



International.  
Students House

# **RESIDENTS' HANDBOOK**

## **2023 - 2024**

# WELCOME TO YOUR NEW HOME



**250+**

**residents**  
living at International  
Students House, London



**50+**

**nationalities**  
living, eating, studying  
together under one roof



**39**

**higher education  
institutions**  
where our residents  
study a range of subjects

International Students House is a unique and vibrant place to live, with residents from all over the world studying a variety of disciplines at undergraduate and postgraduate levels.

Our team is here to help you settle in and adjust to your new home and life in London – if you have any questions, please reach out to us at any time.

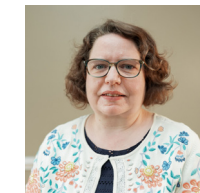
In this residents' handbook you will find key information about your accommodation, the ISH community and life in London – from laundry and luggage to registering with a doctor or inviting a guest to stay.

Please read through this booklet carefully to make sure you are familiar with all our house rules. This will help us ensure you have a safe, comfortable and positive experience at International Students House.

We hope this handbook answers any questions you may have, and that you can refer back to it throughout your time with us. If you are unsure about anything, please ask a member of our team for help.

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

I look forward to meeting you soon after you move into your new home. If I can assist with any further questions, please do not hesitate to contact me.



*Sharon*

Dr Sharon Bolton  
Dean of Student Life



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The information contained in this guide is correct at the time of going to print (August 2023).

For the latest info, please see our online help pages: **[help.ish.org.uk](https://help.ish.org.uk)**

## KEY CONTACTS

There is a range of experienced and well-trained staff at International Students House, as well as fellow residents, who are ready to help you or signpost you to a suitable source of support.

### DUTY MANAGER

A member of staff is on call 24 hours a day, 365 days a year. They are your first port of call for many issues. They are here 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

OR DIAL 2 FROM ANY ISH PHONE  
DUTYMANAGERS@ISH.ORG.UK

### DEAN OF STUDENT LIFE

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

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

Sharon's office is on the ground floor, feel free to pop in if the door is open.

0207 631 8366

S.BOLTON@ISH.ORG.UK

### RESIDENT ADVISOR

Your Resident Advisor (RA) is a student who has lived at the House for at least one year. They are here to help you feel comfortable in your new home.

There is one RA for each floor and they will introduce themselves to you soon 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 International Students House, so you can get involved.

You will be given your RA's name and contact details after you arrive.

### YOUR CONTACT DETAILS

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.

[ISH.ORG.UK](https://ish.org.uk) > [ACCOMMODATION](#) > [PORTAL](#)



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

The WiFi provider for ISH residents



Circuit Laundry  
circuit.co.uk/contact-us  
01422 820040

ISH's laundry service provider



UKCISA  
ukcisa.org.uk

The UK Council for International Student Affairs

### YOUR EMERGENCY CONTACT

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



Dial 111 for medical advice in non-emergency cases  
Dial 101 to contact the police in non-emergency cases



Dial 999 for all emergencies (police, fire, ambulance)  
If the emergency is on site, please contact a Duty Manager first



Nightline  
0207 631 0101

Confidential student-to-student emotional and mental health support

studentminds.org.uk  
0808 808 4994

The UK's student mental health charity

## SAFETY & SECURITY

While London is generally safe, it is still a big, busy city and it's important to protect yourself and your belongings during your stay. Here are some tips that will help you stay safe and feel secure during your stay with us.

### 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.

The House 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 15 for information on our insurance cover for residents.

#### Keep your key card safe

Do not give your bedroom key card to anyone. If it is lost or stolen, please report it to the Duty Manager.

See more on page 37.



### 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.

#### If you don't know them, don't let them in

Please do not let intruders into the International Students House 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.



### OUT & ABOUT

#### Watch your belongings

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

#### Mobile phones

Mobile phone snatching by moped riders is a common crime in central London. Please take care when using your device out 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.

#### Licensed taxis

Always make sure that you use a licensed taxi company or travel in a London black cab.

#### ATMs and cash machines

Please exercise care when using ATMs and cash machines around London. Shield your pin number from others with your hand.

### 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.

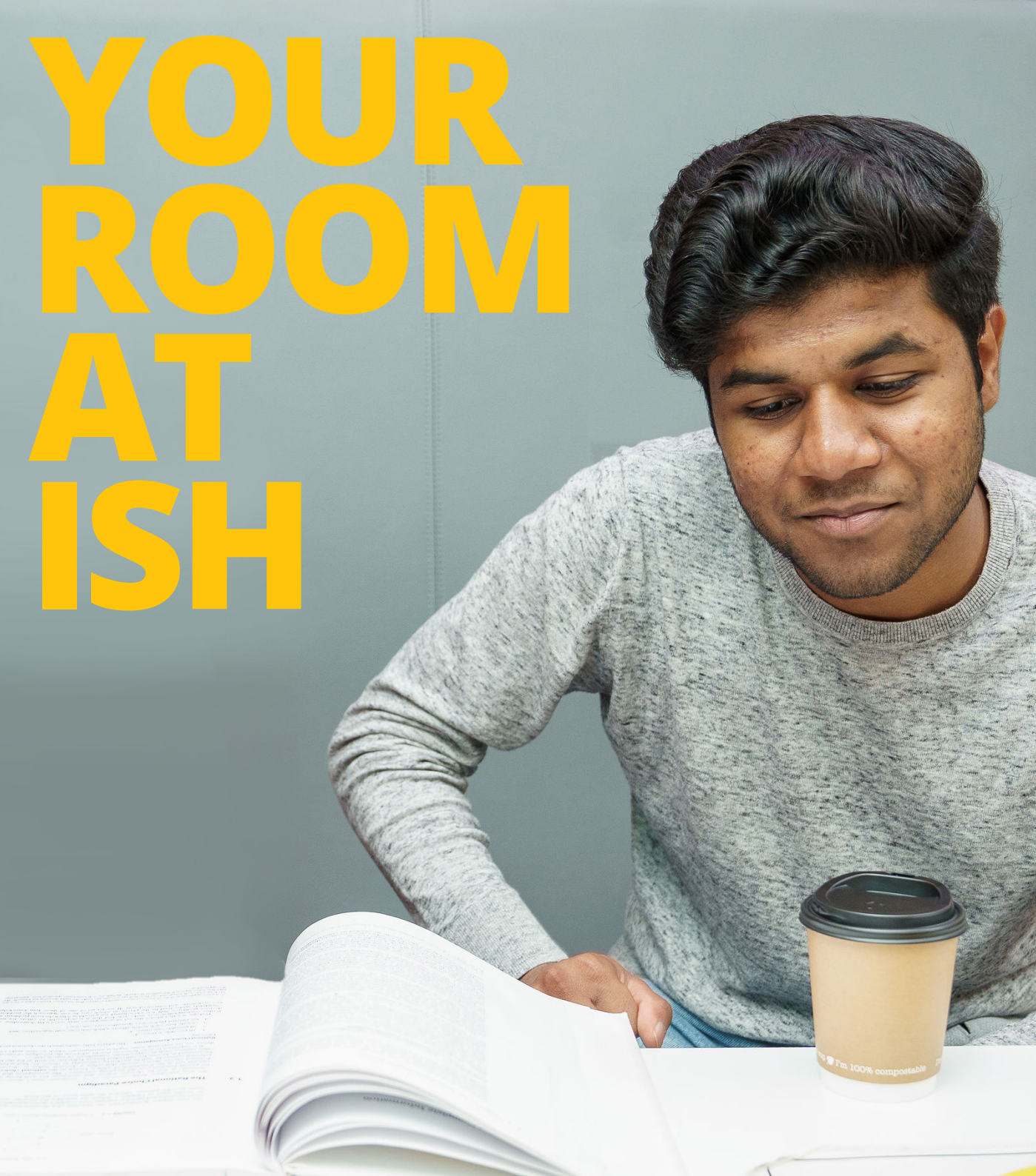
Please make sure you are aware of UK drug laws: [drugwise.org.uk](https://www.drugwise.org.uk)

#### Smoking

It is illegal to smoke 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.







# YOUR ROOM AT ISH

We offer a variety of single and shared rooms for our residents. We have taken care to prepare them for you and hope you have a comfortable stay.

## ALCOHOL

See page 19.

## BATHROOMS & TOILETS

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

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

Only flush toilet paper down the toilet – do not flush blue roll, which is for drying your hands, wipes, sanitary products or anything else. These items should be placed in the bin.

If you need more toilet roll, just ask at reception.

## BEDDING & 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 through ISH portal:

Linen Pack	£15.00
Bath Towel	£12.00
Kitchen Pack	£60.00

## CLEANING

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

### KEEPING YOUR ROOM CLEAN

Our Housekeeping Team cleans ensuite bathrooms and washbasins in non-ensuite rooms every month.

Cleaning dates are announced in advance. If you want to opt out of this free service, email [accom@ish.org.uk](mailto:accom@ish.org.uk)

You are responsible for cleaning the rest of your room. See our Resident Cleaning Guide for tips on how to look after your space:

[ish.org.uk/cleaning-guide](http://ish.org.uk/cleaning-guide)

### 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 £30 cleaning fee.

## VACUUM CLEANER AND MOP

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

Please return them promptly so they are available for others.

## COOKING

Cooking is not permitted in your bedroom, unless you are in a studio or premium twin room with a designated cooking area.

See more about food, cooking and catering on page 26.

## 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, white 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. See more about fire safety on page 28.

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.

## ELECTRICAL SAFETY

Electrical safety is a top priority at International Students House. To help keep everyone safe, please do not:

- trail electrical extension leads across your room, to avoid trips and falls.
- overload sockets with multiple adaptors, which may overheat.
- leave electrical equipment on when you leave your room. It's best to turn items off and unplug them too.
- leave an extra card or other object in the light control when you go out.

## PORTABLE APPLIANCE TESTING

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

Before you buy a new appliance for your room, please ask the Duty Manager if it will need to be checked for electrical safety before use.

## APPLIANCES IN YOUR ROOM

The use of heat generating devices and cooking appliances is strictly forbidden in your room.

Appliances such as extra heaters, microwaves, hobs, toasters and rice cookers are a fire hazard and we reserve the right to confiscate them. They will be returned upon departure.

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

## ENTERING YOUR ROOM

International Students House reserves the right for authorised members of staff, or its nominated representatives, to enter accommodation to undertake maintenance or cleaning as necessary.

We will always give you advance notice before entering your room, unless there is an emergency or we suspect a safety breach or misconduct, and it is not possible.

## FAULTS & DAMAGE

### 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.

## FOOD

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

You will receive a set of plastic food storage boxes on arrival, please use them to help prevent infestations.

For the same reason, 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 your fridge clean and frost-free. If your fridge isn't working, report it via the ISH portal.

### Contents, fixtures and fittings

*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.



## GUESTS

You are welcome to have daytime and overnight guests, so long as you follow our guest rules.

You can book additional bedding, free beds in shared rooms and private rooms if they are available.

See details on page 30.

## HARASSMENT

International Students House condemns all forms of harassment.

We take all reports of harassment seriously and undertake to ensure that all staff, residents, non-resident members, alumni and guests are considerate and respectful towards one another.

Find our full policy on harassment on page 32.

## HEATING

The heating is controlled by:

- ISH's heating times
- external and indoor temperatures
- and radiator temperature controls.

### HEATING TIMES

The heating is normally turned on at the times below. It is not common practice in the UK for heating to be on continuously throughout the night.

1ST OCTOBER – 1ST APRIL

Monday to Friday:

06:00 – 09:00

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.

### OUTDOOR & INDOOR TEMPERATURES

The heating is usually switched off from 1st 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 of 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.

## INTERNET

Your accommodation includes free internet access run by ASK4. To connect, go to [signup.ask4.com](https://signup.ask4.com) and register a resident account.

If you have any problems, contact ASK4 directly. You can also contact the IT Team: [wifi@ish.org.uk](mailto:wifi@ish.org.uk)



0114 303 3232  
[support.ask4.com](mailto:support.ask4.com)  
[support@ask4.com](mailto:support@ask4.com)

## INSURANCE

### INSIDE THE HOUSE

International Students House has block Student Possessions Insurance.

This means all our residents have a basic level of insurance cover for belongings inside their rooms, such as laptops, electrical goods, clothes and sports equipment.

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

Please take time to read the details of your insurance cover:

[help.ish.org.uk/insurance](https://help.ish.org.uk/insurance)

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.

Cover4Students  
[ish.org.uk/insurance](https://ish.org.uk/insurance)



## MOVING ROOMS

If you want to change rooms for any reason during your stay, please contact the Accommodation Office: [accom@ish.org.uk](mailto: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, they will contact you with a moving date.

## RUBBISH & WASTE

The bin in your room is for non-recyclable items only. Find information about recycling on page 41.

### RUBBISH COLLECTION

If you place your bin outside your room in the morning, our staff will empty and return it to your room.

#### COLLECTION TIMES

Monday to Friday, 09:00 – 11:30

If your bin contains recyclable items it will not be emptied. Please use the recycling bins provided, see page 41.

### EMPTYING YOUR BIN

If you do not wish to be disturbed, you can empty your rubbish into the larger bins in common rooms and kitchenettes. There are spare bin liners in kitchenettes.

## ROOMMATES

It can be lots of fun having a roommate, someone you can talk to, share interests with and relax with.

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 considerately and honestly about it. Your RA can help facilitate communication.

## SMOKING

It is illegal to smoke, vape or use e-cigarettes in your room or anywhere else inside International Students House buildings.

Please use the designated smoking areas outside the building.

Any resident found smoking inside the building will face disciplinary action and a £50 fine.

## VACATING YOUR ROOM

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

### LEAVING FOR THE HOLIDAYS

Before the end of each term, 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.

Find holiday dates on page 43.

You will need to leave your room clean and empty of personal belongings when you go. We can store items for you, see page 38.

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

### 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.

### 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](mailto: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.



# YOUR LIFE AT ISH

Whether you're here for a month or three years, 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 at International Students House.

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

Please drink responsibly.

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

This may range from a verbal reprimand to expulsion from the House to police involvement.

## 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.

## CYCLING & BIKE STORAGE

If you have a bicycle, you can store it in our bike shed. The Duty Manager can issue a key in return for a £10 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 other hazardous places, will be removed.

## CYCLING SAFELY

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)  
[cyclinguk.org/cycle-safety-advice](https://www.cyclinguk.org/cycle-safety-advice)

## 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 RA) may decide that it is appropriate to report the complaint to a Duty Manager.

This can be done verbally or in writing. The Duty 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.

We will send you a response as soon as possible, and no more than 28 days after we received your written complaint. Contact:

Dr Sharon Bolton  
Dean of Student Life  
s.bolton@ish.org.uk

## 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.

## DATA PROTECTION

We need to collect and process your personal data as part of your application for accommodation, when allocating your rooms and when registering you as a resident.

This is done in accordance with UK data protection laws. We will not disclose any information about you to a third party without your consent.

[ish.org.uk/privacy-policy](https://ish.org.uk/privacy-policy)

## ELECTORAL REGISTER

If you are from the UK, EU or a commonwealth country, we are required to pass on some personal details – your name, room number, nationality and date of birth if under 18 – to Westminster Council for inclusion on the electoral register.

## DRUGS

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

We have a legal responsibility to provide a safe and healthy environment for all our residents, staff and visitors, and 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. This may range from a verbal reprimand to expulsion from the House to police involvement.

International Students House reserves the right to enter your room to carry out searches and testing for illegal substances.

Please make sure you are aware of UK drug laws:

[drugwise.org.uk](https://drugwise.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.

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 at 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, in 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 pre-paid 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.

The CEO 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 any further appeals.

Martin Chalker  
Chief Executive Officer  
m.chalker@ish.org.uk

### Unacceptable behaviour includes:

- Smoking in your room or in other parts of the building.
- 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 and anti-social behaviour.

#### Smoking offences

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 further investigation can be conducted.



## ENVIRONMENT

We want to improve our environmental impact and ask you to help us to save energy and water, reduce emissions, and avoid pollution and waste, by following these tips.

Please do not place an extra card or other object in the light control for your room, this will keep the lights on even when you are not present and use up energy unnecessarily.

Note, removing your key card to switch off lights in your room does not affect the fridge – so your snacks will be safe while you help us save energy!

London has great transport connections around the city as well as to other parts of the UK and Europe. We encourage you to avoid flying and choose low emission travel, such as trains, wherever possible.



- Switch lights off
- Unplug appliances (they use energy even when they're off)



- Put warmer clothing on or move about before turning your heating up
- Close windows and doors when your heating is on



- Only boil as much water as you need
- Use lids on saucepans
- Let food cool before you put it in the fridge



- Take shorter showers
- Turn the tap off while you brush your teeth
- Fill the machine when you do laundry
- Report dripping taps



- Avoid single use plastic and packaging
- Buy a re-usable bottle
- Recycle as much as possible, see page 41



- Use trains, buses, walk or cycle to reduce your transport emissions
- Avoid flying and driving whenever possible



- Reduce the amount of meat and dairy you eat
- Try Meat Free Mondays
- ISH always has plant-based options to help you choose low-impact food

## EVENTS & SOCIALISING

Our Events Team produces a varied programme of lively social events.

### SOCIAL EVENTS

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

These are advertised on posters around the building and on social media.

We welcome suggestions of events you would like to see at ISH.

[events@ish.org.uk](mailto:events@ish.org.uk)

### 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.

In the evenings it turns into a lively bar with karaoke and DJ nights.

[thirstyscholar.london](http://thirstyscholar.london)

### LIVE MUSIC AT 229

Our live music venue, 229, hosts both upcoming and established bands from the UK and beyond.

[229.london](http://229.london)

### TRAVEL CLUB

See page 43.



## FOOD, COOKING & 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 & 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

Residents receive a 50% discount on all food at The Thirsty Scholar. Our Dish of the Day, served between 18:00 – 20:00 in the Common Room, is just £3.95.

(Times may vary outside term-time or on holidays)

### PAYMENT

You can pay with a card or by using your key card (speak to our Reception Team) at the Thirsty Scholar and the Common Room. Cash is also accepted.

### VEGAN & 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 our 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 £10 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 speak to a team member at the servery.

It can also be helpful to tell your RA and other residents if you feel comfortable doing so, especially if your allergy is severe.

#### Catering

We have 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.

#### Water only in electric kettles

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

#### Clean up

Please keep the space clean and tidy, ready for others to use.

#### Using microwave ovens

- Follow the instructions on your food.
- If in doubt, cook your food for short amounts of time, e.g. 30-60 seconds, then check it.
- 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.
- When using cling film or a cover, ensure there is a vent. Open carefully to avoid steam burns.
- Allow 1-2 minutes cooling time after cooking.

## 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, using the nearest available exit.

Failure to evacuate or comply with staff instructions during a fire alarm is dangerous and considered a disciplinary matter.

### 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.



### 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 the health clinics 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.

### 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.

### WEEKLY FIRE ALARM TEST

Our weekly fire alarm test is on Monday morning at 09:00.

In a test, the fire alarm will sound three times for 5-7 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.

## 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.

### GUEST RULES

#### 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.

This permission should be emailed to the Reception Team before the guest arrives: [frontdesk@ish.org.uk](mailto: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 & 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.

Contact the Accommodation Team or use these links to make a booking:

3+ NIGHT STAY: [bit.ly/ISH-guest-request](https://bit.ly/ISH-guest-request)  
 MATTRESS: [bit.ly/ISH-guest-request](https://bit.ly/ISH-guest-request)  
 SPARE BED: [accom@ish.org.uk](mailto:accom@ish.org.uk)  
 PRIVATE ROOMS: [ish.co.uk/shortstay](https://ish.co.uk/shortstay)

You can host guests for a maximum of 1-2 nights in any 7-night period. There is no limit on the number of times this can happen per year. But one 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 required, sign in only



### 3+ NIGHTS STAY

SIGN IN: 08:00 – 22:30  
 GUESTS: 1 per room  
 DURATION: 3 nights or more  
 PRICE: charges apply  
 BOOKING: book in advance via [bit.ly/ISH-guest-request](https://bit.ly/ISH-guest-request) or scan the QR code



### 1-2 NIGHT STAY

SIGN IN: 08:00 – 22:30  
 GUESTS: 1 per room  
 DURATION: max. 2 nights out of 7  
 PRICE: free  
 BOOKING: no advance booking required, sign in only

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



### PRIVATE ROOMS, SPARE BEDS & BEDDING

Guest mattresses with a duvet, pillow and covers are available for £12 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:

[ish.co.uk/shortstay](https://ish.co.uk/shortstay)  
[accom@ish.org.uk](mailto:accom@ish.org.uk)



## HARASSMENT & 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 are aware of and abide by its policy and established procedures.

### 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.

### WHAT IS 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 conduct, 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 unacceptable behaviour 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;
- 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

Under the Sexual Offences Act 2003, 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 has to:

- have a choice
- agree to that choice freely
- be aware of and understand what they're agreeing to.

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 HARASSMENT

If you experience or witness any form of harassment or sexual misconduct, please report it.

You can report it to your Resident Advisor, the Duty Manager or the Dean of Student Life, or by using our online reporting tool.

You can report anonymously via our online form. Note this might mean we are not able to help you directly or take formal action, but it can help us provide support to others and inform prevention work at the House.

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

OR DIAL 2 FROM ANY ISH PHONE

[DUTYMANAGERS@ISH.ORG.UK](mailto:DUTYMANAGERS@ISH.ORG.UK)

### DR SHARON BOLTON

0207 631 8366

[S.BOLTON@ISH.ORG.UK](mailto:S.BOLTON@ISH.ORG.UK)

### INCIDENT REPORT FORM:

[BIT.LY/ISH-INCIDENT-REPORT](https://bit.ly/ish-incident-report)

OR SCAN THE QR CODE



## Investigation

All 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. There is usually a chance to appeal to a higher authority against the outcome of the investigation.

# You Belong Here

This House has been a home for university students just like you for over 50 years! Make the most of your time in the House and in London, and share your journey with others by using **#YouBelongHere**

From tips on how to navigate London as a student to photos of your trips around the country and beyond – sharing your experience and your story matters. We all see the world from different perspectives and we want to see London through yours.

SIGN UP HERE



ish.org.uk/  
you-belong-here

**#YouBelongHere #ISHLondon**

## KEY CARDS

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

Your key card also acts as a membership card and must be shown if you are asked by an authorised member of 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 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 that require help from a Duty Manager will result in a £15 fine.

If you lose or break your key card, you will be charged £15 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

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

## KITCHENS

Find information about communal kitchens on page 26.

## 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. Download their app to pay for the laundry machines.

You can also call Circuit from the Laundry Room phone.

circuit.co.uk

## 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 & FOUND

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

## LUGGAGE STORAGE

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

### OVER SUMMER

If you are returning for a further academic year, we can store a maximum of three items at no cost during the summer holidays.

There is no capacity to store luggage for non-returning residents.

### EASTER & CHRISTMAS

If you are vacating your room over the Easter or Christmas holidays, you can store your belongings with us.

### TERM TIME

Storage is not normally available during term time.

### STORING YOUR LUGGAGE

Please contact the Duty Manager if you would like to store your belongings. They will check availability and open the storage room at the following times:

#### LUGGAGE STORAGE OPENING TIMES

09:30 – 10:30  
20:00 – 21:30

If you need access outside opening times, there will be a charge of £5. No access is possible from 23:00 – 08:00.

### TERMS & CONDITIONS

#### Three items up to 20kg each

You can leave a maximum of three items. You need to be able to carry your items to and from the allocated storage room without assistance.

Maximum weight: 20kg

#### 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 plastic bags or items that cannot be locked/secured.

#### 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.

#### Non-perishable items only

Not all items can be stored in the luggage room. Items such as food and liquids are strictly prohibited. Ask the Duty Manager for full details.

### Seek approval for extra items

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

### Charges for extra items

If you have been authorised to store more than three items, the following charges (per item, per month) must be paid in advance:

Small item: £20  
Max. H30cm x L40cm x W30cm

Medium item: £30  
Max. H65cm x L60cm x W45cm

### Availability

Storage of items is at the discretion of the Duty Management Team. We cannot guarantee availability.

### 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.

### Maximum storage period

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





## MAIL & MESSAGES

### YOUR PIGEONHOLE

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

### PARCELS & REGISTERED MAIL

It is possible to have parcels and registered or 'signed for' letters delivered to International Students House. But storage space is limited so 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.

## PARKING

There are no parking facilities for cars or motorcycles belonging to residents at the House. The closest parking is managed privately by [justpark.com](http://justpark.com) and [yourparkingspace.co.uk](http://yourparkingspace.co.uk)

## 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](mailto:accom@ish.org.uk) in advance.

## RECEPTION

The reception for all our accommodation is at the main entrance to International Students House, at 229 Great Portland Street.

The Reception Team are available during the day and a Duty Manager is available at night. There will always be someone ready to assist you.

## 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 waste and protect the environment by using the recycling bins available in kitchenettes, kitchens, common rooms and at reception. (See page 24 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](http://londonrecycles.co.uk)

## SMOKING

It is illegal to smoke, vape or use e-cigarettes in any of our buildings.

Please use the designated smoking areas outside the residence.

Any resident found smoking in the building will face disciplinary action and a fine of £50.



Paper/ card Reception + kitchens  
 ✗ Cardboard saturated with food, like greasy pizza boxes.



Tins/ cans Kitchens  
 ✓ Tins, drink cans, biscuit/ sweet tins, food cans, foil containers.



Glass Kitchens  
 ✗ Drinking glasses, eye glasses and glass cookware.



Plastic Kitchens  
 ✗ Crisp packets, sweet wrappers, plastic film, hard plastic.



Batteries Ground floor, GPS building (by the lifts)

## STUDY SPACES

We are here to help you achieve your academic and career aspirations. As well as International Students House 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 music practice from 09:00 until 23:00.

You can also use the Green Rooms for Venues 1 and 2 in the basement.

#### 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.

## TERM DATES

Academic year: 16 September 2023  
- 21 June 2024

Autumn term: 16 September 2023  
- 15 December 2023

Christmas holidays: 16 December 2023  
- 5 January 2024

Spring term: 6 January 2024  
- 22 March 2024

Easter holidays: 23 March 2024  
- 12 April 2024

Summer term: 13 April 2024  
- 21 June 2024

## 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.

[ish.org.uk/travelclub](http://ish.org.uk/travelclub)

## TV LICENCE

If you have a television in your room, you will need to buy a TV licence.

If you record or watch television programmes, including live, catch up or on demand services, on a laptop, tablet, games console or mobile phone, you will need a TV licence.

If you receive a letter asking you to purchase a TV licence but you are confident that you do not need one, then all you need to do is make a declaration online: [tvlicensing.co.uk](http://tvlicensing.co.uk)

The televisions in our bar and common rooms have TV licences.

## 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  
23:00 – 08:00

If you are disturbed by excessive noise, contact the Duty Manager.

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





# YOUR LIFE IN LONDON

We hope your stay in London is a memorable one. We have collected some useful information and tips to help you settle into your London life.

## ATM & CASH MACHINES

The nearest ATM or cash machine is located in Sainsbury's, a supermarket on Great Portland Street.

Please exercise care when using ATMs around London, hiding your pin number from others.

Credit cards, debit cards and contactless payment are widely used in London. Some places are completely cashless. Always check what types of payment are accepted.

## BANK ACCOUNT

To open a bank account, you need:

- your passport
- your visa (if applicable)
- and a bank letter.

Our Reception Team can provide you with a 'proof of address' letter to help you open a bank account.

We cannot provide confirmation of your course title or duration of studies – this can be requested from your place of study.

For guidance and links to documents comparing banks, see: [ukcisa.org.uk](https://ukcisa.org.uk)

## DOCTORS & 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 £9.65 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.

#### 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 is just as effective as sanitiser.

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

### Face masks

The UK National Health Service recommends that you wear a face covering in crowded and enclosed spaces, where you may come into contact with other people you do not normally meet.

This is particularly important in shops and on public transport.

### 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.



## DOCTORS & HEALTH CONTINUED

### 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 good counselling or psychological 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 to 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 RA 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:

[fpa.org.uk](https://fpa.org.uk)  
[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 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.

#### Covid-19

Covid vaccinations are available to all over 16 years old in the UK. You can book a vaccination online on the NHS website.

#### Useful resources:

[ukcisa.org.uk](https://ukcisa.org.uk)  
 (see UKCISA's guide to healthcare)

[nhs.uk](https://nhs.uk)

[studentminds.org.uk](https://studentminds.org.uk)

[studentsagainstdepression.org](https://studentsagainstdepression.org)



## FINANCES, FUNDING & SUPPORT

We know 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.

### SCHOLARSHIPS

All International Students House scholarship applications must be made through our partner institutions – these are mostly London universities and colleges. A full list is available on our website.

Most scholarships are usually only available to new students and are awarded before arrival in the UK.

[ish.org.uk/scholarship](http://ish.org.uk/scholarship)

### DAVIS PROJECTS FOR PEACE

As International Students House is a member of International Houses Worldwide, our residents are eligible for Davis Projects for Peace funding.

In this initiative, students 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, our residents have received as many as five awards per year. We strongly encourage our residents to consider participating.

#### TIMELINE

January	submit proposals
March – April	awards announced
June – August	projects delivered
September	final reports submitted

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

[davisprojectsforpeace.org](http://davisprojectsforpeace.org)

### 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.

Dr Sharon Bolton  
[s.bolton@ish.org.uk](mailto:s.bolton@ish.org.uk)

View ISH's money-saving tips:

[help.ish.org.uk/tips-on-managing-cost-of-living-challenges](http://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](http://study-uk.britishcouncil.org/moving-uk/cost-studying/top-money-saving-tips-for-international-students-in-uk)

#### Student discounts

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

[studentbeans.com/uk](http://studentbeans.com/uk)

#### Part-time work

If you are considering taking a part-time job, we advertise our part-time and temporary job vacancies online:

[careers.ish.org.uk](http://careers.ish.org.uk)

### Mary Trevelyan Hardship Fund

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

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

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

Applications are accepted throughout the year. Find out more:

[ish.org.uk/financial-support](http://ish.org.uk/financial-support)

## 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 RA, 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](https://students.ygam.org)

## ILLEGAL & BANNED GOODS

There are certain items, like drugs, weapons and some types of pornography, that you are not allowed to possess in the UK.

You risk being arrested or fined if you are found in possession of any illegal or banned goods.

Please refer to the UK government website for detailed information:

[gov.uk/duty-free-goods/banned-and-restricted-goods](https://gov.uk/duty-free-goods/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. Any pornography that cannot be legally bought in the UK.

### 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.

## 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](https://ukcisa.org.uk)

Apply for a NI number on the UK government website: [gov.uk/apply-national-insurance-number](https://gov.uk/apply-national-insurance-number)

## 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.

[prepareforsuccess.org.uk](https://prepareforsuccess.org.uk)

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<i>term dates</i>	
<b>Autumn term</b>	<b>16 September – 15 December 2023</b>
Christmas holidays	16 December 2023 – 5 January 2024
<b>Spring term</b>	<b>6 January 2024 – 22 March 2024</b>
Easter holidays	23 March – 12 April 2024
<b>Summer term</b>	<b>13 April – 21 June 2024</b>





International  
Students House

## **Residents' Handbook 2023-2024**

International Students House  
229 Great Portland Street, London, W1W 5PN