

WELCOME ↓↓ TO

**THERESE HOUSE**

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 Sunday ..... 8am - 7pm

Saturday ..... closed

Sunday ..... closed

020 7253 7603 ..... 24 hours

theresehouse@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

 Therese House Student Accommodation London

 @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](http://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



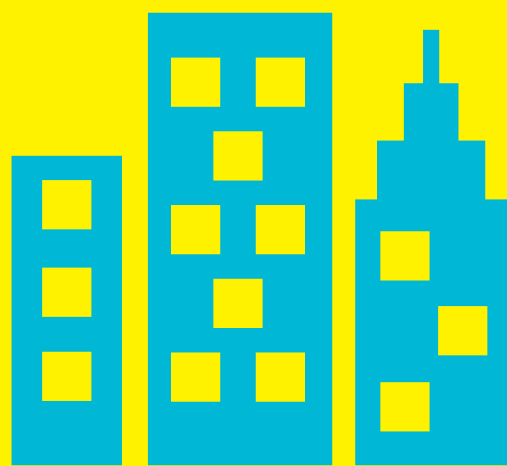
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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.

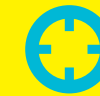


Fire alarm tests are held weekly so familiarise yourself with when this is.

## 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.

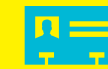


Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



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.



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



Different rooms are allocated different postcodes as follows:

Flats LG.01 to 2.19 - EC1A 4JH

Flats 3.01 to 6.22 - EC1A 4JL

Flats 7.01 to 8.20 - EC1A 4JW



Post will be distributed through your letterbox 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 top up online at [www.circuit.co.uk](http://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.laundryview.com](http://www.laundryview.com)

## TV, IPTV & Internet



All communal kitchens and Studios have TVs. IPTV is available throughout and is supplied by Ask4.



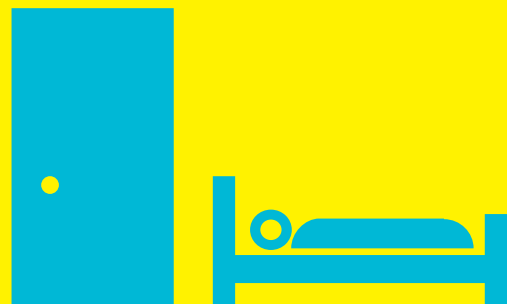
Remember to get your TV license at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



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](mailto:support@ask4.com), or texting 'call me' to 07797 800 545 for a call back.



# What your rent includes...

## Common Rooms



The Study Room is 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 card, which gets you into the residence and all the way up to your room.



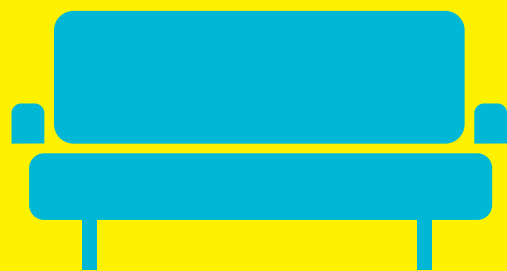
Flat, Studio and Bedroom doors lock automatically.



All communal doors lock automatically.



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



# Getting Around

## **Lloyds Bank**

109 Finsbury Pavement, London EC2A 1LB

## **NatWest Bank**

134 Aldersgate St, London EC1A 4JA

## **Pharmacy**

36 Goswell Road, London, EC1M 7AA

## **The Neaman Medical Practice (NHS)**

15 Half Moon Ct, London EC1A 7HF

## **Old Street Dental Clinic (NHS)**

169 Old St, London EC1V 9NJ

## **The Shakespeare Pub**

2 Goswell Rd, Golden Lane Estate, London EC1M 7AA

## **Pizza Express**

1 Clerkenwell Road, EC1M 5PA

## **The Magic Roundabout**

Old Street Roundabout, London EC1Y 1BE



# Getting Around

**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

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

**City, University of London**, Northampton Square,  
Clerkenwell, London EC1V 0HB

**London School of Economics and Political Science**,  
Houghton St, London WC2A 2AE

**King's College London, Strand, London WC2R 2LS**  
Cass Business School, 106 Bunhill Row, London EC1Y 8TZ

**Post Office**, 205 Old St, London EC1V 9QN

**The British Library**, 96 Euston Rd, NW1 2DB

**Tesco Metro**, 131 Aldersgate St, London EC1A 4JQ

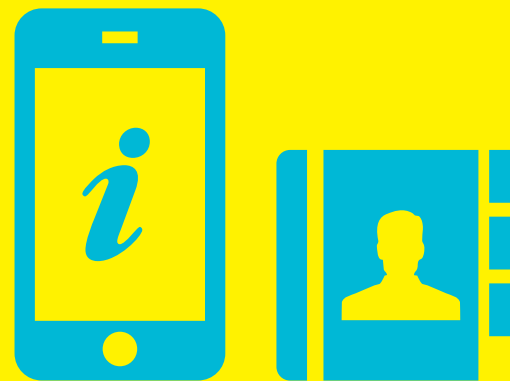
**One New Change Shopping Centre**, 1 New Change, London  
EC4M 9AF

**Waitrose**, Cherry Tree Walk Centre, Whitecross St, London  
EC1Y 8NX





# 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
University of London .....	020 7862 8000
Central St Martins .....	020 7514 7444
Kaplan International College .....	020 7045 4925
Institute of Education .....	020 7612 6000
City, University of London .....	020 7040 5060
London School of Economics and Political Science .....	020 7405 7686
King's College London .....	020 7836 5454

# The Best Of...

## Culture

If you're after a bit of culture The Museum of London is just down the road, and documents the history of London from prehistoric to modern times. It currently houses 6 million items!

## 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 Spitalfields Market isn't too far away and you will find something weird and wonderful on every visit. One New Change is down the road near St Pauls cathedral if you're looking to treat yourself!

## Fancy something different?

Head over to Polpo a Tapas bar with a difference. If you like tapas but with a twist, you will love this place. Italian food made to share, will leave you wanting more!

Head over to the Barbican centre which hosts classical and contemporary music concerts, theatre performances, film screenings and also art exhibitions.

## Best Kept Secret...

If you do decide to visit the Barbican Centre, hidden away from the busy tourist spots in London you will find the observatory. You need to book in advance – but it's well worth it.

# Bucket List



Stressed with exams? Book a yoga session at the **Sky Garden**, enjoying stunning panoramas of the London skyline. Then, follow it up with a fine breakfast. Much better!



Sample the cuisine at **White Cross Market**. Less than a 5 minute walk from Therese House, it is perfect for lunches when you can't be bothered to cook!



Stroll down to **The Barbican Centre**, only a 5 minute walk away. The Barbican Centre is the largest performing arts centre in Europe! It hosts concerts, theatre performances, film screenings and art exhibitions.



Sightsee from the Thames with City Cruises, or for a more exhilarating ride, try the Thames Jet! Finish up with some lunch on **Southbank** and you can be home in 15-20 minutes!



Visit the famous **Portobello Market**. Movie buffs can see The Notting Hill Bookshop in all its glory. If you go at the right time, you may even stumble across the **Notting Hill Carnival**, Europe's biggest street party!

# Monday to Sunday

## **Mondays**

Monday's are hard! Have a night in and recharge your batteries, you have a long week ahead!

## **Tuesdays**

It's SuperDay on a Tuesday at the VUE Islington, offering discounted prices on cinema tickets, kick back and watch the latest releases on the big screen!

## **Wednesdays**

Grab your mates and enjoy some of the best comedy in London at the Soho Theatre, you won't be disappointed!

## **Thursdays**

Whilst you are living here, get to know the history of London! Only 5 minutes away from Therese House is the Museum of London, exhibiting London from prehistoric to modern day. Interesting!

## **Fridays**

Head in to St Pauls and see the magnificent cathedral. St Pauls is full of shops, restaurants and bars, so explore and take your pick!

## **Saturdays**

It's the weekend! Have a lie in and then make your way to Grind for tasty, all day brunch and bottomless prosecco.

## **Sundays**

Spruce up your room with some flowers from Columbia Road Flower Market or simply marvel in the vibrant colours.

