

WELCOME ↓↓ TO

DEPOT POINT

THIS BOOKLET

IS HERE



TO MAKE

THINGS EASY

 **FOR YOU.**

THE
STUDENT
HOUSING
COMPANY

Before we introduce ourselves here are a few things you should do as soon as possible.



Make sure you know how to contact the Accommodation Office to report any problems to your residence team.



Follow us on Facebook, Twitter and Instagram. We might not be reporting on breaking world news, but we can keep you up to date with events in your residence.



Introduce yourself to your neighbours. Living with other people is much easier if everyone is friendly.

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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 7:30am - 6pm

Saturday closed

Sunday closed

07510 836 485 24 hours

depotpoint@thestudenthousingcompany.com



Follow Us

 Depot Point Student Accommodation London

 @comelivewithus

 thestudenthousingcompany



Your Student Portal

To access your student portal go online at:

<http://thestudenthousingcompany.com/login/>

You can find your log in details in the email sent to you by your residence when you booked. If you cannot find your details just ask and the residence team will be more than happy to help.



What We Will Do for You

We are The Student Housing Company and we manage your residence.

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. We want you to find renting a room from us incredibly easy and we want you to feel safe, comfortable and looked after. We want your parents to have peace of mind and we want you to recommend us to other people.

From our plain-speaking name to our friendly staff, we want to make everything we do as clear and upfront as possible.

Our goal is to have buildings close to lots of UK universities. We want these occupied 100% of the time. We can only do this by being excellent.



Our Promises

We make 5 promises to our customers that we think reflect the quality of our accommodation. They won't tell you how to survive Freshers' Week, but they will give you a good indication of what to expect from our high standard of service.

If you don't receive this standard of service you can tell us by filling in a yellow card at reception, and we'll do everything we can to put things right.

We know we can't get *EVERYTHING RIGHT* all of the time, SO  **WE, HERE AT THE STUDENT HOUSING COMPANY,** will read *and* consider **ALL** of  **YOUR SUGGESTIONS** on how to **improve our service.**

 WE'LL BE **UPFRONT** *about ALL the COSTS YOU'LL FACE TO RENT*  a **ROOM** from us.

If things **BREAK** OR go wrong in our BUILDINGS   **WE'LL FIX THEM QUICKLY AND CHEERFULLY.** 

WE'LL ACTIVELY **SEEK**  **STUDENT INVOLVEMENT** in our **COMPANY** through **PLACEMENTS**  so we make sure our offer is being SHAPED BY ACTUAL STUDENTS

 The **PEOPLE** who work in *your* building have been  **HIRED** for their **INTEGRITY,** FRIENDLINESS AND WILLINGNESS TO **GO THAT bit FURTHER.** 

What to Do When Things Go Wrong

When things go wrong in our building we will fix them quickly and cheerfully.

‘Things’ means

...anything we supply to you as part of the fixtures and fittings of the building.



‘Quickly’ means

Priority One (Emergency Repairs) are completed within 24 hours of being reported. These are repairs required to ensure the health and safety of residents, or prevent damage to buildings and belongings.

Priority Two (urgent repairs) are completed within five working days of report. These would be any repairs that materially affect the comfort or convenience of the residents.

Priority Three (non-urgent repairs) are completed within 28 days of report. These would be any repairs not falling into the above categories.

‘Cheerfully’ means

...we are happy to do so and hope that you will find our maintenance team happy to help you.

If you do wish to report a problem or need something fixing please call your residence team or visit reception.

The Serious Bit

At The Student Housing Company we take the behaviour of our residents very seriously. Breaches of our rules and regulations can result in removal from your accommodation.



We don't want this to happen so please remember to respect others and the building at all times.



Room inspections take place from time to time. We do not clear up after you but we will help and offer friendly advice – please remember that if cleaning is regularly ignored we may appoint contract cleaners to tidy up at your expense.



A list of common charges for damage to items can be found on The Student Housing Company portal. Please remember that guests are your responsibility at all times. Please also remember that smoking is not permitted in your room, communal areas or corridors. There is a designated smoking area in the courtyard.



It is your joint responsibility to ensure that communal areas are kept clean and tidy to an acceptable standard.

Please remember to pay your rent on time. You can pay online through your student portal or by bank transfer, come to see us at reception for our banking details. Your student portal web address is:

<http://thestudenthousingcompany.com/login/>



If you are having financial problems please contact reception as there are charges for late payment of rent.



You can contact the student loans company through their website *www.slc.co.uk*

How to Stay Green



Switch it off

Please switch off all lights and other electrical gear not being used, don't just leave it on stand-by. You wouldn't believe how much energy this saves. In fact, every time you do this Al Gore hugs a puppy.



Keep a lid on it

Keeping a lid on your pan makes your food cook quicker and conserves energy. It also helps keep your hob clean.



Use your booster switch

If you're chilly your room has a booster switch for the heating. Using this means you don't have to leave your heating on permanently.



Bike storage

We have secure bike storage so be green and bring your bike with you.



Recycling and rubbish

Please ensure that all rubbish is taken to the bin store. We operate a very simple recycling system in all of our kitchens. Please familiarise yourself with this and stick to it in an effort to keep our planet green.

What You Can Do for Your Residence

We expect you to...



Look after your flat, keeping it clean and tidy.



Keep noise to a minimum throughout the building and outside at night.



Allow us access to your room for inspections and to fix things.



Familiarise yourself with our rules and guidelines.

Cleaning up



Remember to regularly remove rubbish bags and place them in the correct bins provided.



Remember to wash all your dishes, but be careful not to block the kitchen drain.



Ensure all hair is removed from the shower to prevent it from causing unnecessary blockages.



Being Safe and Comfortable



Fire Safety



Tampering with fire detection and safety equipment is a crime and may result in a fine or prosecution.



Take your time to familiarise yourself with the fire assembly point and the fire notices displayed. Make sure you know where your closest fire exit is.

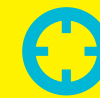


Fire alarm tests are held weekly so familiarise yourself with when this is.

General Safety



Smoking and illegal drugs are not allowed anywhere inside the building.



Student accommodation is often seen as a soft target for thieves. Always lock your windows and doors when you are not in.



Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



Don't make excessive noise, especially late at night. Many of our tenants will be studying in the evening or early morning.

Post and Parcels



All parcels go to reception. To pick them up you need to sign for them and show ID. Parcels can only be accepted at reception during office opening hours.



Please make sure all post is addressed correctly and includes your full name and your room number.







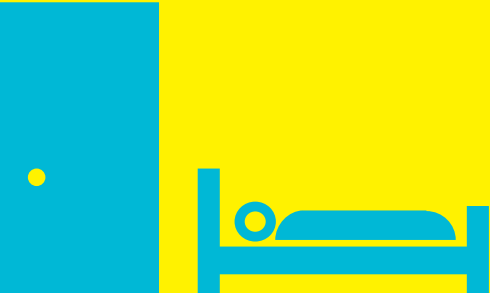



Post will be distributed into secure flat postboxes for your collection. A key to your postbox will be provided to you when you move in.



We will do our best to look after parcels, but in the unlikely event of something going wrong, we will not be liable for any damage or loss of a parcel you have authorised us to accept on your behalf.

What your rent includes...

| | Laundry | TV, IPTV & Internet |
|---|---|--|
|  | <p>Circuit Laundry operate these machines for us. To use the machines you will need to top up online at www.circuit.co.uk. Every time you use the machines, the amount topped up will be deducted.</p> |  <p>All communal kitchens have TVs. IPTV is available throughout and is supplied by Ask4.</p> |
|  | <p>Call Circuit on 01422 820 360</p> |  <p>Remember to get your TV license at www.tvlicensing.co.uk</p> |
|  | <p>You can set up an account online and check for machine availability by visiting www.laundryview.com</p> |  <p>There is 100Mb broadband with Wi-Fi throughout, with the choice to connect six devices to your internet account. Internet is supplied by Ask4.</p> |
|  | |  <p>If you are stuck you can contact Ask4 by calling 0114 303 3232, emailing support@ask4.com, or texting 'call me' to 07797 800 545 for a call back.</p> |

What your rent includes...



Common Rooms



The common rooms are available for all your concentration needs 24/7.



The Common Room is your space for you to use as you wish, however if noise is disturbing the other students the room will be closed for use. Remember, you are part of a community, so please be considerate of others.

Keys



Access to your residence is by key fob, which gets you into the residence and all the way up to your room.



Flat doors and Studio doors lock automatically, but bedroom doors do not. You must present the key to the door every time you leave your room, a bit like how you would lock a door with a normal key.



All communal doors lock automatically.



There is a charge to replace each key so please do not lose them.

Getting Around

Lloyds Bank, 344 Gray's Inn Road, WC1X 8BX

NatWest Bank, 77-82 Whitechapel High Street, E1 7QX

Boots Pharmacy, Kings Cross Station, NW1 2RT

Gray's Inn Road Medical Practice (NHS), 77 Grays Inn Road, WC1X 8TS

Raval Dental Surgery (NHS), 86 Cromer Street, WC1H 8DG

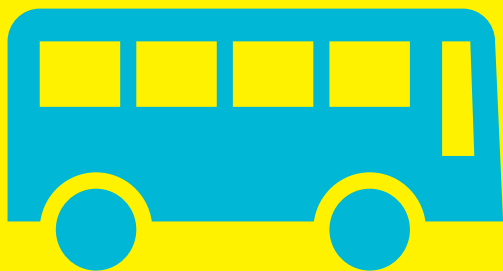
O'Neill's Pub, 73-77 Euston Rd, NW1 2QS

Nandos, 12-16 York Way, N1 9AA

The Euston Flyer, 83-87 Euston Road, NW1 2R

Pizza Express, 91 Euston Road, NW1 2RA

The Big Chill House, 257-259 Pentonville Road, N1 9NL



Getting Around

The Urdang Academy, The Old Finsbury Town Hall,
Rosebery Avenue, EC1R 4RP

University College London (UCL), Gower St, WC1E 6BT

University of the Arts London, (Central Saint Martins),
Granary Building, 1 Granary Square, Kings Cross, N1C 4AA

London School of Business and Finance
Houghton St, WC2A 2AE

SOAS, University of London, WC1H 0XG

University of London, Senate House, Malet St, WC1E 7HU

University of Westminster (Regent Campus)
309 Regent St, W1B 2HW

Post Office, 17/21 Euston Rd, NW1 2RY

The British Library, 96 Euston Rd, NW1 2DB

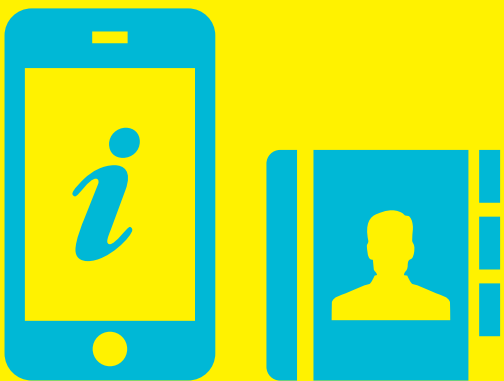
The Brunswick Shopping Centre, The Brunswick, WC1N 1BS

Convenience Store, Tesco Metro 21 Caledonian Rd, London,
N1 9DX

Convenience Store, The Co-Op 275 Grays Inn Road, London,
WC1H 8BD



Useful Contacts



City Info

| | |
|---|----------------|
| University College Hospital | 020 3456 7890 |
| London Black Taxis | 0203 00 44 953 |
| City of London Information Centre | 020 7606 3030 |
| Samaritans | 0845 79 09 090 |
| Eating Disorders Helpline | 0370 800 8022 |
| Frank | 0300 123 6600 |
| Drugs Helpline | 0800 77 66 00 |

University Info

| | |
|--|---------------|
| UCL | 020 7679 2000 |
| BPP Professional Education..... | 0845 075 1100 |
| SOAS – Vernon Square Campus | 020 7637 2388 |
| University of London | 020 7862 8000 |
| Central St Martins | 020 7514 7444 |
| Kaplan International College | 020 7045 4925 |
| Law Studies School of Law and Social Sciences | 020 7837 2659 |
| London Academy of Media, Film and TV | 020 3582 4734 |
| University Association for Contemporary European Studies | 020 7679 4975 |
| Institute of Education | 020 7612 6000 |

Freebies

It's hard to know where to start, so here are a few places we think you should take some time out to see, to immerse yourself into London culture:



- Visit the British Library – Free, fun and educational, you may even want to check out one of their exhibitions which have included; Hans Christian Anderson, John Keats and, recently, Art and Anarchy in the UK – The works of comic book artists and writers such as Neil Gaiman and feature illustrated reports of Jack the Ripper
- Hang out at St Pancras International - Tinkle the ivories on one of their pianos or listen to one of the many talented Londoners as they dazzle you with their musical skills.
- Wander around Camden Market – the best place to soak up the culture.
- Visit Regents Park or the variety of other great parks that are dotted around London

Did You Know...

Kings Cross is believed to be the location of the legendary battle between Queen Boudicca and Roman invaders. The story goes that the final resting place of Boudicca, the Warrior Queen of the Iceni, is under Platform nine at King's Cross Station.

St Pancras International is a popular film and TV set. Films including Harry, I Give It A Year and Jab Tak Hai Jaan used the area as well as TV series such as BBC's Holby City, Parade's End and ITV's The Bletchley Circle.

The Best Of...



Culture

If you're after a bit of culture The Shaw Theatre is just down the road, and showcases work from independent theatre companies, gigs and major music talent.

Shopping

It is hard to know where to begin, but Camden Market isn't too far away and you will find something weird and wonderful on every visit. Foyles book shop is definitely the place to go for all your literary needs.

Night Out

Soho will never disappoint on a night out, but if you want something a little different, visit Drink, Shop, Do, a café by day, bar by night, with retro furniture and a juke box.

Fancy something different?

Head over to Camino, a Tapas bar with a difference. The chefs are trained in Spain, and the cocktails are all spanish and the food is just wonderful.

Take a stroll through Regents Park, hop off the tube to explore London's various museums, or if you feel like spending a little money, visit Harrods and Bond Street and immerse yourself in London life.

Best Kept Secret

The Hurricane Room is a great place to hang out with friends. Located just along Gray's Inn road it offers £10 a year membership where you'll have access to their wonderful facilities including poker rooms, snooker and American and English pool tables. There is even a bar if you just wanted to sit down and chill out.



The Good, the Bad and the Ugly

Meat Liquor is a really great bar and restaurant. Well worth a visit while you're just down the road. You can chill out in the evenings with a fine wine and a nice meal, but avoid it on a Friday evening as it is crowded from about 6pm onwards.

After that good food you might want to know where the closest gym is. Anytime Fitness is just up the road and offers term time contracts, this will set you back £350 for the year.

Bucket List



Visit London's famous (and huge) **Hyde Park**. The park's 'Speak Easy Corner' is still occupied by debates and performance artists every week!



Constructed to celebrate the millennium, the **London Eye** will give you the best views across London!



Take a trip to **China Town** to experience a vibrant neighbourhood filled with authentic Asian Restaurants and supermarkets. Yum!



Don't miss out on the great cultural atmosphere in **Camden**. Bag some bargains at the market, sample the international array of street food or relax by Camden Lock & Regents Canal, where you can follow the waterway all the way back to Depot Point at Kings Cross...



No stay in London is complete without a visit to the iconic **Westminster**. Home to the Houses of Parliament, Big Ben, Westminster Abbey and Parliament Square.

Monday to Sunday

Mondays

This is a great time to catch up on your studies as there's loads on during the rest of the week.

Tuesdays

It's pizza mania with 50% off at Pizza Hut & Dominoes.

Wednesdays

Pass through Kings Cross Granary Square and check out Kerb Street Food for lunch.

Thursdays

Open until 8pm every Thursday get some head space at SOAS Brunei Gallery on the Japanese Roof Garden.

Fridays

Take a break, have a night in and recharge your batteries for the weekend!

Saturdays

Get to the The Castle Cinema to see the latest releases, old favourites and arty flicks. Check out the fancy popcorn downstairs!

Sundays

Pack up a picnic and head to Camley Street Natural Park for some down time.

