular room safety inspections. Untested appliances, unapproved adapters, and prohibited items may be confiscated and returned at the end of your stay.

Hairdryers, curlers, straighteners and kettles are permitted in your room.

UK safety standards and voltage

Please ensure all electrical items, adaptors and converters are suitable for UK voltage and meet EU or UK safety standards.

Look for these marks:



The electrical supply in the UK is:
230 Volts ± 5% AC (50Hz).



Out and about

Watch your belongings

Never leave your belongings unattended in public places: always keep a close eye on laptops, mobile phones and bags.

Ask for Angela

Ask for Angela is a scheme that operates in some bars and venues to help customers get out of an unsafe or uncomfortable situation with another person, e.g. when on a date. All you need to do is go to the bar and ask for Angela, which acts as a code word to discreetly seek assistance.

For more information visit: [**askforangela.co.uk/**](http://askforangela.co.uk/).

Mobile phones

Mobile phone snatching by cyclists and moped riders is a common crime in central London.

Please take care when using your device on the street.

Stay in a group

For added security, we recommend you travel around London in a group, especially at night or if you have been drinking alcohol.

Know the law

Weapons

It is not legal to carry a knife, pepper spray, stun guns or any other weapon in the UK. Possession or use of such items is illegal and could lead to arrest or a fine.

Drugs

Cocaine, heroin, MDMA (ecstasy), cannabis, barbiturates, amphetamine, methamphetamine and other drugs are illegal in the UK.

We will not tolerate any illegal substances at International Students House. We will take appropriate disciplinary action in the case of the use, possession or supply of illegal drugs.

Please make sure you are aware of UK drug laws: [**drugwise.org.uk**](http://drugwise.org.uk).

Smoking

It is illegal to smoke or vape in enclosed public places such as restaurants, shops or pubs in England. Look out for signs and designated smoking areas or you could face a large fine.

You are not permitted to smoke, vape or use e-cigarettes in your room or anywhere else inside International Students House. Please use the designated smoking areas outside the building. Any resident found smoking inside the building will face disciplinary action and a £50 fine.

There are also steep fines of £120 - £200 for dropping cigarette butts in the street in Westminster, as this is considered littering.

Illegal and banned goods

There are certain items, like drugs, weapons and some types of pornography, that you are not allowed to possess in the UK and which could lead to you being arrested or fined.

Please refer to the UK government website for detailed information: ***gov.uk/bringing-goods-in-to-uk-personal-use/banned-and-restricted-goods***.

Illegal items include

Controlled drugs: controlled drugs such as cocaine, heroin, MDMA (ecstasy), cannabis, barbiturates, amphetamine and methamphetamine.

Offensive weapons: offensive weapons such as flick and gravity knives, butterfly knives, push daggers, belt-buckle knives, death stars, swordsticks, samurai swords, stealth knives (non-metallic), knives disguised as everyday objects, knuckledusters, blowpipes, truncheons, and some martial arts equipment.

Defensive weapons: defensive weapons, self-defence sprays (e.g. pepper spray) and electric shock devices, e.g. stun guns.

Illegal pornography: indecent and obscene material, such as books, magazines, films, videos, DVDs and software that features children or contains extreme violence.

Firearms: firearms, explosives and ammunition including blank firing or replica firearms that can be converted to fire bullets, realistic imitation firearms.

Counterfeit and pirating: The following goods may be confiscated and you may be prosecuted by the intellectual property right holder: counterfeit, pirated and patent infringing goods such as CDs, DVDs, clothing, footwear and designer goods from non-EU countries.

Fraud and scams

If you receive a telephone call, email or text message from someone who you do not know, remember that it could be a scam.

In recent years, international students have been targeted by criminals who telephone them and pretend to be from a legitimate organisation (such as the UK Home Office or an education agent). They demand money and claim that if you do not pay the fine quickly, there will be terrible consequences (for example, deportation or cancelling your visa).

Is it a fraud?

Common features of a fraudulent call ('scams'):

- The caller may seem genuine, as they have some information about you (for example, your passport number, your telephone number and name)
- The caller may give you their name and telephone number, to try to convince you they are genuine
- They may say that there is a serious problem with your immigration status, and that you need to pay a fine, or send a payment
- The caller will try to pressure you into making the payment and threaten eg deportation or cancelling your visa - to make you panic and act quickly.

How to respond

If you receive such a call, email or text, the advice is as follows:

- Do not give any personal information, and do not confirm that any information the caller/sender has is correct
- Do not make any payment
- You may wish to tell the caller/sender that you know that this is a scam and that you will be reporting it to the police and the Home Office
- Or you may simply wish to hang up.

If you think you've been targeted, speak to a member of staff or contact Report Fraud to report it:

www.reportfraud.police.uk.

For more information, please see ***www.gov.uk/government/publications/frauds-tricks-and-scams***.

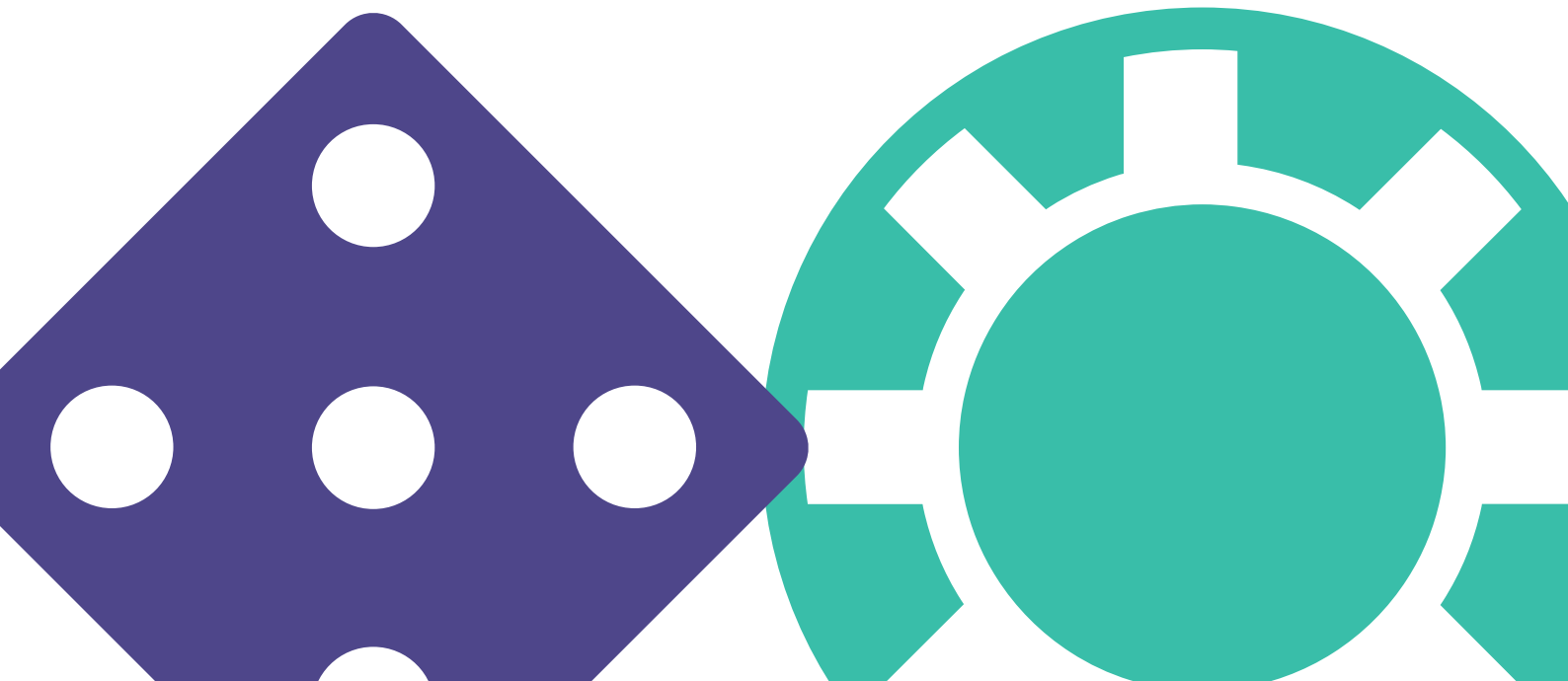
Gambling

Gambling is legal in licensed premises for residents and visitors in the UK. You must be 18 or over to gamble.

Please gamble responsibly and be aware that gambling can be addictive.

Sometimes students who feel homesick or stressed, can look for a distraction or escapism through gambling and become vulnerable to addiction.

If you feel you are gambling too much, or spending too much time and/or money on gambling, please reach out to a friend, your Resident Advisor, the Dean of Student Life or another trusted person for support. The Young Gamers & Gamblers Education Trust has a webpage for students: ***students.ygam.org***.





Your room at ISH

We hope you have a comfortable stay in your new home.

Bathrooms and toilets

Please report any plumbing or ventilation issues on the ISH portal or contact a Duty Manager if it is urgent.

To avoid mould and mildew, ventilate ensuite bathrooms by leaving the door open when not in use.

Only flush toilet paper down the toilet – do not flush brown paper roll (which is for drying your hands), wipes, sanitary products or anything else. These items should be placed in the appropriate bin. Residents in ensuite rooms, may purchase toilet roll at reception.

Bedding and linen

Your bed will be made up with sheets, a single duvet and a pillow with covers when you arrive.

Extra linen and other items are available to buy online at www.unikitout.com.

Cleaning

Residents are required to keep their room clean, safe and respectable. Failure to do so may result in disciplinary action.

Room cleaning service

Our Housekeeping Team cleans ensuite bathrooms and washbasins in non-ensuite rooms approximately 3 times per year.

Cleaning dates are announced in advance on stairwell screens and in the Residents' WhatsApp Community. If you want to opt out of this free service or request additional cleaning at a cost (see below), email the team at accom@ish.org.uk.

You are responsible for cleaning the rest of your room.

Room inspections

Our staff will check your room once a term. If it is not up to standard, they will ask you to clean your room more thoroughly.

If your room is still not up to standard by the next inspection, staff will clean your room and you will be charged a cleaning fee. The rate charged will depend on the number of hours of cleaning required.

Studio	£25.00 per hour
Premium twin ensuite	£25.00 per hour
Twin ensuite	£20.00 per hour
Premium single ensuite	£20.00 per hour
Single ensuite	£20.00 per hour
Standard single	£15.00 per hour

Rubbish and waste

Residents are responsible for emptying their bedroom bins into the clearly labelled “General Waste” and “Recycling” bins in kitchens or kitchenettes. These are emptied regularly by our Housekeeping Team.

Do not leave any rubbish or any other items in corridors. Spare bin liners for bedroom waste bins are available in kitchens and kitchenettes.

Please support our environmental efforts by using the recycling bins provided. Find out more about what you can recycle on page 41.

Vacuum cleaner and mop

A vacuum cleaner, mop and bucket are available to borrow from reception to help you keep your room clean.

Please do not use the vacuum cleaner during Quiet Time (11pm - 8am). Return the items borrowed promptly so they are available for others.

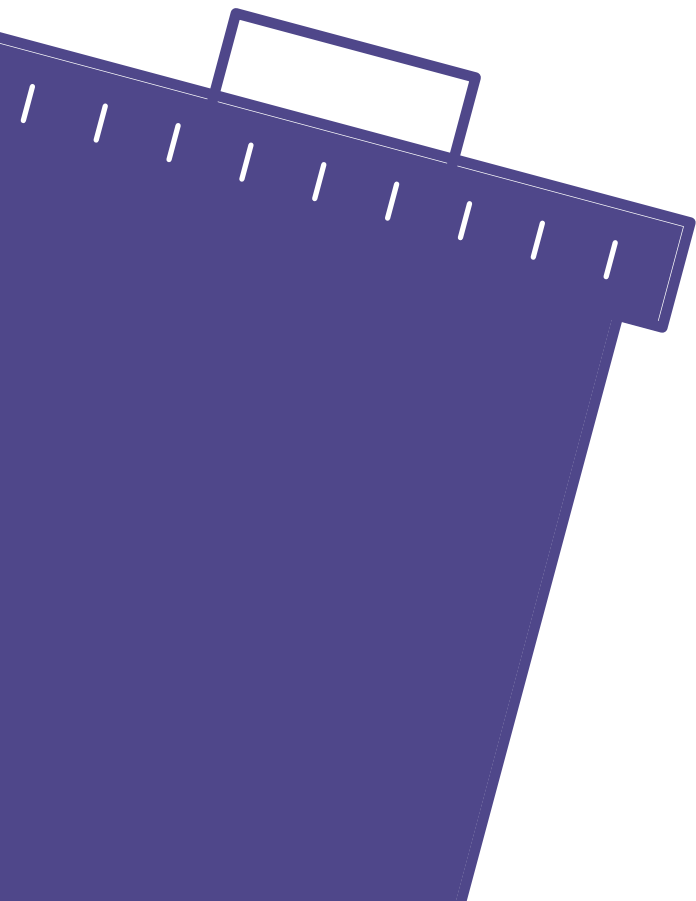
Cleaning responsibilities

Your cleaning responsibilities (bedrooms and communal areas)

- Keep your room tidy, e.g. remove items from the floor and keep surfaces clear of clutter
- Wash dishes and cooking implements after use
- Clear up spills, crumbs and cooking debris on kitchen hobs, ovens, grills and microwaves
- Keep sinks and basins clear of food waste
- Take all rubbish to kitchen / kitchenette bins and separate general waste from recycling

Our cleaning responsibilities (communal areas)

- Empty kitchen bins
- Clean clear surfaces and sinks
- Clean grills, kettles, toasters and microwaves
- Mop kitchen floors
- Clean front of fridges, freezers, cupboard doors and drawers
- Clean communal toilets, baths, washbasins and shower
- Replenish toilet consumables
- Sweep or vacuum corridors, stairs and floors



Damage and faults

When you arrive

Please check your accommodation and report any faults or damage right away via the ISH portal:

Portal > Report maintenance > new job.

You are responsible for the contents, fixtures and fittings in your room. If damage is found later, you will be liable for any replacement, repair or cleaning costs, to be paid within two weeks.

During your stay

If you find a fault, something breaks or gets damaged in your room, please report it right away via the ISH portal.

Residents may have to pay for damage if they are deemed responsible. In shared rooms, if no one admits responsibility, the cost will be split between occupants.

Contents are small items such as duvets, lamps, decorations, plates and bowls.



Fixtures are attached or 'fixed' to the building, such as lights, radiators, built-in shelves, sinks and toilets.



Fittings are items that aren't attached, like chairs, appliances and hanging mirrors.



Damp and mould

Bathrooms and windows can be affected by damp and mould, particularly in the winter months. It's best to deal with damp as quickly as possible.

Condensation

To help avoid condensation and mould developing, it is essential to ventilate your room to manage moisture levels and wipe away condensation as soon as possible.

How to manage moisture levels in your room:

- Open windows regularly - let fresh air in and moist air out
- Check 'trickle vents' on windows if present - these should be open
- Windows (including velux windows) should have a position where they can be left secure, but very slightly open for ventilation
- Check mechanical extractor fans are working properly and use appropriately
- Avoid leaving wet clothes/towels to dry indoors with out adequate ventilation, use a tumble dryer instead.

Mould

Moulds are a form of fungus which can develop on a variety of surfaces. Mould spores thrive in moist environments, which is why residents should try to prevent excessive moisture. Mould growth is usually visible and often produces a musty odour.

Tackling mould

Regular cleaning and wiping can reduce the risk of condensation mould appearing or getting worse. As excess moisture and minor condensation mould is quite common (especially in colder months), residents are expected to attempt to wipe it off when it arises.

Decorating

Photos and posters are a great way to personalise your new home.

To avoid damage and fire hazards, please only affix decorations to the shiny, plastic-coated wall by the bed or on a noticeboard.

All decorations must be temporary and removed when you leave.

For fire safety, anything that burns or smoulders, such as candles and incense, are not permitted. Fairy lights or string lights are also a fire hazard and are not allowed. Please read more about fire safety at ISH on page 12. All our rooms are fully furnished and there is not much space for additional items. If you do bring or buy additional furniture, please be sure to remove it at the end of your stay.

Entering your room

Authorised members of staff, or our nominated representatives, may enter your room to undertake maintenance or cleaning. They will always knock and make their presence known before entering your room. These visits will happen Monday - Friday between the hours of 9am and 5pm.

We will always give you advance notice by email/ stairwell screens / WhatsApp Community before entering your room.

We will only enter your room without notice if there is an emergency or if we suspect a safety breach or serious misconduct.

Food

Do not leave open, or easily opened, packets of food in your room, as it may attract pests, such as ants or mice.

Please remove any dirty cups, plates and cutlery from your room once you have finished using them.

All food waste should be placed in kitchen bins, which are emptied daily.

Room fridge

All our rooms have a refrigerator. Please keep it clean and frost-free. If your fridge isn't working, report it via the ISH portal.

Heating

The heating is controlled by:

- ISH's heating times
- External and indoor temperatures
- Radiator temperature controls.

Heating times

The heating is normally turned on at the times below.

Early October - mid April

Monday to Friday:

06:00 – 09:00

12:00 – 14:00 if the outside temperature is below 12°C

18:00 – 22:00

Saturday and Sunday:

07:00 – 09:00

12:00 – 14:00

18:00 – 22:00

The radiator in your room will not work outside of these times.

It is not common practice in the UK for heating to be on continuously throughout the night.

Outdoor and indoor temperatures

The heating is usually switched off from mid-April. If the weather is unusually hot or cold, adjustments will be made to keep the building comfortable.

The heating will not come on if:

- it is over 15°C outside
- it is over 22°C inside the building.

21 – 22°C is considered a comfortable level for indoor heating.

Radiator controls

Most radiators are fitted with a temperature control valve, usually a numbered dial on the bottom right of the radiator.

You can turn your heating up to 5 to warm your room, or down to 0 if you do not want to heat your room.

Heating not working?

If you think there is a fault with your radiator, and you have checked all the information above, our Maintenance Team are happy to investigate. Please submit a request on the ISH portal.

Hot water

The water heating system is switched on from 5am until midnight all year round. After that time, if the remaining hot water in the system is used up, you risk having a cold shower.

Insurance

Inside the House

International Students House has block Student Possessions Insurance which provides a basic level of insurance cover for belongings inside your room, such as laptops, electrical goods, clothes and sports equipment.

This insurance has been arranged by International Students House with Cover4Students.

You can buy additional insurance online with Cover4Students to cover specific high-value items, for example.

Outside the House

Our insurance does not cover your belongings outside of International Students House.

You can buy additional insurance with Cover4Students to cover items outside accommodation, such as a bicycle, or your mobile phone and laptop while you are out in London.

Find out more via: **Cover4Students** and ***help.ish.org.uk/insurance***.



Moving rooms

If you want to change rooms for any reason during your stay, please contact the Accommodation Office, who will be happy to help you: **accom@ish.org.uk**.

They will ask you to fill in a Room Move Request form and your name will be added to the waiting list.

When a suitable room becomes available, the Accommodation Team will contact you with a moving date.

Roommates

Having a roommate can be great fun. Sharing a space also requires respect and compromise – you are different people and probably have different preferences, habits and tastes.

Please be open, understanding and patient with all your fellow residents. Living together is an opportunity to learn more about yourself and others, and to build life-long friendships.

If difficulties arise between you and your roommate(s), try and talk about it considerably and honestly. Your Resident Advisor can help facilitate communication.

TV licence

A TV licence is required to watch or record live TV and use BBC iPlayer. For more information, please visit the website **www.gov.uk/find-licences/tv-licence**.

The maximum fine for watching or recording live TV without a licence is £1,000.

Vacating your room

For most residents, accommodation at International Students House is booked for 40 weeks from mid September to June, including Christmas and Easter holidays. Postgraduate scholars normally have a 12 month stay.

Leaving for the holidays

Before the Christmas and Easter breaks, you will receive an email asking if you will be vacating your room over the holiday. Please ensure you respond to this email before the deadline given.

If you leave during the holidays, we will try to find a short-term guest to occupy your room. We will credit your account for any nights sold.

You can find the holiday dates on page 59.

You will need to leave your room clean and empty of personal belongings when you go. We can store some items for you, see page .

At the end of your stay

When you leave International Students House, please make sure you set up postal forwarding to receive any mail. We cannot do this on your behalf.

You should leave your room in a clean and tidy condition. Failure to do so, or the discovery of any damage in your room, could result in the loss of your security deposit.

Please remember to empty your kitchen locker, if you have one.

On the day of departure

Please check out at reception before 10:00 on the day of departure.

Late check out may result in an extra night's charge. If you need to change your date of departure, please email the Accommodation Office: **accom@ish.org.uk**.

Security deposit refund

To receive your security deposit, please email the Accommodation Team with photo ID (passport or driver's licence) and details of the bank account into which you would like the money to be transferred.

The Accommodation Team will check the condition of your room, then authorise the refund. The Finance Team will then process the transfer.

Unclaimed security deposits will be treated as a charitable donation to the House after five years.

Wi-Fi

Your accommodation includes free internet access run by ASK4. To connect, go to ***signup.ask4.com*** and register a resident account.

If you have any problems, contact ASK4 directly. You can also contact the in-house IT Team:

wifi@ish.org.uk.



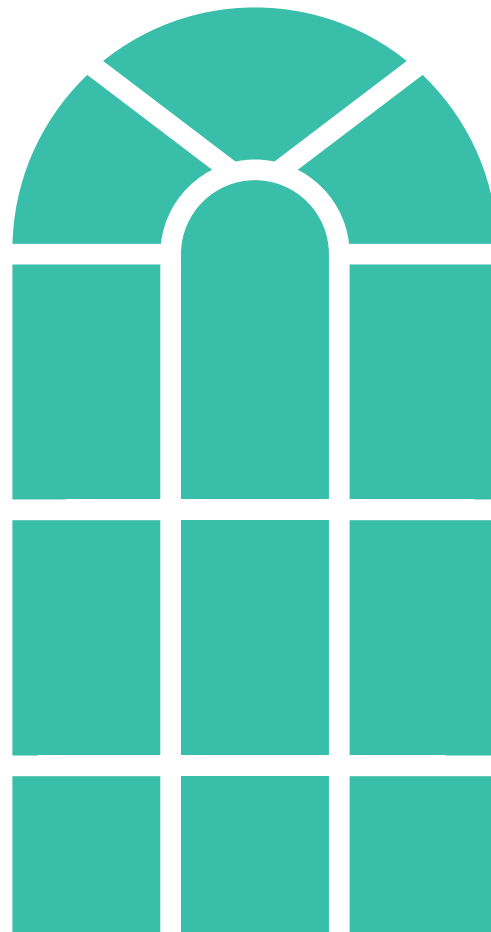
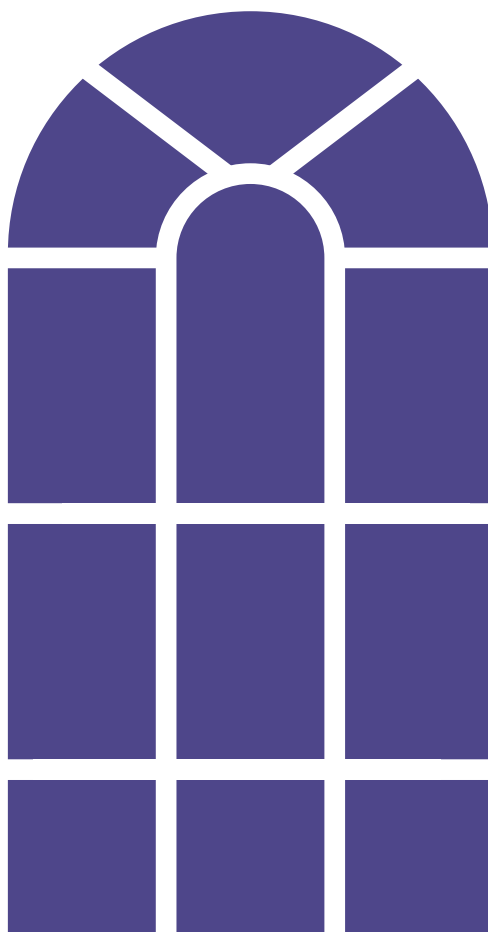
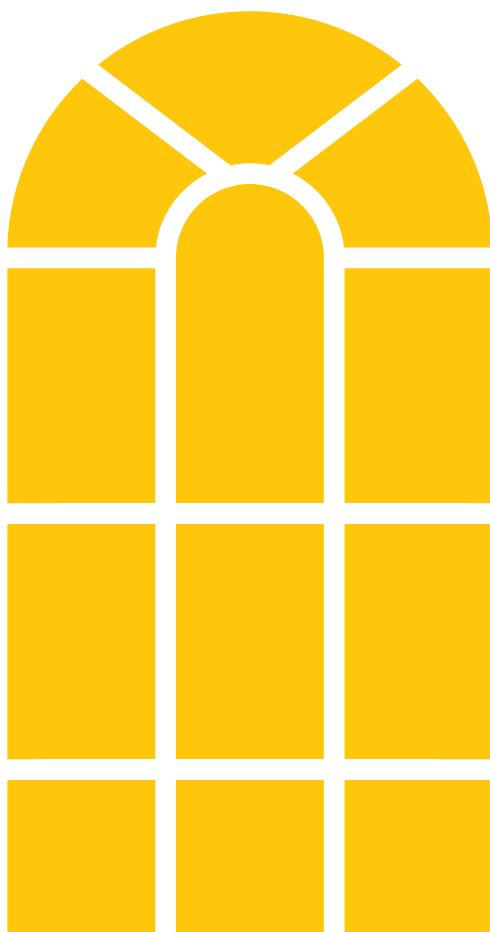
0114 303 3232

support.ask4.com

support@ask4.com

Windows

Many windows cannot open fully because they are fitted with a 'window restrictor'. This is a safety device to prevent anyone or anything from falling out. Please do not remove or damage this safety feature, as disciplinary action will be taken.





Communal life at ISH

ISH is like a big family home; with study rooms, laundry and kitchens. Let's make sure everyone has a great stay.

Alcohol

Residents may drink alcohol in rooms, kitchens and common rooms in the accommodation section of the building at ISH.

It is not permitted to drink alcohol in the lobby or the areas immediately outside of our building.

Please drink responsibly.

We will take appropriate disciplinary action in the case of unacceptable behaviour arising from excessive consumption of alcohol.

Find our disciplinary policy on page 46.

Cycling and bike storage

If you have a bicycle, you can store it in our bike shed, subject to availability. The Duty Manager can issue a key in return for a £25 deposit.

Note, bicycles are stored in the bike shed at your own risk. We cannot be held responsible for theft or damage.

Bicycles are not permitted in bedrooms, communal areas, corridors, stairways or fire exits.

Please do not chain your bike to railings or lampposts outside International Students House.

Bikes that are stored in this way, or left in any other hazardous places, will be removed.

Cycling safety

As in many large cities, there is a lot of road traffic in London.

Although it is not a legal requirement, we strongly recommend that you wear a bicycle helmet for your safety.

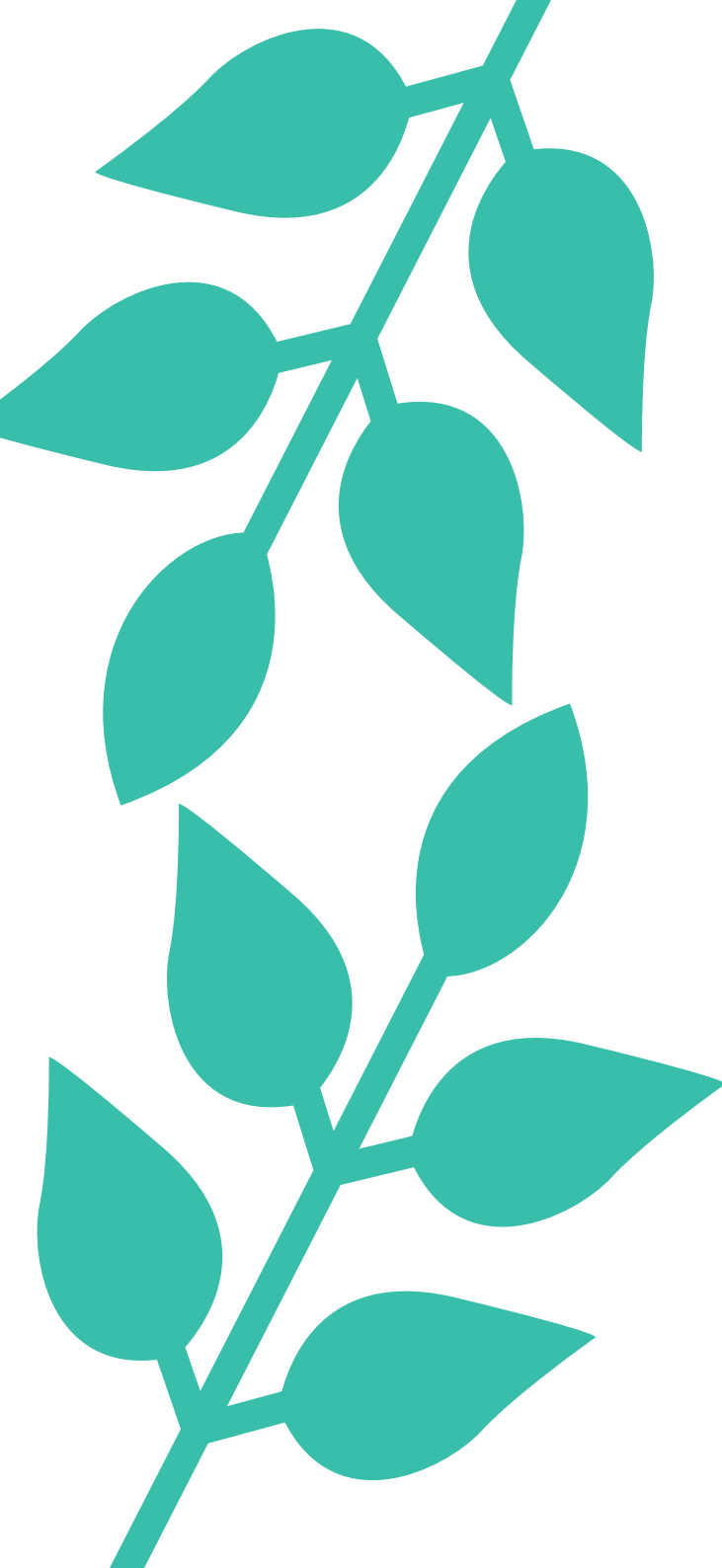
For cycle safety tips see: **[think.gov.uk/cycle-safety](https://www.think.gov.uk/cycle-safety)** and **[cyclinguk.org/cycle-safety-advice](https://www.cyclinguk.org/cycle-safety-advice)**.

Commercial activities

You are not allowed to run a business from your accommodation at International Students House.

This includes selling items and services on the premises or via an online business.

There are no restrictions on fundraising for charities, asking fellow residents to sponsor a charity run, for example, or to volunteer with you. So long as you are respectful and do not pressure other residents.

A large, stylized teal leaf graphic on the left side of the page, featuring a central stem with several leaves of varying sizes and shapes, all pointing upwards and to the right.

Environmental impact and sustainability

We are working hard to improve our environmental impact and ask you to help us reduce emissions and avoid pollution and waste at ISH. There are lots of easy steps you can take to help make a difference.

Remove your key card when you go out

To help save energy, the bedroom lights are controlled by your key card. This makes sure lights are not left on, using up energy, while you are out.

And don't worry – removing your key card does not turn off the fridge. So your snacks will be safe while you help us save energy!

Reduce, reuse and recycle

Did you know that most plastics are made from fossil fuels and contribute to climate change? Try to avoid plastic wherever you can and be sure to recycle metal tins, glass bottles, paper and more in our recycling bins.

Environmental accreditation

We are delighted to have received the Greengage ECOsmart Hotels and Venues gold award for the third year in a row in 2025, and the silver award in 2026.

Working to become more environmentally sustainable is a key part of our commitment to responsible and ethical business practices at ISH.



Switch off and unplug

Did you know appliances still use energy even when they have been turned off? Remember to unplug chargers when you are not using them.



Jump on your bike or the bus

Use trains, buses, walk or cycle to reduce your transport emissions. Flying and driving have the largest negative impact.



Wrap up warm

Put warm clothes on or move about before turning up the heat. Close windows and doors when your heating is on.



Reduce, reuse and recycle

Reduce waste by only buying what you need, then reuse and repair items. Avoid single use plastic and recycle as much as you can.



Turn off the tap

Save water by taking shorter showers, report dripping taps and fill the washing machine when you do laundry.



Eat more plant based food

Eat less meat and dairy to cut your emissions, land and water use. ISH always has tasty veggie options!



229

Music - Comedy - Fashion Shows Galas - Festivals

**100% of 229's profits are used to give students from around the world
a safe and supportive home and community in London at
International Students House**



Events and socialising

The International Students House Events Team produces a varied programme of lively social events for students throughout the year.

Social events

Our popular social events include culturally themed dinners, theatre outings, weekly fitness classes, movie nights and arts and crafts sessions.

These are advertised on posters around the building, in emails to you and on social media.

We welcome any suggestions for events you would like to see at ISH. Email the team at:

events@ish.org.uk.

Posters for External Events

Any posters advertising external events that you would like to display in corridors must be pre-authorised by the Events and Student Experience Manager, Amy Hayer, email ***ah@ish.org.uk***.

Live music at 229

Our live music venue, 229, is a great spot for a student night out.

From grassroots discovery to arena level underplays, we welcome emerging talent, touring bands and established artists.

What's more, 229's profit goes directly back to support residents at International Students House.

Find out more: ***229.london***.

The Thirsty Scholar

During the day, our in-house bar, The Thirsty Scholar, is a popular hang-out spot for students looking for a break from the library. Enjoy a coffee and a croissant or a full English, veggie or vegan breakfast.

In the evenings it turns into a lively bar with karaoke and other events. There is a full range of alcoholic and non-alcoholic drinks as well as pizzas, burgers and salads.

Find out more: ***thirstyscholar.london***.



Food, cooking and catering

As well as space to prepare and eat your own food and snacks, we offer affordable, quality meals for residents and staff. Our free brunch is a great opportunity to meet other residents and build community at the House.

Catering and cooked meals

Meals are served in our bar, The Thirsty Scholar, or bistro, The Common Room.

Monday - Friday

Breakfast 08:00 – 10:00

Lunch 12:00 – 14:00

Dinner 18:00 – 20:00

Saturday - Sunday

Free brunch 08:00 – 12:00

It is advisable to arrive for brunch before 11.30am to avoid queues and food items becoming unavailable. Residents receive a 50% discount on all food at The Thirsty Scholar.

Times may vary outside term-time or on holidays.

Vegan and vegetarian food

We understand that you may follow different diets for personal, ethical, religious and environmental reasons. There are always vegetarian and vegan options available. Please ask if you have other requirements.

Communal kitchens

There are two large communal kitchens for residents:

- 5th floor, Great Portland Street
- Basement, Wills House

They are open from 06:00 – 02:00.

Kitchen lockers

Residents can rent a locker in one of our communal kitchens to store food and kitchen items.

Contact the Duty Manager to request a locker. A £20 deposit is required, which will be refunded when you return the locker key.

A maximum of two residents can share a kitchen locker.

You must clear out your locker completely before you leave.

Kitchenettes

There are also kitchenettes on some floors with kettles and microwave ovens, great for preparing smaller meals and snacks.

Allergies

If you have food allergies, please let the servery team know. It can also be helpful to tell your Resident Advisor and other residents, especially if your allergy is severe.

Our catering team has Allergy Champions who are trained to provide advice on the ingredients in our food and the steps taken to avoid cross-contamination.

In the kitchen

Here are a few tips to help you protect yourself in shared cooking spaces:

- Wipe down surfaces before use
- Use your own sponge and tea towel
- Keep your own cooking utensils separately
- Label food clearly.

Kitchen rules

Never leave cooking unattended: if a member of staff finds food cooking unsupervised, they will switch it off for safety reasons.

Keep kitchen doors closed: kitchen and kitchenette doors must be closed at all times to comply with fire prevention regulations.

Kettles should only be used to boil water, nothing else.

Clean up: please keep the space clean and tidy, ready for others to use.

Tips on using microwave ovens safely and efficiently

- Follow the cooking instructions on your food. If in doubt, cook for a short period, e.g. 30-60 seconds, check your food and repeat as needed
- Note the wattage of the microwave oven
- Make sure packaging is microwave-safe – do not use metal, foil, cardboard or paper containers or wrappers in the microwave
- Ensure there is a vent in any cling film or cover, open carefully to avoid steam burns
- Allow 1-2 minutes cooling time after cooking

Laundry

The laundry room is in the basement of Wills House. It is run by Circuit Laundry – visit their website for guidance on using the machines and to report any faults. Payment is made via the Circuit Laundry app, or by tapping the contactless reader in the laundry room.

You can also call Circuit for free from the laundry room phone by dialling **3**.

Visit **circuit.co.uk** for more information.

Laundry tips

- Bring your own detergent
- Pour your washing powder/liquid into the drum first, underneath your clothes – pouring liquid onto your clothes can damage the fabric
- Do not use bleach, colour catchers or fabric softener
- Do not overload the machine, this will affect the quality of the wash and could damage the machine
- Clean the tumble dryer's filter before use to improve efficiency
- Please be considerate to other users and remove your laundry as soon as possible after the wash/dry cycle has finished

Lost and found

If you have lost something, or found something belonging to someone else, please report it to reception.

Mail and messages

Your pigeonhole

All regular mail will be placed in your pigeonhole on the Great Portland Street stairwells or in the Wills House corridor. Please check this frequently.

Parcels and registered mail

It is possible to have parcels and registered or 'signed for' letters delivered to International Students House. As storage space is limited, please keep this to a minimum.

When placing online orders, remember to include:

- Your full name
- Your room number
- ISH's full address.

When your parcel or registered mail arrives, it will be logged on your ISH portal account and you will receive an automatic email notification.

Please collect your items promptly from reception.

Note, we cannot take responsibility for any lost or damaged items.

Amazon lockers

There are convenient Amazon lockers located in our car park. Please use these for your Amazon parcels whenever possible.

Pets

You are not allowed to keep animals or pets at the House. If you or your guest require a registered assistance dog, such as a guide dog, seizure or allergy dog, please contact us at **accom@ish.org.uk** in advance.

Rent

The rent for the year, or the first of two instalments, must be paid before you arrive. If you are paying in two instalments, the second must be paid and cleared by 1st December. Our Reception Team can help with any enquiries about billing. You can view your account on the ISH portal.

Recycling

Please help us reduce our waste and protect the environment by using the recycling bins available in kitchenettes, kitchens, common rooms and at reception. (See page 35 for more about environmental action at ISH.)

Housekeeping staff empty recycling bins on a regular basis. Please place your recycling in the correct container to avoid contamination of waste. Items that cannot be recycled at ISH, such as small electrical devices and textiles, are accepted at nearby recycling stations.

Clothing, books, accessories and other items in good condition can be donated to local charity shops.

Learn more about what you can recycle and where: **londonrecycles.co.uk**.



What can I recycle?

- Washed tins and cans
- Clean plastic bottles and containers
- Mixed glass
- Mixed paper and cardboard
- Batteries (special container on ground floor of GPS)



What should I not recycle?

- Food waste
- Brown paper rolls, wipes, tissues and paper towels
- Plastic bags
- Polystyrene packing and beads
- Plastic, cling film and bubble wrap
- Crisp packets and sweet wrappers
- Broken glass
- Greasy or food-covered cardboard



Shared spaces

The Nash Room (in the basement) is available for residents to use as a common room (but not for music practice) on the dates and times listed on the notice outside the room.

The remote control for the television is attached to the right side of the TV.

Below are the rules for users:

1. Food and soft drinks are permitted but no alcohol.
2. No parties - these must be booked in advance by emailing the Events and Student Experience Manager, Amy Hayer: ah@ish.org.uk.
3. Please leave the room clean and tidy, in the same condition as you found it. Any furniture that is moved should be returned to its original position.
4. To vacate the Nash Room by the times on the schedule and no later than midnight.
5. Please follow any instructions from the Duty Manager or Security. If they determine the gathering must end for health and safety reasons, it must do so immediately.

Cleaning

Please keep all communal areas, kitchens and bathrooms clean and tidy, just as you would like to find them.

Leaving communal kitchens and bathrooms in an unacceptable state, such as blocking sinks or toilets, is a disciplinary matter.

Find more information about cleaning on page 23-24.



Study spaces

We are here to help you achieve your academic and career aspirations. As well as being a welcoming and comfortable place to call home, we provide quiet spaces where you can focus on your studies.

The study room

A dedicated study room can be found near the entrance to the building.

Conference rooms

Residents can use our conference rooms for quiet study, when they are not in use by external clients.

Please check availability with the Duty Manager before you use any of the conference rooms and sign in so you can be given a key card.

Music practice

If you have your own instrument, you can use any available study room for a two-hour music practice slot from 09:00 until 23:00. You can also use the Green Rooms for Venues 1 and 2 in the basement. Sign up daily at Reception from 7:30am.

Piano practice

There is a piano in the Gulbenkian Room at Great Portland Street, which can be used by suitably qualified musicians when the room is not in use or set up for another purpose.

Please check availability with the Duty Manager and sign in so you can be given a key card.

Study room rules

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

- No food
- No alcoholic drinks
- Wear appropriate clothes and shoes (e.g. no pyjamas)
- Leave the room clean and tidy
- Switch off lights, air-conditioning and any other electronics when you are finished
- Shut the door when you leave.

Please note – you may be asked to leave the room if a member of the Conference Department or other staff need to use the space.

Study room opening times

08:00 – 00:00

Overnight stay is not allowed in any study, conference or music rooms.



Travel Club

We offer discounted day trips and weekends away in the UK for residents of International Students House, as well as full-time students at member institutions.

All ISH Travel Club trips are subsidised by up to 60%, which means cheaper travel costs for you.

To find out more or buy tickets visit [**ish.org.uk/travelclub**](http://ish.org.uk/travelclub).

Quiet hours

Please be respectful of other residents and avoid making noise or playing loud music that may disturb others.

During quiet hours, you must keep noise to an absolute minimum in residential and public areas.

House quiet hours are 23:00 – 08:00.

If you are disturbed by excessive noise, contact the Duty Manager by calling **020 7631 8375** or **020 7631 8300**, or dial **2** from any ISH corridor phone.

Failure to adhere to our quiet hours will result in disciplinary action.



ISH policies

Complaints procedure

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

1. Talk to the person who caused the complaint

If possible, and if you feel comfortable doing so, first try to resolve the matter informally by talking to the person who has caused the complaint, especially if that person is another resident.

If you need support, talk to your Resident Advisor and ask them to join the conversation – they can try to mediate the discussion and help you find a resolution.

2. Talk to the Duty Manager

You (or your Resident Advisor) may decide that it is appropriate to report the complaint to a Duty Manager.

This can be done verbally or in writing. The Manager will do their best to resolve the issue promptly or refer it on to the appropriate person for resolution.

3. If it is still unresolved, submit a formal complaint

All formal complaints must be submitted in writing via email to the Dean of Student Life, no later than 28 days after the incident occurred.

In your email, please describe the problem, what attempts you have made to resolve the issue and what your ideal solution would be.

Complaints logged in writing will be acknowledged in writing within five working days, then an investigation will take place.

You will receive a response as soon as possible, and no more than 28 days after receipt of your written complaint. Contact Dr Sharon Bolton, Dean of Student Life: s.bolton@ish.org.uk.

Disciplinary procedure

International Students House aims to build a respectful, balanced and happy community.

Part of this is establishing high standards of behaviour, along with penalties for those who disrespect residents, staff, neighbours or property.

When is disciplinary action taken?

Disciplinary action will be taken against any resident who violates house rules or whose conduct has a negative impact on staff, residents or the reputation of International Students House.

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, followed by an investigation.

In most cases, the reported student will be invited to a meeting with the Dean of Student Life, to hear their perspective on the situation.

A note of any breaches of the house rules is kept on your resident record.

What is disciplinary action?

The type of disciplinary action we take will depend on the nature of the incident in question.

Multiple and more serious breaches will lead to heavier penalties and will be taken into consideration if you apply to remain in the accommodation for another year.

The conclusion to a disciplinary investigation could be:

- An informal, verbal caution
- A formal, written warning
- Or a final written warning.

This could be accompanied by:

- A financial penalty (e.g. a £50 fine)
- Community service
- Or, in extreme or repeat cases, termination of tenancy.

Termination of tenancy

If a resident is persistently anti-social or disruptive, continues to break house rules or seeks to discredit the House, we may terminate tenancy.

If tenancy is terminated, we will specify a move-out date (usually one month after the decision is communicated in writing), as well as whether any prepaid fees or deposit will be returned.

Any further breaches of house rules during this time will result in the resident being given 48 hours to leave.

Right to appeal

All residents have the right to appeal against a decision to terminate their tenancy. This may be done by writing to the Chief Executive within five working days of the original decision.

An appeal will only be considered on the following grounds:

- If there has been a procedural error in the investigation that could have had a material impact on the outcome
- To consider new evidence that was not previously available for good reason
- If the outcome is considered unreasonable given the evidence provided.

The Chief Executive may call an Appeal Hearing or base their decision on the written evidence received. In all disciplinary matters, their decision is final and is not subject to further appeal. Contact Martin Chalker, Chief Executive: ***m.chalker@ish.org.uk***.

Unacceptable behaviour includes

- Smoking in your room or in other parts of the building (£50 fine)
- Repeated disregard of quiet hours
- Intentional damage to property
- Tampering with fire equipment, detectors and alarms
- Abusive language or physical violence towards staff or residents
- Posting abusive or defamatory comments online/ on social media
- Bullying, harassment or sexual misconduct
- Theft from ISH or from others
- Possession use or supply of illegal drugs (including cannabis)
- Excessive consumption of alcohol
- Anti-social behaviour



Equality, diversity and inclusion

At International Students House, we are proud to welcome residents from all around the world. Our community thrives on the diversity of cultures, perspectives, and experiences that each person brings. We are committed to maintaining an environment where everyone feels respected, supported, and able to be themselves.

Our commitment

ISH is dedicated to equality, diversity, and inclusion. We do not tolerate discrimination, harassment, or bullying of any kind. Everyone – residents, staff, and visitors – has the right to feel safe, valued, and included regardless of their nationality, race, ethnicity, religion or belief, gender identity or expression, sexual orientation, disability, or background.

Living respectfully

As part of our community, you are expected to:

- Treat others with courtesy, kindness, and respect at all times
- Use inclusive and considerate language in person and online
- Respect cultural, religious, and personal differences
- Listen to and learn from one another's experiences
- Challenge stereotypes and speak up if you witness inappropriate behaviour.

Inclusive community life

Living at ISH means sharing space and experiences with people from many different cultures.

We encourage all residents to:

- Participate in intercultural activities and social events
- Be mindful of others' customs, beliefs, and personal boundaries
- Recognise that everyone's way of living and communicating may differ – and that's something to celebrate.

Accessibility and support

ISH aims to make all facilities, rooms, and activities as accessible as possible. If you have a disability or specific needs, please speak with a member of the staff so that reasonable adjustments can be made to support you.

If you experience or witness discrimination

If you experience or observe behaviour that goes against our values of equality and inclusion, please contact your Resident Advisor, or the Dean of Student Life.

Working together

We believe that equality, diversity, and inclusion are shared responsibilities. Every resident plays a part in building a welcoming and supportive home for all. By living these values every day, we help make ISH a place where everyone truly belongs.

Guests

You are welcome to have visitors, but it is important for us to know who is on the premises at all times. This is for the safety of all our residents and so that everyone can be accounted for if there is an emergency evacuation.

All guests must register

All guests must sign in and out of the building using the guest register sheet. Please bring your guest to reception when they arrive and leave.

Always stay with your guest

Please accompany your guest(s) at all times at ISH, including escorting them to sign out when they leave. Do not give your room key card to a guest.

Check with your roommate

If you share a room, you must ask your roommate's permission before bringing a guest into the room. They should email the Reception Team confirming their consent before the guest arrives:

frontdesk@ish.org.uk.

Follow house rules

Guests must behave appropriately towards all residents and staff, and comply with our house rules. You are responsible for your guest(s) and financially liable for any damage they cause. The Duty Manager has the right to ask guests to leave if they are not behaving appropriately.

Charges and fees

There is no cost for daytime guests or guests staying in your room overnight for one or two nights.

Charges apply for extra bedding, longer stays, using empty beds in shared rooms or when booking a private room.

Use these links to make a booking:

3+ night stay	<i>bit.ly/ISH-guest-request</i>
Mattress	<i>bit.ly/ISH-guest-request</i>
Spare bed	<i>accom@ish.org.uk</i>
Private rooms	<i>www.ish.org.uk/shortstay</i>

You can host guests for a maximum of 1-2 nights in any, but not every, 7-night period. Note that the same guest cannot stay with a number of different residents to extend their free stay.

Disciplinary action

If any resident is found to be abusing these rules in any way, e.g., by failing to sign in or out a guest or having a permanent or semi-permanent visitor, disciplinary action will be taken and additional charges may apply.



Daytime visits

Sign in	08:00 – 22:30
Sign out	Before 02:00
Guests	Bedrooms: 1-2 Communal area: 1-4
Price	Free
Booking	No advance booking, sign in only



1-2 night stays without mattress hire

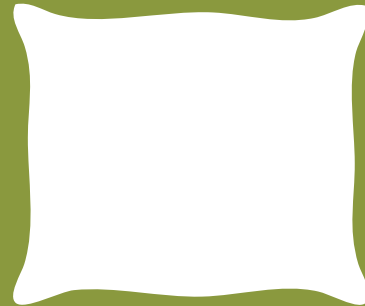
Sign in	08:00 – 22:30
Duration	Maximum 2 nights out of 7
Guests	1 per room
Price	Free
Booking	No advance booking, sign in only

After 22:30, the Duty Manager can approve or decline a guest for one night in a single room. Their decision is final.



3+ night stays

Sign in	08:00 – 22:30
Duration	3 nights or more
Guests	1 per room
Price	Charges apply
Booking	Book in advance via QR code or link <i>bit.ly/ISH-guest-request</i>



Private rooms, spare beds and bedding

Guest mattresses with a duvet, pillow and covers are available for £15 per night. Please note, if booked on the day, mattress delivery is subject to availability of a porter. Guests can also book private rooms or spare beds in shared rooms via ish.co.uk/shortstay or ***accom@ish.org.uk***.

Harassment and sexual misconduct

International Students House condemns all forms of harassment and undertakes to ensure that all staff, resident and non-resident members, alumni and guests can use our facilities safely and without fear of any form of harassment.

Creating a safe environment

All staff and residents at the House have a responsibility to ensure a safe and comfortable working, living and studying environment, where everyone is treated with equal respect and dignity.

Everyone is expected to contribute to preventing unacceptable behaviours, including harassment, bullying or sexual misconduct, through self-awareness, by modelling positive behaviours, and raising any safeguarding issues or concerns.

Harassment

In the Equality Act 2010, harassment is defined as behaviour that is unwanted, uninvited and unacceptable to the recipient.

At International Students House we do not tolerate any form of harassment based on, for example, age, disability, gender, marital status, parenthood or caring duties, nationality, race, religion or belief, language, accent, sex or sexual orientation.

Harassment can include unwelcome physical, verbal or non-verbal conduct that creates a threatening, hostile or intimidating environment. Harassment is defined by the impact on the recipient, not by the intention of the behaviour.

Harassing behaviour includes

- Physical contact, from touching to serious assault
- Verbal and written harassment through jokes, racist remarks, offensive language, gossip and slander, threats or written communication
- Visual display of offensive posters, graffiti or obscene gestures.
- Isolation, non-cooperation and bullying
- Intrusion by pestering, (e.g. persistently asking someone on dates), spying, following, etc.
- Attacks or other harmful comments posted online or on social media.

Sexual misconduct

Sexual misconduct is a form of harassment and is any unwanted or attempted unwanted conduct of a sexual nature.

It can include:

- Sexual harassment
- Sexual violence
- Intimate partner violence
- Sexual assault
- Grooming
- Coercion or bullying with sexual elements
- Sexual invitations and demands
- Inappropriate comments
- Technology-facilitated sexual harassment, e.g. cyberstalking, revenge porn etc.
- Non-verbal communication
- Creation of atmospheres of discomfort
- And promised resources or advancement in exchange for sexual access.

Stalking

Following a person, watching or spying on them or forcing unwanted contact with someone through any means, including social media, texts or WhatsApp messages is stalking.

This behaviour curtails a person's freedom, leaving them feeling that they constantly have to be careful.

In many cases, the conduct might appear innocent (if taken in isolation), but when carried out repeatedly, it may cause significant alarm, harassment or distress to the recipient.

Consent

In the context of sexual activity, consent is legally defined as 'agreeing by choice and having the freedom and capacity to make a choice'.

This means that for consent to be present someone must:

- Have a choice
- Agree to that choice freely
- Be aware of and understand what they're agreeing to.

Consent cannot be assumed even in an intimate relationship. The person seeking consent should always take steps to ensure that consent is freely given, that it is informed and should recognise that it can be withdrawn by either party at any time.

Freedom to consent

A person is free to make a choice if nothing negative would happen to them if they said no.

For example, a person may not feel free to make a choice if:

- They are being threatened with violence (by the perpetrator and/or by someone else)
- They are being threatened with humiliation
- They believe that the continuation or assessment of their studies, or progression or advancement of their career, will be at risk if they refused
- They are being blackmailed
- There is a significant power imbalance and the party without power feels pressured to continue in the relationship against their will.

Capacity to consent

Capacity is about whether someone is physically and/or mentally able to make a choice and to understand the consequences of that choice.

For example, a person does not have the capacity to give consent if:

- They are drunk or under the influence of drugs – this means someone may still be physically able to have sex, but they may not be able to give consent
- They are asleep or unconscious
- A person may also not have capacity to give consent if they have, for example, a cognitive or learning difficulty, a disability which impairs their speech, or are experiencing a mental health crisis.

Reporting options

If you experience or witness any form of harassment or sexual misconduct, we encourage you to report it. There is lots of support available for anyone affected by sexual misconduct.

You can choose to disclose or make a formal report of sexual misconduct to your Resident Advisor, the Duty Manager or the Dean of Student Life, or by using our online reporting tool (**see QR code below**).

While the online form can allow anonymous reporting, anonymity limits the support we can offer you directly and the formal action we can take. However, it will help inform our prevention work.

Depending on the situation, you may also want to file a report at your place of study or with the Metropolitan Police.

Duty Manager

020 7631 8375

gpsdutymanagers@ish.org.uk

Dr Sharon Bolton

020 7631 8366

s.bolton@ish.org.uk

Incident report form: ***bit.ly/ISH-incident-report***.



Investigation

All formal reports of harassment and sexual misconduct will be investigated and dealt with appropriately, within the context of International Students House's Disciplinary Procedures and with the provision of support to the resident(s) affected.

Most formal investigations would involve stating the behaviour that you witnessed or experienced in writing.

The individuals concerned would then be contacted by the Dean of Student Life and asked for an account of their perspective of the incident.

This might then lead to further investigation and perhaps a hearing.

A written determination will be issued when the investigation has concluded with a judgement based upon the civil standard of proof, also known as the 'balance of probabilities'. There is usually a chance to appeal to a higher authority against the outcome of the investigation.

A photograph of four young adults (three women and one man) sitting on the edge of a large, ornate stone fountain in a park. The fountain has multiple tiers and water is spraying upwards. The background shows a path lined with lush green trees under a clear blue sky. The group consists of a man on the left in a tan sweater and dark trousers, and three women to his right wearing white tops and various colored bottoms (white, blue, and dark blue).

A PLACE TO BEGIN

Living at ISH is so much more than just a place to rest your head.

It's a chance to be part of something truly special - it's a vibrant, global community right in the heart of London. Whether you're arriving for the first time or returning for another year, ISH offers an experience unlike anywhere else.

Find out more by visiting ish.org.uk.

#ISHLondon #YouBelongHere #APlaceToBegin

Luggage storage

If you are returning to International Students House for the next academic year, we have a limited amount of luggage storage space available, so you don't have to take everything back home with you.

When can I store items?

Christmas and Easter: If you are vacating your room over the Easter or Christmas holidays, you can store your belongings with us for free. Please see the terms and conditions for what you can store, when you can access it and more.

Summer: If you are returning for a further academic year, we can store your items at ISH for up to four months during the summer holidays. Please see pricing and terms and conditions for details.

Unfortunately, there is no capacity to store luggage for non-returning residents.

Term time: Storage is not normally available during term time. Please ask the Duty Manager if you need to store something.

Pricing

Fees only apply for storing items over the summer. Storing items over the Christmas and Easter holidays is free.

Summer storage fees

Fees must be paid in advance. The cost of storing up

to three items is £15 per item, per month. This applies to medium-sized suitcases, backpacks and any other zipped storage bags or plastic boxes.

If you have been authorised to store more than three items, an additional charge of £40 per item per month will apply. Please note: no more than 2 extra items (on top of the initial 3) is permitted.

Availability

Please contact the Duty Manager to find out if storage space is available. Storage is at the discretion of the Duty Management Team. We cannot guarantee availability.

Approval for extra items

If you need to store more than three items, please ask the Senior Duty Manager.

Access hours

The Duty Manager will open the storage room between 09:30 – 10:30 and 20:00 – 21:30. If you need access outside these times, there will be a charge of £5. No access is possible from 23:00 – 08:00.

Deposit and collect luggage together

All your luggage must be deposited and collected together – i.e. all at once in one go, not on different days or at different times.

Label your items clearly

All items must be clearly labelled with your name, room number and expected return date.

Pack your items securely

Luggage must be properly packed – we will not accept any bin bags, plastic bags or items that cannot be locked/secured.

Size and weight

The maximum weight of each item is 20kg. You need to be able to carry your items to and from the allocated storage room without assistance.

Store your items in a box or suitcase

Residents are welcome to use their own storage boxes and suitcases. For summer storage, free medium-sized storage boxes are available from reception.

Non-perishable items only

Some items cannot be stored. Food, liquids and any flammable items are strictly prohibited. If in doubt, ask the Duty Manager.

Maximum storage period

The maximum summer storage period is four months. Any items that are not collected by the expected return date will be disposed of after 30 days.

Responsibility

While we will try our best to keep your items safe, International Students House does not accept any responsibility for items that become damaged and/or lost.



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Term dates

Autumn term

12th September 2026 to
12th December 2026



Christmas holidays

12th December 2026 to
2nd January 2027



Spring term

2nd January 2027 to
20th March 2027



Easter holidays

20th March 2027 to
10th April 2027



Summer term

10th April 2027 to
19th June 2027



International Students House

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www.ishlondon.org.uk