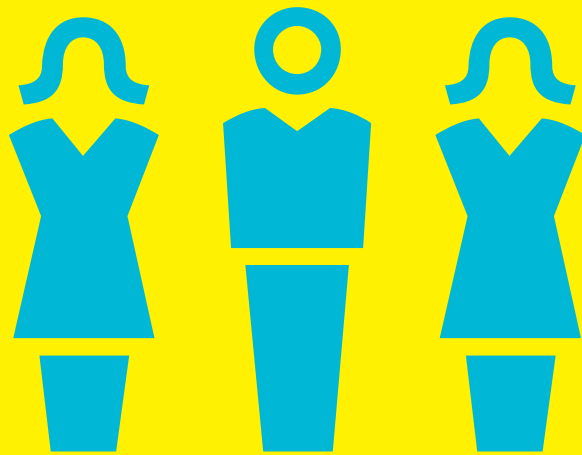


WELCOME ↓↓ TO

THE CURVE

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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- ➔ What we will do for you
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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8am - 6pm

Saturday 9am - 5pm

Sunday 9am - 5pm

0207 377 5372 24 hours

thecurve@thestudenthousingcompany.com



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.



Follow Us

 thecurvestudentaccommodation

 @comelivewithus

 thestudenthousingcompany



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 thermostat

If you're chilly your room has a thermostat 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



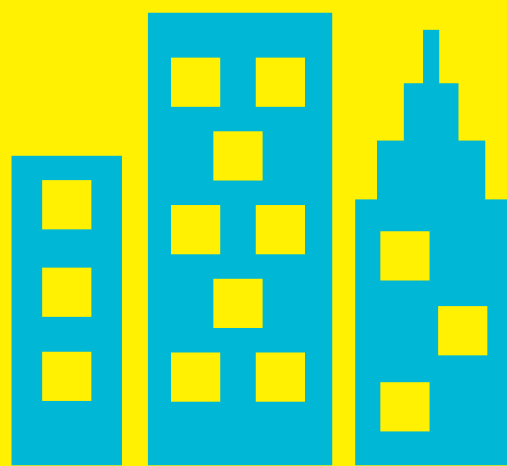
Remember to regularly remove rubbish bags and place them in the correct bins provided. The bin store can be located by accessing A Core lift down to the lower ground floor and then follow the signs to the Bin Store.



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.

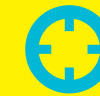


Fire alarm tests are held weekly so familiarise yourself with when this is.

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.



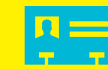
Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



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.



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



All rooms are allocated the following postcode:
E1 1ES



Post will be delivered straight to your mailbox in reception by the postman.

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



Circuit Laundry operate these machines for us. To use the machines you will need to purchase a top up card from reception and top up online at www.circuit.co.uk. Every time you use the machines, the amount topped up will be deducted.



Call Circuit on 01422 820 360



You can set up an account online and check for machine availability by visiting www.circuit.co.uk

TV, IPTV & Internet



All communal kitchens and Studios have TVs.



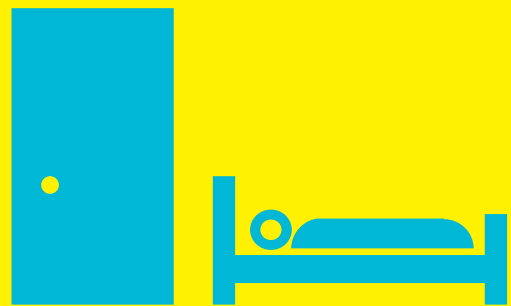
Remember to get your TV license at www.tvlicensing.co.uk



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect three devices to your internet account. Internet is supplied by Ask4.



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.



What your rent includes...

Common Rooms



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



The two TV rooms and the Games room are 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.



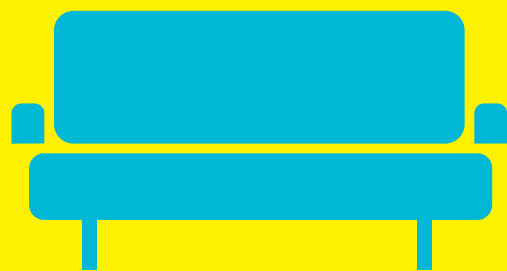
Flat, Studio and Bedroom doors do NOT lock automatically. Make sure you lock them.



All communal doors lock automatically.



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



Getting Around

Lloyds Bank

3 – 5 Whitechapel Road, E1 1DU

NatWest Bank

45 Whitechapel Road, E1 1DU

HSBC

75 Whitechapel Road, E1 1DU

Day Lewis Pharmacy

14 Old Montague St., E1 5PB

Whitechapel Health Centre (NHS Doctor)

44 Hessel Street, E1 2LP

The Whitechapel Dental Centre (NHS Dentist)

132 – 134 Whitechapel Road, E1 1JE

Post Office

208A Whitechapel Road, E1 1BT

Tesco (Supermarket)

14 Fieldgate Street (Just downstairs!)



Getting Around

University College London (UCL)

Gower St, WC1E 6BT

Central Saint Martins (Uni. of the Arts)

Granary Building, 1 Granary Square, Kings Cross, N1C 4AA

University of London

Senate House, Malet St, WC1E 7HU

Queen Mary University

Mile End Road, E1 4NS

Coventry University (London Campus)

University House, 109 – 177 Middlesex St., E1 7JF

HULT International Business School

35 Commercial Road, E1 1LD

London Metropolitan University (Aldgate Campus)

Calcutta House, Old Castle Street, E1 7NT

Instituto Marangoni

30 Fashion Street, Spitalfields, E1 6PX



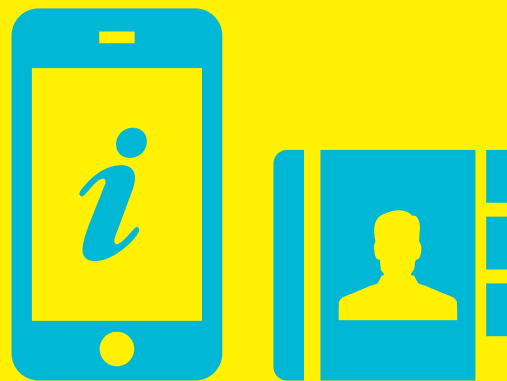
Useful Contacts

City Info

The Royal London Hospital (Accident and Emergency).....	020 7377 7000
London Black Taxis.....	0203 00 44 953
City of London Information Centre	020 7606 3030
Samaritans (Emotional Distress Helpline)	0845 79 09 090
Beat Eating Disorders Helpline	0808 801 0677
Frank (Drugs Helpline)	0300 1236600

University Info

University College London (UCL).....	020 7679 2000
Central St Martins (University of the Arts).....	020 7514 7444
University of London	020 7862 8000
Queen Mary University	020 7882 5555
Coventry University (London Campus)	020 7247 3666
HULT International Business School	020 7636 5667
London Metropolitan University (Aldgate).....	020 7423 0000
Instituto Marangoni.....	020 3608 2401



The Best Of...

Culture

If you're after a bit of culture, head down to the Globe Theatre, for an open-air, Shakespearean play. Whilst you're there, check out the second-hand bookshop underneath Waterloo Bridge, for some cheap finds!

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.

Shopping

It is hard to know where to begin, but if you want every shop you could think of, under one roof, head to Westfield Stratford Shopping Centre. Shops, cinema, casino, restaurants – everything you could need!

Fancy something different?

Head to Greenwich to see the Cutty Sark, a grand tea-clipping ship, built 150 years ago! Also check out the Royal Observatory, the home of Greenwich Mean Time (GMT) and an amazing planetarium.

Best Kept Secret...

Go and see the beautiful St. Dunstan in the East church. Situated near Tower Hill station, you would never know that you were in the centre of the city! Partially destroyed during the Second World War, it is now an attractive park with wonderfully eerie ruins!



Bucket List



Want to see all of London at once? Why not visit the **Sky Garden** for free! Enjoy stunning panoramas of the London skyline. Then, follow it up with a fine breakfast.



Go a bit further afield and visit **Borough Market**. Still only a 30 minute walk from the residence, it is the place to be if you love food! Many stalls and traders, selling a wide range of cuisines and produce.



Take part in a **Jack the Ripper Tour**. An infamous Victorian slayer – find out the local history of the area and learn about the murder mystery that was never solved!



Visit the 1000-year-old **Tower of London** and see the amazing Crown Jewels and see where infamous, historical prisoners were held! Only a 25-minute walk!



Visit the fabulous **Brick Lane Market**. Open every Sunday, with a vibrant and lively atmosphere. Try visiting the **Old Truman Brewery**, to find up-and-coming designer pieces, as well as vintage bargains!

Monday to Sunday

Mondays

Monday's are hard! Recharge and chill-out at Dabbers Social Bingo Club. They offer a wide range of events, and a good, old-fashioned game of bingo!

Tuesdays

Fancy seeing a movie? Genesis Cinema at Mile End offer cheap student tickets Monday – Thursday, as well as unlimited passes to see as many movies as you want!

Wednesdays

Grab your mates and enjoy a matinee (early show) in the West End – London's own Theatreland! Afterwards, visit Chinatown for some delicious Dim Sum and Bubble Tea!

Thursdays

Have a free evening of art and culture at the Whitechapel Gallery. Only a few minutes' walk from the building, they have late-evening opening until 9pm.

Fridays

Finish your week with a glamorous meal or cocktail at Duck and Waffle. A 24/7 restaurant on the 40th floor – get wonderful views whilst you dine!

Saturdays

It's the weekend! Have a lie in and then make your way to Spitalfields 'Style Market'. One of London's oldest markets, with independent traders displaying hand-crafted clothes and accessories!

Sundays

Get ready for the next week with a delicious brunch from The Breakfast Club in Spitalfields. Pancakes? Avocado on toast? Why not both?!

