



International
Students House

Residents' Handbook 2026-27

238 Kennington Lane

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, Kennington Lane 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





Vauxhall

Kennington

Oval

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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

Resident Services Manager

The Resident Services Manager, Paul McLaughlin, holds overall responsibility for the day to day operation of the building, reporting to the Senior Management Team at ISH.

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 mail box keys, parcel deliveries and the bike storage.

0207 631 8399

KLDutymanagers@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.



0207 631 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

Wash Station
0800 141 2331

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 **0207 631 8399** 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 centre

Gray's Inn Medical Group Vauxhall
8 Jonathan Street, Kennington, SE11 5NH
0207 735 1971

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.

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 local GP.

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 are just as effective as sanitiser.

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

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/**.



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 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: [**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. A fire safety video followed by a short quiz has been produced by the team. Please ensure you view this video and complete the quiz as this is a key element of our Fire Safety arrangements. Residents who have not completed this fire safety induction will be contacted.

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 10.00.

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.

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

Where to go

Assembly point: Loughborough Street, by the small car park on the pavement.

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**](mailto:s.bolton@ish.org.uk).

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

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.

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	Project delivered
September	Final reports submitted

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. Bedroom doors have a privacy button on the inside of the door.

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 will be required to obtain a discount in Benugo and for weekend brunch.

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) should be stored in the secure cycle store.

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, please ask the Duty Manager if it will need to be tested before use.

Appliances in your room

Using heat-generating appliances and cooking appliances is strictly forbidden in bedrooms.

Electrical Items such as extra heaters, microwaves, hobs, toasters, air fryers and rice cookers are a fire hazard and will be confiscated. They will be returned to residents upon departure.

Hairdryers, curlers, straighteners and kettles are permitted in your room. Small fridges are only permitted in ensuite rooms if required for valid medical reasons and need to be authorised by the Resident Services Manager.

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.

ATMs and cash machines

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

Licensed taxis

If you travel by taxi, always make sure that you use a licensed taxi company or travel in a London black cab.

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. There are also steep fines of £325 - £500 for dropping cigarette butts in the street in Lambeth, as this is considered littering.

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.

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**.

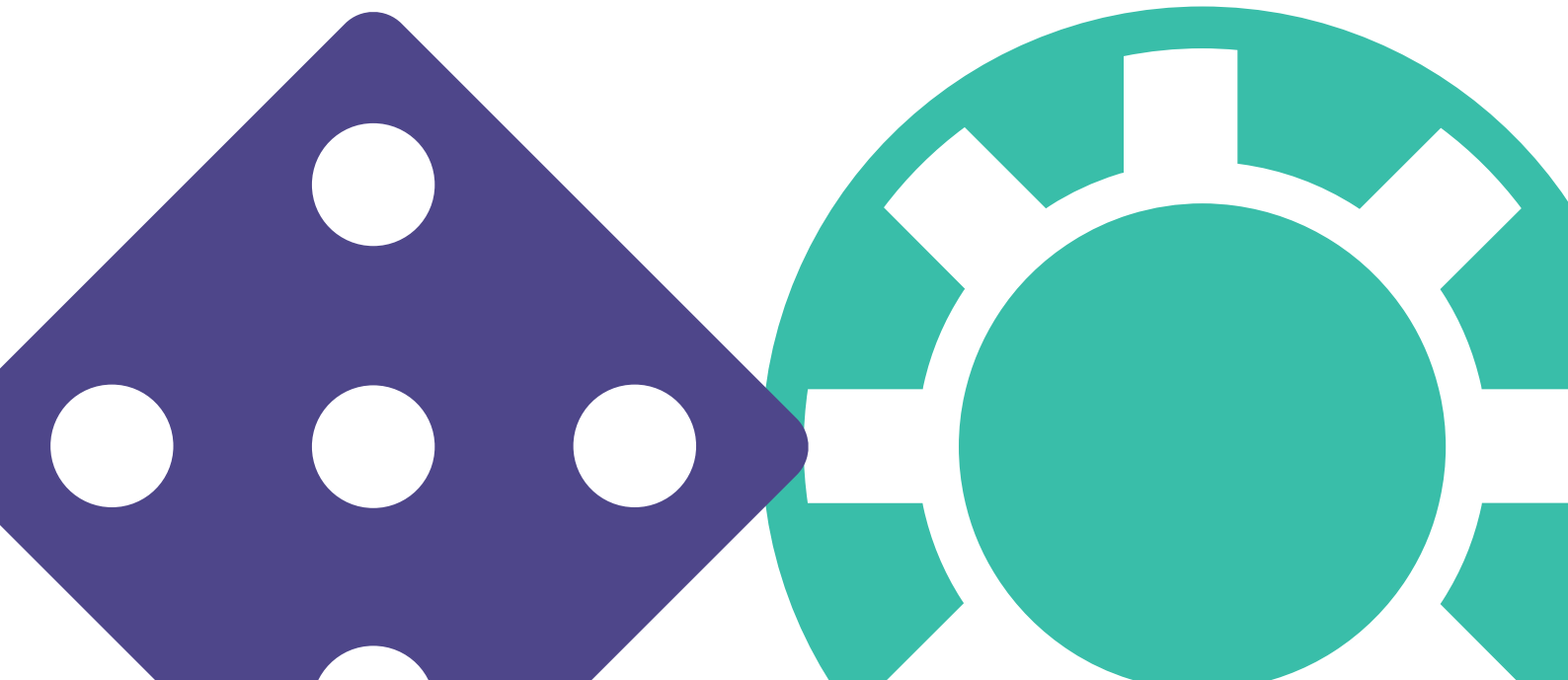
Gambling

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 kitchen paper roll (which is for drying your hands), wipes, sanitary products or anything else. These items should be placed in the appropriate bin. Additional toilet roll is available to purchase 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.

Keeping your room clean

Our Housekeeping Team cleans bedrooms approximately 3 times per year.

Cleaning dates are announced in advance by email or displayed on the lift lobby screens. If you want to opt out of this free service or request additional cleaning at a cost (see below), email the team at KLDutymanagers@ish.org.uk.

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.

Cleaning charges

Studio	£25.00 per hour
Single ensuite	£20.00 per hour
Double ensuite	£20.00 per hour
Bed linen change	£5.00

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

Our cleaning responsibilities (communal areas)

- Empty kitchen bins
- Clean clear surfaces and sinks
- Periodic cleaning of kettles, toasters, hobs and microwaves
- Mop kitchen floors
- Clean front of fridges, freezers, cupboard doors and drawers
- Sweep or vacuum corridors, stairs and floors

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 (23.00 – 08.00). Return the items borrowed promptly so they are available for others.

Cooking

Cooking is not permitted in your bedroom, unless you are in a studio.

See more about food, cooking and catering on page 36.

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

How to manage moisture levels in your room:

- Windows should have a position where they can be left secure, but very slightly open for ventilation
- In studios, avoid a build-up of steam when cooking by putting lids on pans and turning the heat down once the water has boiled, and use the extractor fans
- Check mechanical extractor fans are working properly in the bathroom and above hobs and use appropriately
- Avoid leaving wet clothes/towels to dry indoors without 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 09.00 and 17.00 (unless in an emergency).

We will always give you advance notice by email/lift lobby 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. 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. In studios, please separate food waste and dispose of it in the refuse area.

Heating

The heating is controlled by:

- Heating times programmed in the bedroom radiator
- Radiator temperature controls

It is not common practice in the UK for heating to be on continuously throughout the night or when the room is vacant. Please turn off when not in use.

Radiator controls

Radiators are controlled in the room. The temperature can be adjusted up and down. The radiators should be turned off when not in use and can be timed to turn off at night or when you are not in 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 05.00 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.

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.

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 ***ish.org.uk/insurance***.

Moving rooms

If you want to change rooms for any reason during your stay, please contact the Duty Manager.

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.

Rubbish and waste

Residents are responsible for emptying their bedroom bins into the clearly labelled “General Waste” Food and “Recycling” bins in the refuse area on the ground floor. Do not leave any rubbish or any other items in corridors.

Please support our environmental efforts by using the recycling bins provided. Find out more about what you can recycle on page 39.

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

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 Duty Manager:

KLDutymanagers@ish.org.uk.

Security deposit refund

To receive your security deposit, please email the Duty Management 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 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

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 and communal kitchens in the accommodation section of the building at ISH.

It is not permitted to drink alcohol in the lobby, terrace and café (unless at an organised ISH event) 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 42.

Cycling and bike storage

If you have a bicycle, you can store it in our cycle store. The Duty Manager can assign your key to open the storage area.

Bicycles are stored 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.

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.

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.

In your room

- Turn off electrical appliances and lights when not in use
- Turn off taps and showers and report drips and leaks
- Use water wisely, turn off the tap when brushing teeth, don't leave the shower running before using
- Turn off radiators when not needed
- Recycle waste correctly
- Avoid using single use plastics

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

International Students House is a BREEAM Excellent rated building.

BREEAM is the world's longest established method for assessing, rating and certifying the sustainability of buildings and infrastructure. BREEAM evaluates environmental performance across design, construction and operation.

Working to become more environmentally sustainable is central to 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. Some events are hosted at our Great Portland Street property; they 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.

Live music at 229

Our live music venue 229, at Great Portland Street 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 residents at International Students House.

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

Benugo Cafe

Our cafe is managed by our partners BaxterStorey. Enjoy a coffee and a pastry or a healthy lunch. Residents are entitled to 50% discount off refreshments and food (not including branded cans/ drinks and packaged snacks). Complimentary brunch is served every Saturday and Sunday in term time from 08.00am to midday. It is advisable to arrive before 11.30am to avoid queues and food items becoming unavailable.



Food and communal kitchens

The communal kitchens are within clusters throughout the building. Please be mindful of quiet times to avoid disturbing your neighbours.

Cleaning

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

Leaving communal areas in an unacceptable state, e.g. blocking sinks or toilets, is a disciplinary matter.

Find more information about cleaning on page 23.

Kitchen cupboards

The cupboards in the communal kitchens are labelled with the bedroom numbers in the clusters. Please respect your fellow residents' personal items stored in these cupboards. It is advisable to label items and store in sealed containers. You must clear out your cupboard completely before you leave.

Fridge/freezers

There are two fridge-freezers and an undercounter fridge in every cluster. Food items should be labelled to avoid accidental use by others. Fridges must be kept clean and tidy. Out of date items will be removed from the fridges and thrown away.

In the kitchen

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

- Wipe down surfaces before use with sanitiser
- Use your own sponge and tea towel
- Keep your own cooking utensils separately
- Label food clearly and keep food in sealed containers
- Dispose of out of date items

Kitchen rules

- Never leave cooking unattended: if a member of staff finds food cooking unsupervised, they will switch it off for safety reasons.
- Always use the extractor when cooking on the hob, failure to do so can activate the fire alarm
- Keep kitchen doors closed
- Kettles should be used to boil water, nothing else
- Clean up: please keep the space clean and tidy, ready for others to use

Tips for using the hobs

- Pans that work with the hobs are stainless steel, cast iron, carbon and enamelled steel. Aluminium, glass and ceramic will not work on the hobs
- Turn pan handles inwards to prevent accidental knocks
- Avoid deep fat frying and do not add water to fat
- Don't forget to use the extractor fan at all times

Tips on using microwave ovens safely and efficiently

The microwaves are combination oven/microwaves, if unsure please ask a Duty Manager how to operate them.

Microwave mode - make sure packaging is microwave safe, use only plastic, glass, or ceramic labelled microwave proof, do not use metal or foil.

- No whole eggs - do not heat raw eggs in their shells or whole hard-boiled eggs; they can explode
- 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
- 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.

Convection oven mode - treat like a standard oven, make sure packaging is oven proof, do not use plastic containers. Use oven gloves and beware of hot steam.

Kitchen packs

Kitchen packs are available to purchase at Reception for £84.00.

Contents:

- 1x crockery kit: knife, fork, tablespoon, teaspoon, dinner plate, side plate, cereal bowl, mug and glass tumbler
- 1x utensil kit: corkscrew, slotted serving spoon, solid serving spoon, slotted turner, tin opener, wooden spoon, vegetable peeler, kitchen scissors, plastic colander and tea towel
- 1x cooking kit: 20cm non-stick saucepan with glass lid, 24cm non-stick frying pan, chopping board, baking tray, chef's knife and utility knife.

Allergies

If you have food allergies, please inform your fellow cluster residents, Resident Advisor and Duty Managers, especially if your allergy is severe.

Laundry

The laundry room is on the ground floor. The machines belong to Washstation, guidance for their usage is displayed in the laundry room. Payment is made via the Laundry app. An iron and ironing board is supplied in the laundry room.

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 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 mailbox

The mailboxes are located on the ground floor. A £10.00 deposit will be charged for the key to access your mailbox.

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.

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 ***KL Dutymanager@ish.org.uk*** in advance.

Printing

There is a printer/photocopier on the ground floor, opposite the laundry and behind Reception.

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 billing enquiries. 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 32 for more about environmental action at ISH.)

Housekeeping staff empty communal recycling bins regularly. 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



Smoking

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

Any resident found smoking inside the building or on the 8th floor terrace will face disciplinary action and a £50 fine.

Student Amenity

The Student Amenity space is located on the ground floor. The amenity is available for residents to use unless pre-booked for events and meetings. Check with the Duty Manager.

Opening times 08.00 to 23.00.

Meeting room

There is a small meeting room on the ground floor, which is used by the team at ISH. If you do need to have a private meeting, please check availability with the Duty Manager.

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***.





The terrace

The terrace is located on the 8th floor. Opening times are 08.00 to 22.00. To access the terrace, please speak with a Duty Manager. The area is non-smoking, with no alcohol or ball games permitted.

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.

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 **0207 631 8399** at the time of the disturbance.

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 or the Resident Services Manager

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

For residents in larger rooms, there are a limited number of spare beds with bed linen available to hire (£15 per night) for guests.

Use this link to make a booking for a 3+ night stay or an extra bed: ***bit.ly/ISH-guest-request.***

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

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>



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 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 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

0207 631 8399

KLDutymanagers@ish.org.uk

Dr Sharon Bolton

0207 631 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 water cascading over its tiers. The background shows a path lined with lush green trees under a clear blue sky. The overall scene is bright and sunny.

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



Resident Engagement Strategy

International Students House (ISH) is committed to maintaining a safe and secure residential environment for all residents. In accordance with the requirements of the Building Safety Act 2022, this Resident Engagement Strategy outlines how ISH will communicate with residents regarding building safety matters and how residents can participate in maintaining a safe living environment.

Building safety at ISH includes, but is not limited to, fire safety systems, structural safety, electrical safety, building maintenance, and security arrangements.

ISH aims to ensure that residents are actively engaged, appropriately informed, and empowered to participate in maintaining building safety.

Engage

ISH will provide opportunities for residents to engage with staff and contribute feedback regarding their accommodation and safety arrangements.

Methods of engagement include:

- Communication through email, the ISH website, and building noticeboards
- Residents' induction sessions and safety briefings
- The Residents' Handbook and in-room guidance materials
- Student Management Committee meetings and resident engagement events
- Annual resident satisfaction surveys
- Regular feedback meetings with resident representatives
- The accommodation fault reporting portal
- The formal complaints procedure

In addition, ISH maintains a resident support network including 24-hour on-site staff, Resident Advisors (RAs), the Duty Management team, the Dean of Student Life, and the Events team.

Inform

ISH is responsible for ensuring residents have access to clear and timely information relating to building safety and maintenance.

Information provided to residents may include:

- Fire safety procedures and evacuation arrangements
- Fire alarm testing schedules
- Emergency lighting inspections
- Fire door inspections and maintenance
- Planned building maintenance and safety inspections
- Temporary access requirements for rooms
- Planned works which may cause disruption
- Information will be communicated through multiple channels, including:
 - Email communications
 - Noticeboards located throughout the building
 - The Residents' Handbook
 - In-room information guides
 - The ISH website

Where larger or longer-term projects are necessary, ISH will give advance notice to residents explaining the purpose of the works and estimated duration, and, where possible, avoid scheduling major projects at key points of the academic year.

Empower

ISH seeks to empower residents by ensuring they have clear routes for raising concerns or reporting safety issues.

Residents may raise safety concerns through:

- Direct communication with the Duty Management team
- Speaking with their floor Resident Advisor
- Submitting maintenance issues through the online fault reporting portal
- Using the formal complaints procedure where appropriate

ISH encourages residents to actively report hazards, maintenance issues, or concerns relating to building safety.

Resident responsibilities

Residents have an important role in maintaining a safe residential environment. Residents are expected to:

- Follow fire safety procedures and evacuation guidance
- Keep fire doors closed and free from obstruction
- Avoid interfering with fire safety equipment or alarm systems
- Report safety concerns, hazards, or faults promptly
- Allow access to rooms when required for essential safety inspections, maintenance, or repairs

Failure to comply with safety procedures may place residents and others at risk and may result in further action in accordance with ISH policies.

Emergency communication

In the event of an emergency or urgent building safety issue, ISH will communicate with residents using appropriate channels, which may include:

- Email notifications
- Notices displayed throughout the building
- Direct communication from on-site staff
- Resident Advisor announcements or guidance
- Emergency alarms and building safety systems

Accessibility of information

ISH is committed to ensuring that building safety information is accessible to all residents.

Safety information will be communicated in clear and accessible formats through multiple communication channels, including written materials, digital platforms, and in-person briefings.

As ISH accommodates a diverse and international student community, efforts will be made to ensure that information is presented clearly and in a way that supports residents from a range of cultural and language backgrounds.

Feedback and continuous improvement

ISH recognises the importance of resident feedback in maintaining and improving building safety standards. Feedback may be gathered through:

- Resident surveys
- Student Management Committee meetings
- Resident Advisor feedback meetings
- The accommodation fault reporting system
- Complaints and formal feedback processes

Any updates to the strategy will be documented and communicated to residents through the ISH website and the Residents Handbook.

Data protection

Any personal information collected through surveys, reporting systems, feedback processes, or engagement activities will be managed in accordance with ISH's Privacy Policy and relevant data protection legislation. For more information visit:

www.ish.org.uk/privacy-policy-2/.

Information will only be used for the purposes of improving resident engagement, building safety management, and service delivery.



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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; please check with the Duty Manager.

Summer storage fees

Fees must be paid in advance. The cost of storing up to two items is £15 per item, per month. This applies to medium-sized suitcases, backpacks and any other zipped storage bags or plastic boxes.

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 two items, please ask the Senior 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.

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.
- 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.

Alternatively, there is a Big Yellow Self Storage across the road.



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