



Student Halls Handbook

ACADEMIC YEAR 2016/17



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE

LSE Residential Services

Service Charter

Our service

LSE Residential Services provides accommodation and related services in halls of residence to LSE students, staff, visiting academics and vacation visitors. We are committed to providing a high quality service that is accessible to all our customers, in a safe, secure, friendly, clean and customer focused environment. This Service Charter outlines the standards of service that you can expect from us, and how we will deliver them.

LSE Residential Services is committed to:

- Providing accommodation that is priced to suit different preferences, needs, and budgets.
- Maintaining the accommodation in good order to provide a safe, secure and clean living environment.
- Providing accommodation that is in close proximity and has good transport links to the School.
- Providing clear and accurate information about prices, facilities, and services.
- Allocating and offering spaces fairly and as close to a student's preferences as availability permits.
- Prioritising students with disabilities for LSE accommodation.
- Providing pastoral support for student residents as part of our Residential Life programme.
- Providing healthy, good quality food with vegetarian and halal options.
- Contributing to the LSE Environmental Sustainability Policy by helping to create a community in which staff, students and visitors have the opportunity to individually and collectively support the School in protecting the environment.
- Meeting the Universities UK/Guild HE Code of Practice for the Management of Student Housing.

To deliver on this commitment, we will:

- Actively seek customer feedback on the experience of our service, to determine that we are delivering the level of service as promised in our charter.
- Embrace customer feedback and any changes that help shape and improve our services.
- Respond to all enquiries, feedback and complaints quickly and efficiently.
- Treat our customers with respect, courtesy and consideration, regardless of age, disability, gender (including gender identity), race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity and social and economic background.
- Ensure that our staff are trained to mediate, bringing a quick and successful resolution to all complaints.
- Organise our processes and train our staff in such a way that we meet the Universities UK/ Guild HE Code of Practice for the Management of Student Housing.

You can help us by:

- Providing us with feedback on your experience and, in the case that you are not satisfied with our service, letting us know where we fell short of your expectations and how we can improve.

We take all complaints very seriously, and will deal with them locally and immediately where we can. If your complaint cannot be resolved immediately, it will be referred to the next line manager. If your complaint is not resolved to your satisfaction in the first instance, or if it is not appropriate for an informal resolution to be sought, you should follow our complaints procedure. For a copy, visit our website at lse.ac.uk/residentialservices, ask a member of staff or email residencesandcatering.complaints@lse.ac.uk



putting the
Customer First®



**INVESTORS
IN PEOPLE**

Bronze

Contents

Welcome	2		
From the Director	3	Mail and parcels	22
Arrival	4	Moving on from halls	22
Key collection	4	Noise	22
Your inventory	4	Paying your accommodation fees	22
Settling in	4	Personal refrigerators	23
Emergencies	4	Posters and decorations	23
Welcome Week events	4	Registering to vote	23
What we provide	5	Reporting harassment and bullying	23
What you need to bring	5	Residential Services Office	23
		Room inspections	23
Essential information	6	Room swaps	24
Contacts	7	Security	24
Pastoral support in halls	8	Smoking	24
Student Hall Committee	9	Staying at your hall during the vacations	24
Medical services	10	Storage	24
Fire safety	12	TV Licence	25
Maintenance	14	Utilities	25
Business continuity	16	Work with us	25
		Windows	25
A-Z guide	18	Quick reference section	26
Bicycles, cars and motorcycles	19	What we provide in each hall	27
CCTV	19	Values and principles for living in halls	28
Cleaning	19	Code of conduct for sharing a room	29
Complaints	19	Student conduct	30
Contacting you	19	Charges	31
Disability access guides	19	Wellbeing	32
Drinking water	19	Studying	33
Guest policy	19		
Heating	20	Terms and conditions of residence	34
Improving your environmental impact	20	Introduction	34
Insurance	20	Our responsibilities	34
Internet and Wi-Fi	20	Your responsibilities	35
Inventories	21	Our rights	37
Keys and door entry cards	21	Your rights	37
Kitchens, shared	21	If you breach this agreement	37
Laundry and ironing	21	Termination of this agreement	38
Leaving your room before the end of your contract	22	Complaints, appeals, other matters	39
Lost property	22	Schedule 1	40
		Glossary	41

Welcome



From the Director

Welcome to LSE! This is an exciting time for you as you discover the endless opportunities awaiting you here at LSE.

Our experienced residence staff are here to help as you settle in and over the course of the year. They will be able to answer any questions that you may have and you should refer any problems to them in the first instance. Our reception hours are designed to make it easy for you to speak with someone at times that suit the typical LSE student lifestyle.

The information contained in this handbook provides an overview. Your hall will implement its own specific house rules which reflect local conditions. This particularly applies to Lilian Knowles House which is run by a registered charity and Sidney Webb House, urbanest King's Cross and urbanest Westminster Bridge which are run by private student accommodation providers. You should read the web pages relating to your particular hall by clicking on your hall in the left hand menu at lse.ac.uk/currenthallresidents



Professor Julia Black, Interim Director, LSE



Universities UK Code of Practice for University Managed Student Accommodation

The London School of Economics and Political Science is a member of the Universities UK Code of Practice for University Managed Student Accommodation (The Student Accommodation Code). Our membership of this code of practice is intended to both confirm our commitment to best practice in the management of student accommodation and assist LSE to meet its statutory legal requirements. All our owned and leased residential accommodation is covered by this code. For further information on the The Student Accommodation Code, visit thesac.org.uk

Sidney Webb House, Lilian Knowles House, urbanest King's Cross and urbanest Westminster Bridge are all members of the Accreditation Network UK. Please refer to anuk.org.uk for further information.

For all the latest news and information for Current Hall Residents visit

lse.ac.uk/currenthallresidents



@LSEResLife

Arrival

Key collection

You will be able to collect the keys to your room on the arrival day as stated in your Licence Agreement. Check-in times vary, please check locally, to make sure you don't arrive too early and have to wait a long time before you can collect your keys. Check-in times will also be available at lse.ac.uk/currenthallresidents

Your inventory

After you have collected your keys you need to complete the room or flat inventory. This will usually be available digitally. You may also receive an electrical items form for listing any electrical items that you are bringing into the hall.

Check every item in your room and communal areas and record anything that is missing or damaged. The inventories are the official record of the condition of the room/property when you move in, and are compared with the condition of the room/property when you leave. You will be charged for any missing items or damage.

Complete the inventory within three days of arrival to avoid the possibility of being held responsible for any missing items or damages after vacating the accommodation. If you do not submit an inventory, we will assume that everything that should be in the room is present and in perfect condition.

Settling in

Once you have moved in you can start to find out what's where and who's who at your hall. Make a point of noting how to get out in the event of a fire, and where you can ask if you need any further information.

Each hall has its own front of house manager, reception and administration team, housekeepers, maintenance officers, Student Hall Committee and pastoral support team. They will help you settle in and answer any questions you have. Make sure you stop by and have a chat. If they can't help, they will put you in touch with someone who can.

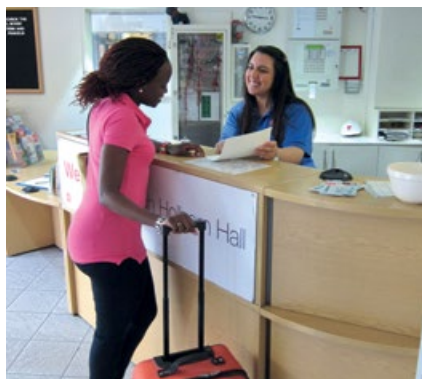
The front of house manager is responsible for the day-to-day management of the accommodation. Together with the reception team they are your first port of call for any queries you may have, including your rent and facilities within the hall. See ["Contacts" on page 7](#) for contact details.

Emergencies

The maintenance, reception and pastoral support teams deal with any issues as they arise. If you have an urgent problem at night or during the weekend (eg, if you are taken ill, or an emergency repair is required) contact reception, or outside reception hours, the security guard on duty.

Welcome Week Events

The Student Hall Committee and pastoral support team will organise local events in your hall which complement the School's Welcome Week activities. Exclusive hall events will be promoted on your hall's Facebook group and on local noticeboards when you arrive. On campus there are some events you'll need to attend (Registration, your Welcome Presentation and some departmental events) and other fun, optional activities. Look out for tours between your hall and campus during the first few days. For a School-wide event calendar visit lse.ac.uk/welcomeweekevents



What we provide

All bedrooms contain:

Desk and chair
 Bed and mattress
 Wardrobe
 Shelving
 Carpet or laminate flooring and curtains or blinds
 Wired and/or wireless high speed internet
 Waste bin
 Electrical socket(s).

Some rooms contain:

A queen sized bed
 Twin beds which zip together to provide a super king sized bed
 Ensuite and studio rooms have a shower room including a washbasin and toilet
 Studio rooms include cooking facilities
 Wash basin.

All shared kitchens contain:

Hob
 Mini cooker and/or microwave
 Fridge
 Sink with hot and cold water
 Worktop space
 Kettle.

Some kitchens contain:

Vacuum cleaner
 Full size cooker
 Freezer
 Cleaning materials
 Iron and ironing board
 Toaster.

See also "What we provide in each hall", page 27.

What you need to bring

Do not bring too much – you can buy most supplies cheaply and easily once you are here. There may be limited storage space in your kitchen, especially fridge and freezer space, so plan your shopping accordingly.

You must provide your own linen, including towels, sheets and pillowcases. Some of our single beds are bigger and some are smaller than average. If you buy fitted sheets, please ensure that they are the correct size. A table of bed sizes is online at lse.ac.uk/hallsvirtualtours

Some halls provide basic cutlery and cookware at the beginning of the year, to get you started (see table on page 27). You'll also need tea towels, cleaning materials, and toiletries. Toilet rolls are not provided in ensuite rooms, though there will be one there when you arrive. If you are travelling from outside the UK, wait until you arrive before purchasing electrical items, or bring adapter plugs compatible with the voltage system in the UK (230V, 50Hz).



Essential information



Contacts

Residences

LSE Bankside House

24 Sumner Street
London SE1 9JA
+44 (0)20 7107 5750
banksidereception@lse.ac.uk
lse.ac.uk/bankside

LSE Butler's Wharf Residence

11 Gainsford Street
London SE1 2NE
+44 (0)20 7107 5795
butlers.wharf@lse.ac.uk
lse.ac.uk/butlerswharf

LSE Carr-Saunders Hall

18-24 Fitzroy Street
London W1T 4BN
+44 (0)20 7107 5888
carr-saunders@lse.ac.uk
lse.ac.uk/carrsaunders

LSE Grosvenor House

141-143 Drury Lane
London WC2B 5TB
+44 (0)20 7107 5950
grosvenor.house@lse.ac.uk
lse.ac.uk/grosvenorhouse

LSE High Holborn

178 High Holborn
London WC1V 7AA
+44 (0)20 7107 5737
high.holborn@lse.ac.uk
lse.ac.uk/highholborn

LSE Northumberland House

Edward VII Rooms
8A Northumberland Avenue
London WC2N 5BY
+44 (0)20 7107 5600
northumberland-house@lse.ac.uk
lse.ac.uk/northumberlandhouse

LSE Passfield Hall

1-7 Endsleigh Place
London WC1H 0PW
+44 (0)20 7107 5925
passfield@lse.ac.uk
lse.ac.uk/passfield

LSE Rosebery Hall

90 Rosebery Avenue
London EC1R 4TY
+44 (0)20 7107 5850
rosebery@lse.ac.uk
lse.ac.uk/rosebery

Sanctuary Students

Lilian Knowles House
50 Crispin Street
London E1 6HQ
+44 (0)20 7492 4960
lilianknowles.house@sanctuary-students.com
lse.ac.uk/lilianknowles

Unite Sidney Webb House

159 Great Dover Street
London SE1 4WW
+44 (0)20 7403 1945/1932
sidney.webb@lse.ac.uk
lse.ac.uk/sidneywebb

urbanest King's Cross

Canal Reach
London N1C 4BD
+44 (0)20 7042 7890
enquiries@urbanest.co.uk
lse.ac.uk/kingscross

urbanest Westminster Bridge

203 Westminster Bridge Road
London SE1 7SR
+44 (0)20 7042 7890
enquiries@urbanest.co.uk
lse.ac.uk/westminsterbridge

Administration

Residential Services Office

3.02 Saw Swee Hock Student Centre, Houghton Street
London WC2A 2AE
Open Monday to Friday
10am – 4.30pm
+44 (0)20 7955 7531
accommodation@lse.ac.uk
lse.ac.uk/studentaccommodation

If you have any queries regarding your accommodation fees, contact the Fees Office at residences.fees@lse.ac.uk

Medical

St Philips Medical Centre

Floor 2 Tower 3
Clement's Inn
London WC2A 2AZ
+44 (0)20 7611 5131

Sardinia House

Dental Practice
Sardinia Street
London WC2A 3LZ
+44 (0)20 7404 8600

Other

Police stations

To find your nearest police station, visit met.police.uk
Emergency – always dial 999 from your mobile or any lift lobby/communal area phone.

Overseas Visitors

Records Office
323 Borough High Street
London SE1 1JL
+44 (0)20 7230 1208
(24hr recorded info line)

Post Office branches

For your nearest post office, visit postoffice.co.uk/branch-finder

Pastoral support in halls

If you need support, or are aware of anyone who does, do not hesitate to contact your pastoral support team. Someone is available 24 hours a day. Contact details are available at the reception of your hall and on your hall's who's who website. See ["Contacts"](#), page 7.

In most halls the pastoral support team consists of a Warden, who also works at the LSE, and several Subwardens, who are normally LSE PhD students.

Together, they provide support, assistance and guidance to ensure your personal and social wellbeing during your time at the hall. Your pastoral support team can also help with access to other support services at School or in the local community.

The team is guided by a set of values and principles which promote a positive, safe and respectful living and studying environment. The Warden and Subwardens may challenge and, if appropriate, discipline students if these values and principles are being undermined. See ["Values and principles for living in halls"](#), page 28.



The Warden and Subwarden team will use Hallpad to record incidents, for example, reports of accidents and medical emergencies. As this could be considered sensitive personal data under the Data Protection Act, you were asked when applying to halls of residence to consent to your data being recorded in Hallpad where required. Information recorded can be viewed only by appropriate staff members. Incidents will be deleted from the system four (4) months after the end of your Licence Agreement unless there is an ongoing issue such as a disciplinary investigation. The information on Hallpad will also inform statistics about incidents at the halls, which will be completely anonymised. You can request changes to information recorded on Hallpad if it is inaccurate.

The Warden's Statement of Responsibilities can be found on the Warden's Who's Who page for your hall. Click on your hall in the left hand menu at lse.ac.uk/currenthallresidents

Most halls will also have resident Peer Supporters. The aim of the Peer Support programme at LSE is to provide student-led, informal and confidential assistance to all LSE students who would like some emotional support, help and reassurance. Peer Supporters are not counsellors, nor can they provide solutions to your problems. However Peer Supporters have been specifically selected and trained in listening, questioning and responding skills to ensure they are able to help other students to reach their own solutions. All students can contact all Peer Supporters, even if there isn't one living at your hall. To find out who the Peer Supporters are visit lse.ac.uk/peersupport

An overview of further student services at the School is included in this handbook. See ["Wellbeing"](#), page 32, and ["Studying"](#), page 33.

Student Hall Committee

The Student Hall Committee is an elected group of residents. It consists of at least three roles: a president, secretary and treasurer. They may be assisted by an events, wellbeing, international or postgraduate officer and others, depending on the individual hall. They meet regularly to plan events and to decide how to use your common room fee. For example, they purchase and maintain things like pool tables, games consoles, pianos or magazine subscriptions for the hall. They are responsible for the Welcome Week programme at the beginning of the year, and a social calendar for the whole year. The president (or their nominated representative) also sits on the Residences User Group (RUG) allowing them to raise your concerns to senior members of staff at LSE. If you have ideas about how your hall can become a better place, you can contact the Committee to suggest them.

The Committee's term runs from early Michaelmas term one year, to early Michaelmas term the following year (unless the student graduates from LSE in the meantime). Elections

for the new Committee will take place within the first few weeks of the Michaelmas term, and every resident can stand. Being on the Hall Committee offers you the opportunity to improve the residential experience for yourself and others. You'll also learn new skills and gain credit on your Personal Development Aide Memoir (PDAM). [See also page 33.](#)

Look out for emails with information about how to nominate yourself for a position. You don't need to have any previous experience to put yourself forward – all residents, from all backgrounds, are encouraged to apply. If you're not keen on taking on a role yourself, definitely get involved in the elections to help make sure that the most suitable candidate gets the role so that the year ahead is the best it can be.

To see who is on your Committee visit lse.ac.uk/currenthallresidents and click on your hall in the left hand menu. For more information about the Committee role and to get involved yourself visit lse.ac.uk/hallsgetinvolved



During 2015/16 academic year the Passfield committee organised a summer barbecue for all residents to celebrate their year in halls.

Medical services

Registering with a doctor

You should register with a general practitioner (GP) as soon as you have officially enrolled on your course. Do not wait until you need medical help. It is wise to choose a GP close to your hall, however under the NHS patient choice scheme you may be able to register with a GP elsewhere. You are advised to contact your preferred practice to discuss registration options.

Find a GP service in your preferred area at nhs.uk/Service-Search/GP/LocationSearch/4

There is a GP practice on campus called St Philips Medical Centre. For more information and to register, visit lse.ac.uk/medicalcentre

NB: You can only attend the GP surgery you are registered with – never any other surgery – so make sure you register with one you will be able to travel to if you are unwell.

Dental services

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care. Charges are banded depending on the level of treatment you require. Find an NHS dentist near you at nhs.uk/Service-Search/Dentist/LocationSearch/3

If you prefer not to use an NHS dentist you can register with a private dental practice.

There is a private dental practice on campus on the 4th floor of Sardinia House, which is available to all LSE students.

Sardinia House Dental Practice

Tel: +44 (0)20 7404 8600

Sexual health

Most services related to sexual health, including Sexually Transmitted Infection (STI) checks and pregnancy tests, are available for free. For advice and information visit nhs.uk/Livewell/Sexualhealthtopics/

Find sexual health services near you at nhs.uk/Service-Search/Sexual-health-services/LocationSearch/1847

Costs

NHS services (except dental care) are usually free at the point of service for registered students. However, overseas students are advised to consult with LSE International Student Visa Advice Team (ISVAT) as regulations for overseas students are changing. For further information visit lse.ac.uk/isvat/news

The NHS Low Income Scheme may be able to support you with associated healthcare costs (eg, prescription charges, dental costs, sight tests etc.). More information can be found at nhsbsa.nhs.uk/1125.aspx

If you are feeling unwell

If you're injured or ill, the NHS provides a range of services to help you get well. You can get faster and better treatment by choosing the NHS service that can best treat your symptoms. This will help reduce the pressure on services like A&E so they can help those people in most need. Remember: A&E is for life threatening illnesses and injuries only.

If you are expecting a medical service

Please inform your hall reception team if you are expecting a doctor or emergency service to visit you so that we can facilitate access and direct them to your room quickly.



First aid/self care

A first aid kit is kept at reception. Please contact reception for a list of staff members who are qualified to offer first aid. You may also wish to keep a personal stock of medicines to use in case you get ill.

Pharmacist

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions, without the need for an appointment. As well as dispensing prescriptions, pharmacists provide a range of services related to specific health issues and can advise on minor ailments such as colds, skin conditions and allergies.

GP Service

Make an appointment with your GP when you have an illness or injury that won't go away. They can provide medical advice, examinations and prescriptions. It is essential that you have pre-registered with your preferred practice before being able to make an appointment. **See also:** "Registering with a doctor", page 10.

Walk-in centre or urgent care centre

If you are feeling unwell but can't wait for an appointment with your GP, you can visit a walk-In centre or urgent care Centre. These centres treat most injuries and illnesses that are urgent but not life threatening. For example sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings. You do not need to book an appointment.

Find your nearest walk-In Centre at **nhs.uk/Service-Search/Walk-incentre/LocationSearch/663**

Find your nearest urgent care Centre at **nhs.uk/Service-Search/Urgent-care-centre/LocationSearch/658**

NHS 111

If you're unsure what to do, the 111 phone number offers support if you need medical advice or treatment quickly, and you cannot wait for an appointment with your doctor. NHS 111 phone lines are open 24 hours a day, 7 days a week. Lines are staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms and then give you the healthcare advice you need or direct you to the most appropriate local health service. NHS 111 can be called from your mobile phone or any lift lobby/communal area phone by dialling 111. The call is free of charge. For more information visit **nhs.uk/111**

In an emergency

For life threatening injuries or illnesses go to A&E (Accident and Emergency) or call "999". A&E departments are open 24 hours a day, 365 days a year to treat people with serious and life-threatening emergencies. A&E or "999" should only be used in a critical or life-threatening situation. Ambulance services can be called from your mobile phone or any lift lobby/communal area phone by dialling "999". The call is free of charge.

Find your nearest A&E at **nhs.uk/Service-Search/Accident-and-emergency-services/LocationSearch/428**



**Choose
well.**

Fire safety

Fire is a significant hazard for students living in residences. The most important action that you can take in order to minimise the consequences of a fire is to follow the instructions on the Fire Action notice which is displayed in your room. You must familiarise yourself with the Fire Action notice and check the escape routes out of the building (especially those that you don't normally use).

Fire safety basics

- Don't leave cooking unattended
- Don't stick knives/forks into toasters
- Don't leave items on heaters in rooms
- Don't use irons, hair straighteners, deep fat fryers, rice cookers or any other hot surfaced appliances in your room
- Don't use convector or fan heaters.

If you discover a fire

Immediately activate the fire alarm at the nearest call point. This will send an alarm signal to reception/security who will call the fire services.

Do not attempt to tackle the fire yourself. Do not put yourself in danger and only use fire extinguishers or blankets if this aids your escape. Leave the building immediately.

Evacuation procedure

On hearing the fire alarm, leave the hall immediately, quickly and quietly via the nearest exit. Don't stop to collect your belongings. Don't use the lifts. Don't stay in the lobby or directly outside the building as this will obstruct the fire fighters' access to the hall and therefore endanger lives. Make your way directly to the designated evacuation point (your designated evacuation point will be listed on the back of your bedroom door).

Do not re-enter the building once you have evacuated, but wait until the all-clear is given by the person in charge.

It is crucial that all fire alarms are taken seriously and the hall is evacuated as quickly as possible.

If you don't follow evacuation procedures you may endanger yourself and others. This will lead to penalties and possibly expulsion from the hall. We acknowledge that these are stressful occasions for everybody: your patience and co-operation is appreciated.

Fire alarm testing

We test the fire alarm systems once a week, in order to satisfy legal requirements and to ensure that everything is functioning correctly. The times of the test are displayed on all major notice boards around your residence so if you hear a short sound of the alarm during this period, it is likely to be a test. The test can last for up to two minutes. If you do hear the alarm ring for more than two minutes during the test time, please evacuate. If you hear the alarm outside of the test time please evacuate immediately.

Candles, joss sticks and other flammable materials

Nightlights (including "fairy" lights), candles, joss sticks or any other naked flames, as well as flammable materials such as charcoal for use in shisha pipes, or frankincense, constitute a serious fire risk. They are not permitted to be used in the hall.

You will notice that the curtains, duvets and pillows we provide are fire retardant. You should not bring any bedding or furnishings that are not fire resistant into the residence. Material/flags must not be hung on walls or across ceilings as this constitutes a fire risk and may obstruct the smoke detectors.

False alarms

The fire detection systems in the halls are sophisticated and sensitive and can easily be activated to ensure an early warning in case of fire. The kitchens are equipped with heat detectors, whereas most corridor and room detectors are sensitive to smoke. This means that steam, burnt toast or even moderately burnt food may set off the smoke detector in the hallway, especially if the kitchen door is left open.

Actions to help minimise false alarms:

- Never wedge the kitchen doors open
- Keep cookers and grill pans clean (burning fat creates smoke)
- Never leave cooking unattended
- When using aerosols ensure that they are not pointed towards the detector
- Keep the shower door shut when you take a shower and close it firmly afterwards to prevent steam from escaping into the corridor or your room
- Smoking, open fire and joss sticks are not permitted.

All doors within the hall (including bedroom doors) **must** be kept shut at all times. Propping any door open is a breach of fire regulations and compromises safety by allowing fire and smoke to spread in the incidence of a fire. It may also damage the door's self-closing device. If you notice that a door does not close completely due to a fault, please report this to reception or via the online maintenance form. The fire department can impose a fine of £2,000 or more if a fire door is propped open. Residents will be liable for such an imposition if it occurs.

Personal Emergency Evacuation Plans (PEEPs) for disabled residents

Residents who might require physical assistance to safely and quickly evacuate the hall should contact management upon arrival at the residence. Special arrangements are in place to aid your safe exit from the building but we need to know of your specific needs and also your presence at the time of any given evacuation. All residents who require a PEEP should have one in place within two weeks of arrival. More detailed information will be available at reception when you arrive. You can also consult the LSE website at lse.ac.uk/disability

Tampering with fire equipment

Anyone who tampers with the fire fighting or detection equipment will be subject to severe penalties and, most likely, expulsion from the hall. This includes covering any smoke or heat detectors in your room or the communal areas. Residents are collectively responsible for all the items in shared kitchens, including the CO₂ or foam extinguisher and fire blanket. It is a criminal act to maliciously set off the fire alarm or tamper with fire safety equipment and anyone who does so will be automatically expelled from the hall of residence.



Maintenance

Repairs, maintenance and fault reporting

If any items in your room or the communal areas are faulty, you should report this to reception or use the online form (where available) at lse.ac.uk/currenthallresidents

Please include full details of the fault, and its exact location. Be as detailed as you can. Rather than saying "tap needs fixing" say exactly what the problem is and where it is, eg, "tap dripping constantly in kitchen", "no hot water coming from tap in bathroom", "tap coming away from washbasin in bedroom" etc. This will facilitate a quicker repair.

In reporting a repair you are automatically giving your consent for personnel to enter your room to assess the problem or carry out the repair.

If you have any questions about how repairs are carried out or prioritised, please contact your reception. It may take longer for a minor fault to be repaired, and only emergency repairs (caused by floods, etc) are dealt with outside office hours. You can report emergency repairs to reception, or to the security guard out of hours.

You are not allowed to carry out your own repairs or make any adjustments, such as replacing or attaching fittings to shower heads, painting walls, etc. Furthermore, you should never tamper with safety features such as window restrictors or smoke detectors.

Right of entry

LSE reserves the right for our staff and appointed contractors to enter residence areas – including bedrooms – to carry out necessary repairs, maintenance schedules and redecoration, or for safety and fire checks. Inspections to check the general condition of rooms and to identify any faults also take place at regular intervals. Prior notice of visits will normally be given except in emergencies or for visits to make a repair you have reported to us.

Personal electrical items testing

We need to check that all electrical items in the hall, yours and ours, are safe for use. In order to do so, we carry out portable appliance testing (PAT) on all items during the first four weeks of Michaelmas term. We will give you notice when our authorised staff or contractors will need access to your room.

Any item that passes the test will be clearly labelled. Please do not remove this label.

Any items that fail will be tagged, removed and stored until the end of the year, unless you can guarantee us that you will remove them from site. Alternatively, you can have repairs carried out with the approval of the front of house manager. The repaired item will need to be tested again before you can use it.

Follow up testing will take place in the form of an open day during the Lent and Summer terms. Please present any new or untested items (following the Michaelmas Term inspections) at this time so they can be checked. Any items without labels will be deemed untested and will need to be tested and labelled.

A small charge for testing your personal items and equipment will be added to your account as appropriate. See "Charges", page 31.

Please note that it is illegal to put electrical items into the normal waste bins. There are special collection containers in the halls for any unwanted electrical items. Please ask at reception.



Planned maintenance

There are certain planned and routine maintenance tasks in residential areas which the School must carry out. These are required by law. Please cooperate by giving staff access to carry out these tasks. We will normally give advance notification of work via your email account, but also keep an eye on noticeboards and the refurbishment page online for maintenance information. We will try to keep disruption to a minimum.

Maintenance visits are carried out by qualified personnel, and include:

Weekly

Fire alarm tests in all areas (see page 12).

Monthly

Routine pest control visits, hot and cold water temperature checks, cleaning of shower heads in all ensuite and shared shower rooms for bacteria control, function tests of emergency lighting systems, lift servicing.

Quarterly

Water sampling for bacteria control.

Six-monthly

Window cleaning, heating service, lift insurance inspection, one hour test of emergency lighting.

Annually

Inspections and maintenance of electrical switchgear, heating system, boiler gas service check, fire extinguishers, lightning protection, portable appliance testing (PAT), three hour test of emergency lighting.

Other planned maintenance not listed here may also be required, and we will endeavour to give you advance notice. Please note that building and maintenance works will not commence before 8am (unless in an emergency).

Also visit "Planned refurbishment in halls" at lse.ac.uk/currenthallresidents

Vandalism and damage

A limited level of reasonable wear and tear is to be expected in student accommodation. If you are found to be responsible for vandalism or damage (accidental or deliberate) to the fixtures, fittings, furniture or decoration in any part of the residence you will be liable to pay for the costs and labour involved in making good the damage. You will also be fined if carelessness results in an emergency call-out, and the extra costs of this may also be recovered. Where the person responsible cannot be identified, residents will be charged collectively for repair of such damages, vandalism or missing items.



Business Continuity

What is a business continuity event?

A business continuity event for LSE Residential Services is any incident which results in a full or partial closure of a building and prevents the building functioning as a residence. Generally, the incident would be serious enough to prevent critical facilities such as electricity and water supplies from working.

How will I be notified and receive updates?

You will be notified of any incident that impacts your residence through one of the following ways:

- emails via the hall LISTSERV account
- updates via the residences incident webpage lse.ac.uk/hallsincident
- via our Twitter feed @LSEResLife
- via halls Facebook pages
- printed posters in communal areas in your residence marked "business continuity"
- word of mouth via staff at your hall reception desk.

What arrangements are put in place to support students during an incident?

Detailed, rehearsed business continuity plans are in place for each residence to ensure the safety of students during any incident. Arrangements for your support will depend on the nature of the incident. Specific information will be shared with you through our six communication channels.

Our role is to keep you safe at all times and to respond and manage incidents according to our plans.

What is my role in the event that a business continuity plan is invoked?

Your role is to stay safe and have confidence that professional staff are in charge.

You must follow all instructions given by the emergency services and LSE staff.

We will ensure that you are updated routinely during and after an incident.

It is your role to inform yourself from the array of communication methods we will use until the incident is closed.





A-Z guide



Bicycles, cars and motorcycles

Most LSE halls provide a storage area for bicycles. Users of the hall car park/bicycle stand do so at their own risk. The management will not accept liability for any accidents damage or loss incurred. You should always secure your bike with a high quality "D-Lock" through the frame, and ensure that it is adequately insured. If you do not own your own bike, there are bicycle hire points on campus and near most halls. Search for cycle hire at tfl.gov.uk. Further information for cyclists is in the LSE facilities guide at lse.ac.uk/facilitiesguide

London is well served by public transport and driving and parking are expensive. We actively discourage the use of motorised vehicles, and parking is not generally available at any of our residences. However, there may be limited spaces at Bankside House, please check locally for provision. See "What we provide in each hall", page 27.



CCTV

We use closed circuit television (CCTV) in all our halls of residence. This helps us to keep the buildings safe and secure. The footage can only be viewed by trained and authorised staff.

Cleaning

All residents are responsible for cleaning their rooms and ensuite bathrooms. The communal areas,

including corridors, kitchens, WCs, bathrooms and shower rooms are cleaned daily by our housekeeping staff (NB in Butler's Wharf communal areas are cleaned on a weekly basis). Help us to maintain a good environment within the hall by cleaning your own dishes using environmentally friendly products straight after use and by segregating your waste into mixed recyclables, non-recyclables and compost (where provided).

You can book a cleaning service for your room, ensuite bathroom or studio. Prices start from £15 per clean. Please ask at your reception for details.

Complaints

We are committed to providing an efficient, effective and courteous service to all residents. The LSE Residential Services Service Charter sets out the standard of service you can expect from us. It also details what to do if you are not satisfied with any aspect of our service. [The charter can be found at the front of this handbook.](#)

Contacting you

Our main method of contacting you is via email to your LSE email address. You're added to our mailing list automatically at the start of the year, but if you're not on the list, please look for the link to mailing lists and RSS feeds at lse.ac.uk/currenthallresidents

Disability access guides

DisabledGo have produced detailed access guides to the LSE campus and residences, and route maps between key locations. These are available at lse.ac.uk/DisabledGo

Drinking water

Most taps in halls provide drinking water (or look out for drinking water fountains), but in some cases water is fed to the tap from a storage tank and may therefore not be considered safe for drinking. If a tap is not drinking water, it will be clearly marked. Check with reception if you are unsure.

Guest policy

Policies can vary slightly from hall to hall, please check your local arrangements. Generally, you must make sure that any guests are signed into the visitors book. Be aware that you are responsible for your visitors' safety and conduct. Overnight guests who stay more than three nights require advance permission from the Warden or the person

in charge. They can authorise guest stays of up to a maximum of six nights in a fortnight. In shared rooms you need to consult your room mate(s) before arranging any overnight guests. You may not have more than one overnight visitor staying with you at any given time. Please be considerate of your neighbours when hosting guests. For local house rules and arrangements ask at your hall reception or click on your hall in the left hand menu at

lse.ac.uk/currenthallresidents

Heating

Our heating systems are controlled centrally by a timer and thermostat, and are switched off during the summer. During the colder months, the heating will generally come on for a few hours in the morning and in the evening. Exact heating times will be displayed in your hall. If you are feeling a little cold, please make sure that doors and windows are closed, and that you are wearing suitably warm clothing.

All heaters can be switched off manually – so if you are too hot when the heating is on, please turn it off, rather than opening your window to regulate the temperature.

Please do not buy personal electric heaters as these are large users of electricity. Convector and fan heaters are banned completely.

You can report any under or over heating to reception for maintenance inspection.

Improving your environmental impact

LSE is committed to improving our environmental impacts, and you can play a part too – with around 10,000 students at LSE, every small action adds up to a big change. Here are the five biggest green things you can do:

1. Switch off lights and appliances when not in use to save energy.
2. Sort your waste correctly into the bins provided, to recycle as much as possible.
3. Don't leave the heating on with the windows open.
4. Boil only as much water as you need in the kettle.
5. Report faults (eg, dripping taps) to reception.

You can also join in with one of our campaigns:

- **Student Switch Off** – an energy saving competition between LSE halls, with the chance to win great prizes for yourself and your hall.

- **ReLove** – donate unwanted items to charity instead of chucking them away when you move out of halls. Proceeds go to the British Heart Foundation and the LSE Sustainable Projects Fund, which helps students start their own sustainability projects.
- **Green Impact** – help green up your hall or department, competing against other LSE teams to make a big difference and win prizes.

For more info, ask at reception or visit

lse.ac.uk/sustainablelse

 **@sustainableLSE**

 **facebook.com/**

SustainableLondonSchoolofEconomics

Insurance

Basic contents insurance is included in your accommodation package. The policy protects you against theft, fire and flood and offers other benefits to bring you peace of mind. Note that some things are excluded from the basic contents insurance policy (such as bicycles and very high value items) so you should view your policy document at

lse.ac.uk/currenthallresidents



Internet and Wi-Fi

Wi-Fi in most LSE halls is provided by a third party. To set up the wireless internet download access instructions from **lse.ac.uk/currenthallresidents**. You can also find information here about how to get help if you have any issues.

NB: To avoid overloading the Wi-Fi connection please use the wired connection when feasible.

Inventories

You should complete the inventory for your room as soon as you move in. All defects, missing items, etc, should be noted. Thereafter, the rooms are inspected at the end of each term, and any defects, missing items etc, will be charged to the resident(s). If you find any defects or missing inventory items when you return after the Christmas or Easter vacation, you must report these no later than on your second day back. Otherwise we will assume that your room is in the same state as when you left it.

Keys and door entry cards

The residences operate different entry systems. Sometimes you will use a single key to access all doors, or a mix of swipe cards, keys or fobs. Always look after your set of keys. For safety, we recommend that you do not keep your keys together with your address, so that they cannot be used if they are lost or stolen. Please report any lost or stolen keys, cards or fobs to reception as soon as you can. You are not permitted to have any spare keys cut yourself. An overview of key replacement charges is included in this handbook. See "Charges" page 31.



Kitchens, shared

You share your kitchen with other designated residents of your floor/flat. You are jointly responsible for washing up and tidying away crockery, cutlery and pots and pans after use and placing any rubbish or recycling into the provided bins. The bins are

emptied, and kitchens are cleaned daily by our housekeeping staff (except Butler's Wharf where housekeeping staff empty the bins and clean the kitchens on a weekly basis).

We recommend that you clearly label your food to avoid confusion, and where possible, keep it stored in bags or containers. Please do not take any food that does not belong to you.

Appliances in shared kitchens have sensitive fuses, to protect users from electrical shock. If a fuse trips, the whole kitchen can be without power. If you notice any power loss, report this immediately to reception, who will then send someone to reset the fuse. If there is a loss of power in the kitchen, the fridge/freezer may fail and food may no longer be chilled properly. Never re-freeze defrosted food.

To reduce the risk of fuses tripping, please avoid the use of your own electrical appliances in the kitchens. The most frequent cause of a tripped fuse is the use of an incompatible electrical appliance. Instructions on how to use the kitchen appliances are on all kitchen notice boards. Please refer to these before use.

NB cooking in bedrooms and common areas is not allowed. Hot plates, toasters, rice cookers, microwave ovens and other cooking appliances may not be used in or brought into bedrooms (of course this does not apply to those living in studio apartments). See also "Personal electrical items testing" page 14.

Laundry and ironing

Your residence has a laundry room with washing machines and tumble dryers. You will need to bring your own detergent. Operating instructions are displayed in the room. To conserve electricity



and make your clothes last longer, we recommend selecting the lowest temperature setting. Machines are card operated. You can set up an account and buy credit at circuit.co.uk

Irons and ironing boards are supplied either in the laundry room, flat or kitchen, or can be requested from reception.

Please report any faulty machines or equipment to reception.

Leaving your room before the end of your contract

By accepting your Licence Agreement you have agreed to pay your fees until the end of your contract. We recommend that you speak to the front of house manager about your reasons for wanting to move out before taking any further steps. If you decide to leave your accommodation early, please complete the online early exit form so we can try to re-allocate your room. You are still liable for the full fees until another suitable LSE student has agreed to move in (NB there is no guarantee that we will be able to re-allocate your room, especially if you leave mid-term, towards the end of your contract, or live in a shared room). For more information, and to access the form, visit lse.ac.uk/currenthallresidents

Lost property

Please hand any lost property items to the reception of the hall. Likewise, if you have lost anything, ask reception staff to check the lost property log for you. Any items are logged with the finder's details. If after three months an item hasn't been claimed by the owner or re-claimed by the finder, it will be disposed of or recycled as appropriate.



Mail and parcels

Mail can be collected from the mailboxes in each residence 24/7. Mail is either sorted by room/flat

number or surname. To help us place your mail into the correct box, please make sure your full name and room number are included. Check with your hall reception about what happens to registered mail and parcels when they arrive, as procedures vary. Mail that arrives after your departure from the hall cannot be forwarded or stored. To continue to receive your mail after you leave, make sure that you update your address. Royal Mail offers a paid for redirection service at royalmail.com

Moving on from halls

Many students choose to live in the private sector for subsequent years at LSE. The Residential Services Office and the University of London Housing Services run a number of helpful events at key times of the year to assist you with this.

Noise

Avoid shouting in corridors or out of windows, slamming doors, having loud discussions in your room or the kitchen. If another resident asks you to be quiet please do as they ask – they might have an important test or deadline approaching. Noise must be kept at a reasonable level at all times, and restrictions are particularly enforced at night and during exam periods. If you are disturbed by any loud noise and your requests for quiet are unsuccessful, please contact reception. Some halls have quiet areas or computer rooms as an alternative place to work and study.

Paying your accommodation fees

Please note that if your Licence Agreement is for a 38 week or a 31 week contract, you are required to pay your final terms fees in advance of Sunday 23 April 2017. If your Licence Agreement is for a 50 week contract, you are required to pay your final fees for the Summer Vacation period in advance of Friday 23 June 2017. The initial deposit that you have paid when accepting your offer will be offset against your final term fees. If you pay late, we will add a late payment charge to your account.

If you are in receipt of Title IV U.S Federal Aid the Fees Office will calculate and deduct institutional charges including accommodation fees from your loan disbursement. For more information, please email residences.fees@lse.ac.uk

Non-payment of your final term's fees on or before these dates will be in breach of your agreement and

we reserve the right to terminate the agreement. As such, if you are experiencing any financial difficulties which may mean that you are unable to pay the Licence Fee when it is due you should immediately contact the Fees Office.

If you have any questions about your accommodation fees, contact the Fees Office at **residences.fees@lse.ac.uk**

For more information and to pay online, visit **lse.ac.uk/currenthallresidents**

Personal refrigerators

In most halls, you are permitted to bring a personal fridge and keep it in your room (exception: Butler's Wharf). The fridge must still be under warranty, "frost free" and not larger than 58 x 55 x 60cm. A termly charge applies to cover the cost of the extra electricity used and the cost of electrical safety checks. Fifty percent of the charge will be used for sustainable projects across the halls. Personal fridges must be removed at the end of each contract period (if you have a 31 week contract, this means removing it for Christmas and Easter vacation), and at the end of the year. We will charge you for removal and disposal of your fridge if you leave it behind. **See also "Charges" page 31.**

Posters and decorations

Fixing posters, pictures and decorations can damage paintwork on walls and furniture. Please pin any posters etc on to the notice boards only. If you do fix anything onto your room door or wardrobe, please use Blu-Tack. Please refrain from using sticky hooks or putting notices, posters or decorations on to paintwork, walls, ceilings, windows or corridors. Certain textiles such as flags can be a fire hazard. **See also "Candles, joss sticks and other**



flammable materials" page 12.

Registering to vote

Local Elections: British, Commonwealth, Republic of Ireland and European Union citizens living in the UK are entitled to vote in UK local elections. UK students may be eligible to vote in their home town and in their university town.

General Elections: British, Commonwealth and Republic of Ireland citizens living in the UK are entitled to vote in UK General elections. In a general election you must only vote once.

NB: You are responsible for registering yourself to vote – LSE cannot do this for you. You can register online at **gov.uk/register-to-vote**

Reporting harassment and bullying

Harassment and bullying should not be tolerated. LSE's inclusive working and social environment is all of our responsibility and it's vital we encourage, support and behave appropriately to one another. You can report incidents of bullying and harassment at **lse.ac.uk/reportit**. The report will be confidential and followed up fairly by an independent team.

Residential Services Office

The Residential Services Office (the RSO) is responsible for the allocation of students to halls of residence during the academic year and for filling any vacant rooms. Applications to halls of residence are managed using the School's online booking system, Hallpad, which is maintained by the RSO. For students wishing to move into halls after the start of term, a waiting list is in place throughout the year. If you have any queries at all regarding how to apply for accommodation, your room allocation or your contract, the RSO will be happy to help. In addition, if your circumstances do change and you need to move out of halls of residence at any time during the year, the RSO can provide advice. You can contact them at **accommodation@lse.ac.uk** or in person at the Residential Services Office, Office 3.02 in the Saw Swee Hock Student Centre. For more information visit **lse.ac.uk/accommodation**

Room inspections

Room inspections take place once a term, and we will give you notice beforehand. Please keep your room clean, neat and tidy throughout your stay, and place any rubbish into the designated

bins in the hall. If on inspection the condition of your room is deemed to be a risk to health and safety, we will ask you to tidy up. If your room is still not kept in a suitable condition when we check again, we will carry out the cleaning and levy a charge. You may also be reported to the Warden for possible disciplinary action. Occasionally, LSE staff or contractors may take photographs inside study bedrooms and apartments to evidence maintenance, discipline or welfare reports. Images will be taken, stored and disposed of in line with our data processing approach. **Also see: "Cleaning", page 19.**

Room swaps

There may be reasons why you consider swapping rooms with somebody else in your residence or even in another hall. We recommend that you speak to a Subwarden or the front of house manager about your reasons for wanting to swap before taking any further steps. Swapping rooms is possible but you need to find somebody to exchange rooms with, get authorisation and complete the necessary paperwork BEFORE you swap. Charges apply. **See "Charges" page 31 and "Leaving your room before the end of your contract" page 22.** For more information, visit **lse.ac.uk/currenthallresidents**

Security

Please always use your key, fob or swipe card to enter the building. Close the front door firmly behind you to prevent someone following you in. Keep flat entrance doors locked and always lock your room if you are going out. If you think that there are intruders in the building, contact reception immediately.

Your hall is staffed around the clock – by receptionists during the day and security guards at night. To prevent intruders, they may need to verify the identity of you or your guests. Please meet their request for proof of ID with courtesy and compliance. **See also "Guest Policy" page 19.**

Smoking

Smoking is prohibited in all LSE buildings and halls of residence. This includes all bedrooms, out of windows, communal areas, balconies, gardens or courtyard areas in halls. Please also refrain from smoking directly outside the entrance to your hall as smoke can enter ground floor windows. Any breaches are classed as a serious offence and are

liable to be reported to the Warden. If you are caught smoking, your Licence Agreement may be terminated by the School. We will also charge you for any specialist cleaning etc. required to restore the affected area. **See "Student conduct", page 30.**

Staying at your hall during the vacations

The length of your contract, as stated in your Licence Agreement, will determine if you can stay in halls throughout the Christmas, Easter or summer vacations. 50 week contracts include Christmas, Easter and summer vacations. 38 week contracts include Christmas and Easter vacations. 31 week contracts do not include any of the vacation periods.

Subject to availability you can book extra accommodation in your hall for Christmas or



Easter, or in an alternative Hall during the summer. Information on how to book this is available at **lse.ac.uk/currenthallresidents**

Storage

If you live in Passfield, Carr-Saunders or Rosebery Hall, you may store one medium sized suitcase or trunk during the Christmas and Easter vacations only. This is strictly subject to availability, and you must follow the local storage room procedure.

Most other LSE halls are unable to offer storage space for your personal items.

For further information click on your hall in the left hand menu at lse.ac.uk/currenthallresidents



TV Licence

This is not included in your fees. If you use a television, watch live TV on any other device, or watch any BBC programmes on iPlayer (live, catch up or on demand) you will need to purchase a TV licence.

Utilities

Heating, hot water and electricity costs are included in the term fees for all halls. However, use of these services has a significant environmental impact. Please use responsibly and support our environmental policies and planet.

Work with us

Throughout the year, Residential Services recruits students for a wide range of roles.

LSE students support our operation in roles such as Receptionists, Welcome Helpers, Residences Ambassadors, Sales & Marketing Assistants, Residential Services Office Assistants and others.

Student staff receive great benefits including a generous hourly rate of pay, access to excellent training and development, and opportunities for longer term assignments outside of term-time.

Vacancies are generally advertised in the LSE Career Hub so sign up with this excellent job search platform to learn about vacancies as soon as they come up. careers.lse.ac.uk/

Windows

Most windows are fitted with opening restrictors to avoid accidents and to improve security. You must not remove or tamper with the restrictors or access any roof areas. This is not only a safety issue, but also a local planning requirement, and we could be fined and prosecuted for a breach. If you find any restrictors are missing or damaged, please report this to reception and note it on your inventory. Anyone found to be tampering with the window restrictors may be subject to penalties. Windows will be cleaned by an external contractor.



Quick reference section



What we provide in each hall

	Bankside House	Butler's Wharf	Carr-Saunders	Grosvenor House	High Holborn*	King's Cross**	Lilian Knowles	Northumbeland House	Passfield Hall***	Rosebery	Sidney Webb	Westminster Bridge**
Bedrooms												
Single size mattress (unless otherwise stated)	✓	✓	✓	S/Q	S/Q	S/Q	✓	✓	✓	✓	✓	S/Q
Pillow	✓	✓	✓	✓	✓	X	X	✓	✓	✓	pay for pack	X
Duvet	✓	✓	✓	✓	✓	X	X	✓	✓	✓	X	X
Duvet cover	X	X	X	X	X	X	X	X	X	X	X	X
Pillow cover	X	X	X	X	X	X	X	X	X	X	X	X
Towels	X	X	X	X	X	X	X	X	X	X	X	X
Sheets	X	X	X	X	X	X	X	X	X	X	X	X
Wi-Fi in room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fridge in room	X	X	X	✓	X	✓	X	X	X	X	X	✓
Cleaning												
Bathroom cleaned	X	✓	✓	X	✓	X	X	X	✓	✓	X	X
Kitchen cleaned	✓	✓	✓	X	✓	X	✓	✓	✓	✓	✓	X
Kitchens (where available)												
	C	SC	C	SC	SC	SC	SC	SC	C	C	SC	SC
Refrigerator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Freezer	✓	✓	✓	X	✓	✓	✓	✓	X	✓	✓	✓
Microwave	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electric cooker	X	✓	X	X	✓	✓	✓	✓	✓	X	✓	✓
Hob	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Kettle	✓	✓	✓	✓	✓	X	X	✓	✓	✓	X	X
Toaster	✓	✓	✓	X	✓	X	X	✓	✓	✓	X	X
Cutlery / cookware	X	X	X	✓	X	X	X	✓	X	X	X	X
Study Facilities												
Quiet study rooms	✓	X	X	X	X	✓	X	✓	X	X	✓	✓
Computer room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Leisure Facilities												
Common room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bar	✓	X	X	X	X	X	X	X	X	X	X	X
Snooker / pool table	✓	✓	✓	X	✓	X	X	X	✓	✓	✓	X
Communal television(s)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Other												
Laundrette in residence	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cycle sheds / bike lock-up point	✓	✓	✓	X	✓	✓	✓	X	✓	✓	✓	✓
Lifts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Parking (permit required)	✓	X	X	X	X	X	X	X	X	X	X	X

C = Catered hall and snack point kitchen SC = Self catered hall and full kitchen

S/Q = Single and queen sizes available

* = Ensuite bathrooms are not cleaned

** = Fridges included in studio rooms only

*** = No lift in annex buildings

Values and principles for living in halls

To uphold the School’s commitment to equality of respect and opportunity, as set out in the **Ethics Code**, we will treat all people with dignity and respect, and ensure that no-one will be treated less favourably because of his/her role at the School, age, disability, gender (including gender identity), race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity and social and economic background. The School is committed

to embedding and mainstreaming equity, diversity and inclusion.

For further advice or information, please visit the School’s Equity, Diversity and Inclusion website **lse.ac.uk/equitydiversityinclusion**, see our blog, and follow us on Twitter @EDI_LSE.

Developing an **effective and constructive community** is as reliant on each individual resident as it is on the pastoral support team and halls staff.

Values	Principle	Examples
Mutual acceptance	Recognising and accepting difference	Awareness/respect for cultural difference (eg, related to eating; drinking; religious observance; dress)
Respect	For the individual, irrespective of sex, sexuality, age, gender identity, ethnicity, religion, disability	Equality/respect irrespective of sex, sexuality, age, gender identity, ethnicity, religion, disability Taking action/alerting others where equality/respect is abused
	For privacy	Not intruding in others’ personal space; respecting each others belongings
	For quiet	Recognising the hall not only as “home” but also crucially as a place for tranquil private study Being aware of other neighbourhood residents, and recognising their need for quiet (eg, work, study, children)
Concern	Alert others if you are concerned about the welfare of a fellow student	Knowing when/how to encourage fellow students to seek support and when to actively pursue such support on behalf of another
	Take responsibility for the physical fabric of the residence and its contents	Not damaging fabric/contents of the residence Reporting malicious damage by others
	Awareness of the local environment, including appropriate security/personal safety requirements	Encouraging sharing of “local knowledge” (eg, of facilities, social/cultural/religious events/venue) Reporting incidents/concerns related to personal security in the vicinity of the hall

Code of conduct for sharing a room

Use of room

- Each sharer has the right to sleep without any disturbance from 11pm – 8am.
- Studying is viewed as taking priority over other activities from 9am – 11pm. Sharers must respect each other's right to read and study free from disturbance or undue interference. Activities which might disturb study during this period are only permitted when agreed by both residents.
- Sharers should respect each others belongings.
- Sharers are jointly responsible for keeping their room clean and tidy.

Room access/security

- Each sharer has the right to free access to their room.
- Day guests are allowed only with the explicit permission of both sharers.
- Overnight guests are allowed only with the explicit permission of both sharers (and from hall Warden for stays longer than three nights).
- Each sharer must always feel free from intimidation, physical and/or emotional harm.

Disputes

- It is advised that residents attempt to resolve disputes between themselves in the first instance.
- Where sharers have been unable to overcome differences, they will be asked to sign up to a mediation process. All sharers will abide by the agreed recommendations (See below).
- Sharers understand that an opportunity to change rooms is unlikely after check-in.
- Where a sharer acts in contravention of this code, house rules or regulations, the Warden may use one or more of the disciplinary tools as laid down in the School or residence regulations.

Mediation process

- If serious issues arise between sharers which they cannot resolve between themselves, they should contact one of the residence Subwardens in the first instance. If necessary,

a meeting with one or both sharers will be arranged.

- Where no resolution occurs after initial mediation, the Warden will arrange to speak to both sharers. At his/her discretion, he/she will prepare a list of action points to be agreed by both sharers.
- If either sharer fails to agree to the action points or fails to abide by them, the Warden may use such tools as are laid down within the residence regulations.

Departure of one sharer from room

Should the remaining sharer(s) wish to rent the whole room:

- Firstly, and with the agreement of the Residential Services Office and hall Warden, the remaining student(s) will be offered the opportunity to rent the full room as sole occupant(s).
- In this instance, the remaining sharer(s) will sign a new Licence Agreement committing to the payment of the extra rent for that room for the remainder of that contract.

Should the remaining sharer wish to remain on a similar contract and rent part of a shared room:

- The hall Warden will reserve the right to move the remaining roommate(s) from one room to another when another vacancy arises.
- The remaining sharer is expected to refrain from extending their use of the space within the room, ie, spreading belongings to both wardrobes, desks or beds within the room.
- Rent for the full room will be incurred by those remaining sharer(s) who extend their use of the space within the room in this manner.
- The room will be shown to any new potential sharer(s) as directed by the Residential Services Office without notice to the remaining resident.
- Any new potential sharer(s) will always be accompanied by a member of the residence staff when viewing the room.

Student conduct

Penalties which may be applied by the Warden

The Warden of the hall can apply penalties when offences have been committed. Below is some guidance to students on the range of penalties they can expect. However, the severity of a given

offence is hard to define and penalties will vary depending on individual circumstances.

Students should make themselves aware of the conduct expected of them while living in halls. For the full code of conduct visit lse.ac.uk/currenthallresidents

Offence	Penalty
Section 1: Minor (1.1) Leaving possessions in any part of the accommodation during the breaks or any other vacations without permission from the School. (1.2) Failure to keep common areas clear following a warning (if an individual can be identified). (1.3) Violation of regulations regarding noise, mess etc, after being given a warning.	£5 – £25
Section 2: Medium (2.1) Damage to property caused either deliberately or through negligence. (2.2) Repeated examples of anti-social behaviour, such as loud music or drunken behaviour. (2.3) Breach of any rules regarding cooking, taking showers etc which result in the activation of fire alarms. (2.4) An accumulation of minor offences. <i>It should be noted that the student will be warned and/or fined after each offence.</i>	£25 – £100 Possible bar on admission to the School's accommodations in subsequent years
Section 3: Unacceptable (3.1) Serious and deliberate damage to the accommodation or to any property; or damage caused by gross negligence. (3.2) Sub-letting a room without the permission of the School. (3.3) Interference with fire extinguishers. (3.4) Tampering with fire alarms. (3.5) An accumulation of medium offences. <i>It should be noted that the student will be warned and/or fined after each offence.</i>	£100 – £200 Possible Expulsion Probable bar on admission to the School's accommodation in subsequent years
Section 4: Serious (4.1) Smoking (4.2) Drug offences. (4.3) Aggressive behaviour, harassment or defamation towards another student, employee of the School, visitor or any other third party. (4.4) Sexual/racial harassment of another student, employee of the School, visitor or any other third party. (4.5) An accumulation of unacceptable offences. <i>It should be noted that the student will be warned and/or fined after each offence.</i>	Expulsion Bar on admission to the School's accommodation in subsequent years

Details of the School's disciplinary procedures and other codes of conduct are available at lse.ac.uk/intranet/LSEServices/policies/home.aspx

Charges

Replacement of lost keys and cards

Item	Charge	Halls
Room key	£12	Bankside
	£10	Butler's Wharf
	£20	High Holborn
	£15	Passfield Hall
	£17	Rosebery
	£15	Sidney Webb
Fob/key	£10	Grosvenor House
	£10	High Holborn
	£10	House
	£10	Northumberland
	£3	Sidney Webb
Cor key	£20	Butler's Wharf only
Room card	£3	Carr-Saunders
		Northumberland
		Passfield
	£5	High Holborn
One shot card	£0.50	(£2 administration charge optional)
Mailbox key	£14	Sidney Webb
	£5	All other halls
Bike storage key	£10	Butler's Wharf
	£15	Carr-Saunders
	£5	Passfield
	£17	Rosebery

The above charges include an administration fee of £2.

Additional charges

Item	Charge	All halls unless stated
Early Exit	£75	
Room swaps	£50	Per resident
Bounced cheque	£25	Per cheque
Late payment charge	£5	Per week
Personal refrigerator charge	£20*	Per term
Personal refrigerator disposal charge	£30	If left in hall outside of contract

Photocopying	£0.05	Per page
Sending faxes (UK)	£1	First page
	£0.45	Subsequent pages
Sending faxes (international)	£1.35	First page
	£0.90	Subsequent pages
Receiving faxes	£0.20	Per page
Car park (Bankside House only)	£10	Per day
PAT testing fee	£10	Per resident, per year
Room and bathroom cleaning service	£15 (approx)	Per clean, ask reception for details

*50 per cent of personal refrigerator charge will be used for sustainable projects across the halls

Charges for damage or vandalism

Charges will also be applied in the case of actual damage to the property. The cost should equate to the cost of correcting the damage, ie, the actual invoice received by LSE Residential Services, and include an administration fee.

Chargeable items include:

- Cleaning of vomit or bodily fluid
- Removal of waste from room
- Repair/replace door lock
- Removal of goods/furniture
- Damaged furniture
- Damaged equipment
- Kitchen clean
- Re-painting of room
- Re-carpeting of room
- End of year room clean*
- End of year bathroom clean*

**If a room is left in a dirty condition, the full vacation rental cost will be charged until we are able to bring the room back to standard condition.

Wellbeing

LSE offers a range of support to help you make the most of your time at the School and includes:

Student Wellbeing Service

The Student Wellbeing Service integrates the Disability and Wellbeing Service and Student Counselling Service. SWS also leads a wider initiative to improve student wellbeing across the School.

LSE Student Counselling Service

Enables students to cope with any personal or study difficulties while at LSE. Throughout the year (apart from School closure days and public holidays), students can pre-book individual appointments or use one of the daily drop-in sessions at 3pm. There are also group sessions and workshops run throughout the year.

Tel: 020 7852 3627

Email: student.counselling@lse.ac.uk

Web: lse.ac.uk/counselling

Office: KSW 5.07 (5th floor, 20 Kingsway)

LSE Disability and Wellbeing Service

Covers physical/sensory impairments and long-term or chronic medical conditions; dyslexia, dyspraxia, Asperger Syndrome and other neurodiverse conditions; and mental health concerns. Specialist advisers are available to see students on a one-off or ongoing basis and can provide assistance with Inclusion Plans (IPs) and Individual Examination Adjustments (IEAs).

Tel: 020 7955 7767

Email: disability-dyslexia@lse.ac.uk

Web: lse.ac.uk/disability

Office: OLD G.23 (ground floor, Old Building)

Advisers to women students

Available to discuss issues of concern and offer advice and support to women students in the School

Dr Bingchun Meng

Tel: 020 7107 5020

Email: b.meng@lse.ac.uk

Office: TW2 1.01h

Senior academic support for students

There are two key central academic posts for student support. They have responsibilities for the academic experience and pastoral wellbeing of students.

Senior Adviser to Students:

TBC – In the interim contact: Student Services Centre counter (see below)

General Course Dean: Mark Hoffman

Tel: 020 7955 5197

Email: gc.dean@lse.ac.uk

LSE Faith Centre

Provides a space for quiet reflection by those of any or no faith, and runs an established programme of interfaith activities on campus and within the community.

Tel: 020 7955 7965

Email: faithcentre@lse.ac.uk

Web: lse.ac.uk/faithcentre

Office: SAW 2.01 (2nd Floor Saw Swee Hock)

LSE Chaplain: Revd Dr James Walters

Student Services Centre counter

Staffed by the Advice, Communications and Operations team. The counter is open from 11am to 4pm Monday to Friday for advice on a wide range of subjects including admissions, registration, fees, financial support, course choice, exams and graduation.

Tel: 020 7955 6167

Email: ssc.advice@lse.ac.uk

Web: lse.ac.uk/ssc

Office: Student Services Centre, Old Building

Students' Union Advice Service

The Advice Service provides academic and housing advice, as well as hardship and childcare fund awards. They run daily drop in sessions (Monday-Friday, 11-1) and occasional pre-bookable appointments.

Tel: 020 7955 7158

Email: su.advice@lse.ac.uk

Office: Saw.3 (3rd floor Saw Swee Hock)

Studying

There are lots of opportunities to extend your learning and complement your academic studies at LSE.

LSE LIFE is the School's centre for academic, personal, and professional development. We are here to help you find your own "best" ways to study, think about where your studies might lead you, and make the most of your time at LSE.

We offer

- guidance and hands-on practice of the key skills you'll need to do well at LSE: effective reading, academic writing, and critical thinking,
- drop-in support with your maths and statistics homework,
- workshops related to how to adapt to new or difficult situations, including development of skills for leadership, study/work/life balance, and preparing for the working world,
- a place to meet and work together with your peers on interdisciplinary group projects and research,
- support in making the transition to (or back to) university life,
- advice and practice on working in study groups and on cross-cultural communication and teamwork,
- ideas and inspiration about academic pursuits and pathways into professional life, and much more!

Support for undergraduates and taught masters students

LSE LIFE is located on the ground floor of the library and is your first port of call to discover what is available for you. The LSE LIFE team, together with advisers and specialists from LSE Careers, LSE Library, the Language Centre and other parts of the School, will be on hand to answer your questions. Sign up for a workshop, come by for help with your homework, or just drop in.

To find out more come to LSE LIFE visit lse.ac.uk/lselife

Support for PhD students

LSE's PhD Academy is a dedicated space and services hub for doctoral candidates. At LSE we place doctoral candidates at the heart of our research culture and community. You can find us on the Fourth Floor of the Lionel Robbins Building or lse.ac.uk/phdacademy

Resources for learning

Free web, Moodle and face-to-face guidance will help you make the most of your time at LSE.

- LSE Study Toolkit – a new web resource designed to help you tackle LSE-style study with confidence, under four areas identified by students as vital to success at LSE: justifying your arguments, studying independently, communicating your ideas, and honing your quantitative skills. Find out more on the Current Students webpages.
- Maths and Stats Support Centre – drop in support, available for several hours each week in LSE LIFE, for core Maths and Stats courses. All current and past students of MA100/103/107/110 and ST102/107 are welcome. More information from mssc@maths.lse.ac.uk
- One-to-one appointments with study advisers will be held in LSE LIFE.

LSE GROUPS

A fabulous opportunity for undergraduates to take part in an original research project. Students work in small groups of mixed years and mixed disciplines on a research project of their choice, write it up for a research paper and present it at a research conference. Find out more at lse.ac.uk/tlc/groups

Personal Development Aide Memoire

LSE's Personal Development Aide Memoire – PDAM – is designed to help you keep track of all the activities you undertake and the skills you develop outside of your academic studies. Attendance at events like those in the Learning Development Programme and any work or volunteering activities can all be logged, making it a useful record for job applications, interviews and networking. You can build your PDAM through LSE For You – lse.ac.uk/lseforyou

LSE Terms and Conditions of Residence

("the Ts & Cs")

INTRODUCTION

Nature of Agreement

This Agreement is a licence and not a tenancy. This means that you have a personal right to occupy the Room during the Period of Residence but do not have exclusive possession of the Room. This means that we have the right to:

- 1 enter your Room at any time and for any reason (which is similar to staying in a hotel);
- 2 require you to move to an alternative room (again this is similar to staying in a hotel); and
- 3 where the Hallpad Account Accommodation Summary states that the room type is "shared", require you to share the Room with another person. Where we exercise these rights we will do so in accordance with these Ts & Cs.

Terms of this Agreement

The terms of this Agreement are contained within:-

1. these Ts & Cs;
2. the Hallpad Account Accommodation Summary; and
3. the Regulations.

Together, these documents set out our respective rights and responsibilities

Formation of this Agreement

This Agreement will be formed, and a legally binding contract entered into between us upon the later of (a) the Acceptance by you of the Ts & Cs and (b) the payment of the Deposit.

If you move into the Accommodation prior to the date that you have both Accepted the Ts & Cs and paid the Deposit, you will be deemed to have Accepted these Ts & Cs and entered into a legally binding contract with us, which is subject to the terms of this Agreement by your action of moving into the Accommodation.

If you are under 18 when this Agreement is formed, we will hold the licence on trust for you until you reach 18. During that time, you will enjoy all the rights set out in this Agreement and be subject to all the obligations contained in it. When you reach 18, you will be entitled to terminate the Agreement in accordance with clause 6.3.3 below. If you choose not to do so, the Agreement will be legally binding upon you.

Period of Residence

Unless it specifies otherwise in the Hallpad Account Accommodation Summary, the Period of Residence is for the academic terms only and does not include the Christmas or Easter vacation periods. Accordingly:-

1. if your Period of Residence does not include the Christmas vacation, you must vacate the Accommodation and remove all of your personal possessions from it by 10am on 10 December 2016. You may return to the Accommodation on 2 January 2017;
2. if your Period of Residence does not include the Easter vacation, you must vacate the Accommodation and remove all of your personal possessions from it by 10am on 25 March 2017. You may return to the Accommodation on 23 April 2017.

Our responsibilities

Our responsibilities are set out in clause 1 Our Responsibilities (below). We are fully committed to fulfilling our responsibilities under this Agreement. If we fail to meet these, we expect you to tell us and give us the opportunity to put things right.

Your responsibilities

By entering into this Agreement, you commit to comply with your responsibilities. These are set out in clause 2 Your Responsibilities (below) and include a commitment by you to comply with the Regulations. If you fail to meet these, we will tell you and (unless the failure is serious or persistent) we will give you a chance to put things right. If you fail to take this opportunity, or if the failure is serious or persistent, we will be entitled to take legal action against you which may result in you having to leave your Accommodation.

Variations to this Agreement

With the exception of any changes as a result of government legislation, this Agreement cannot be changed without prior written agreement between you and us.

Enquiries

If there is anything you do not understand or if you have any other queries relating to this Agreement please contact the Residential Services Office. If you are based in the United Kingdom and require advice on your rights or responsibilities under this Agreement, please seek advice from a Citizens' Advice Bureau, Law Centre or solicitor. If you are based overseas and require advice on your rights or responsibilities under this Agreement, please seek advice from an expert in English law.

Glossary

These Ts & Cs, the Hallpad Account Accommodation Summary and the Confirmation of Accommodation Document contain certain words which begin with capital letters. These have particular legal meanings which are explained in the glossary at the end of these Ts & Cs.

1. OUR RESPONSIBILITIES

1.1 Services and facilities

During the Period of Residence we will use reasonable endeavours to:-

- 1.1.1 maintain the structure of the Hall and keep the Hall and Communal Areas (including the lighting, heating and firefighting equipment within them) clean, tidy, in reasonable repair and fit for use by you and other occupiers;
- 1.1.2 ensure that all fixtures and fittings for water, gas (if applicable), electricity and water heating in the Accommodation and Hall are kept in working order and to provide such heating as we consider adequate (acting reasonably). This may mean that the heating may be turned off;
- 1.1.3 provide an adequate supply of hot water for normal domestic use;
- 1.1.4 provide facilities for the washing and drying of clothes in the Hall for which there will be a separate charge at the point of use; and
- 1.1.5 provide and maintain a hardwire internet port within the Accommodation.

1.1.6 We will also try to arrange for a third party to provide wifi at the Accommodation (you will need to register to use this). We will not be liable for any failure or interruption to any of the services or facilities (or any loss arising from any failure or interruption), if the failure or interruption is due to reasons outside our control (e.g. mechanical breakdown, shortages of fuel/materials, labour disputes, student action or necessary maintenance, repair, or replacement).

1.2 Insurance

1.2.1 During the Period of Residence we will insure the Hall against fire and other risks which we reasonably consider necessary.

1.2.2 During the Period of Residence we will insure your personal belongings up to a specified limit but you will be responsible for administering any claims which arise. Full details of the insurance policy are available at lse.ac.uk/currenthallresidents

If you are unable to access this web link please contact the Residential Services Office before Accepting this Agreement and we will send to you a copy of the policy so that you can read it before Accepting this Agreement.

Please note that any claim you make will be subject to the normal excesses, limitations and exclusions from cover which our insurer may impose from time to time. If you require insurance for any personal belongings over and above the normal excesses, limitations and exclusions you are responsible for taking out such insurance cover yourself at your own cost.

2. YOUR RESPONSIBILITIES

2.1 Licence Fee

2.1.1 You must pay the Licence Fee during the Period of Residence on the dates and in accordance with the payment terms set out in Schedule 1.

2.1.2 The obligation to pay the Licence Fee applies irrespective of your individual course dates (which may start later or finish earlier than the Period of Residence) and irrespective of when or if you actually move into the Accommodation.

2.1.3 If the whole or any part of the Licence Fee remains unpaid in breach of the payment terms set out in Schedule 1 we reserve the right to charge you a reasonable fee to cover our administration expenses for each letter that we send to you, acting reasonably, chasing you for payment of any Licence Fee arrears.

2.1.4 If someone other than you pays all or part of the Licence Fee to us directly (e.g. a Sponsor or parent), this will not reduce or affect your responsibilities under the Agreement or result in any kind of rights or benefit to that other party.

2.1.5 You must pay the Common Room Fee and PAT Charges at the same time and in the same manner as the Licence Fee.

2.2 Deposit

The Deposit shall be paid in accordance with the payment terms set out in Schedule 1.

2.3 Inventory

You agree to complete an Inventory within 14 days of taking occupation of the Accommodation. If you do not do so, we shall assume that the Inventory is correct.

2.4 Using the Accommodation

2.4.1 If the Hallpad Account Accommodation Summary states that your Room is:-

- (a) "sole occupancy" you are the only person authorised to occupy the Accommodation (or if there are two people named on the Hallpad Account Accommodation Summary you two are the only people authorised to occupy the Accommodation); or
- (b) "shared" you and the person (or people if appropriate) that we allocate to share the Room are the only people authorised to occupy the Accommodation.

2.4.2 You must not use the Accommodation for any other purpose than as living accommodation (e.g. you must not run a business from the Accommodation).

2.4.3 You agree not to transfer this Agreement (or your rights under this Agreement) to anyone else or (except where permitted by clauses 2.5 or 2.6), allow anyone else to live in or use the

Accommodation.

2.4.4 You must allow our staff and/or contractors to enter the Accommodation in accordance with clause 3.2 below.

2.4.5 If your Hallpad Account Accommodation Summary includes a Family Member:-

- (a) that Family Member (only) may occupy the Accommodation with you; and
- (b) the Family Member must not use the Accommodation for any other purpose than as living accommodation.

2.4.6 You must maintain the status of a full-time registered student with Us for the whole of the Licence Period.

2.5 Visitors

2.5.1 You are responsible for the behaviour of any Visitor and any Family Member and you must ensure that they do not break the terms of this Agreement. If they do, you will be in breach of this Agreement.

2.5.2 You agree that we may remove or exclude your Visitors from the Accommodation or the Hall where we have reasonable grounds to believe that this is necessary for the safety and/or well-being of other persons.

2.5.3 You agree not to allow anyone other than the occasional Visitor to stay, provided that:

- (a) the Visitor does not stay for more than three consecutive nights; and
- (b) you have obtained the advance permission of the Warden or the Head of Residential Life; and
- (c) You do not have more than one Visitor staying with you at any given time; and
- (d) the Visitor signs into and signs out of the Hall (in the reception area); and
- (e) the Visitor does not annoy, or disturb study by, other occupants of the Accommodation or Hall.

2.5.4 We reserve the right to withdraw this privilege on 24 hours' notice if, in our reasonable opinion, it is necessary to do so for the safety and wellbeing of other occupants of the Hall and/or to safeguard our property.

2.6 Moving rooms

2.6.1 You agree not to move to another room within the Hall, or to any other accommodation provided by us, without first:

- (a) obtaining the prior written approval of the Residential Services Office (acting reasonably provided the conditions set out in Clause 2.6.1(b) are fulfilled)). If consent is given, you will be charged an administration fee of £50 which covers our administration expenses in arranging the move and amending our records accordingly; and
- (b) finding a suitable replacement occupier approved by us (at our absolute discretion) who is not already in accommodation provided by us and who enters into an agreement with us to occupy the Accommodation immediately after you have moved out.

2.6.2 If you are permitted to move, all the terms and conditions of this Agreement are transferable to the new Accommodation.

2.7 Risk assessments

You agree to comply and/or co-operate with a reasonable request by us to provide information or to assist in connection with a risk assessment undertaken by us in relation to your occupation of the Accommodation and/or in the Hall.

2.8 Respect for others

You agree:-

2.8.1 To show respect, at all times, for all persons living and/or working in the Hall or in the locality of the Hall and not to cause or do anything that is likely to cause a nuisance or annoyance to them;

2.8.2 To keep noise at a level that does not interfere with the study, sleep or comfort of persons living and/or working in the Hall and, in particular, not to make or allow any loud noise (including televisions, playing music or musical instruments) between designated quiet hours (being between the hours of 23.00 hours and 08.00 hours or such other times as We shall notify to you);

2.8.3 Not to use violence or threaten to use violence, verbally assault or harass or threaten to harass (including harassment on grounds of age, gender, sexual orientation, religion, belief, race, culture, disability or lifestyle) any person;

2.8.4 Not to bring into either the Accommodation or the Hall any weapons, illegal items or items which we consider to be offensive or dangerous (e.g. replica, ceremonial or toy weapons, knives, martial arts weapons or air-weapons) or allow the Accommodation to be used for any criminal, immoral or illegal purpose including (but not limited to) selling, supplying or using illegal substances, storing or handling stolen goods or prostitution;

2.8.5 Not to commit any arrestable offence or criminal act which we consider (acting reasonably) makes you unsuitable to continue to live in the Accommodation;

2.8.6 Not to allow persistent use of Hall facilities by non-residents;

2.8.7 Not to smoke in the Accommodation or the Hall;

2.8.8 Not to place any items on or throw anything from the balconies or windows of either the Accommodation or the Hall;

2.8.9 Not to bring any cars or motorcycles onto the Hall.

2.9 Repairs, maintenance and alterations

You agree:-

2.9.1 To keep the Accommodation in a clean and tidy condition at all times and to place any rubbish in designated areas in the Hall;

2.9.2 Not to make any alterations to or damage the Accommodation or Hall (including, but not limited to fitting or installing any satellite dish, television or radio aerial, decorating or damage caused by neglect or misuse) or remove, alter or damage any furniture, equipment, windows, window locks or curtains provided by us (including, but not limited to, making holes in the furniture to accommodate the wiring of your electrical appliances);

2.9.3 Save for bedding, not to bring any soft furnishings or other furniture (including, but not limited to, inflatable furniture) into the Accommodation and/or the Hall except where the Front of House Manager has given prior written consent. All such furniture must comply with any relevant fire safety legislation and you will be required to remove (at your own expense) any furniture that you have brought on to the Accommodation without our permission and/or which does not comply with legislation; and

2.9.4 Not to leave any personal belongings or other obstacles in the Communal Areas or make these areas dirty or untidy. If you do and we have to remove anything or arrange for additional cleaning, we may charge you for the reasonable cost of doing so.

2.10 Safety and security

It is your responsibility to help ensure that the Accommodation and the Hall are safe and secure to live in. This includes (but is not limited to) complying with the following:

2.10.1 Smoking

Smoking is prohibited in all areas of the Accommodation and Hall (including study bedrooms).

2.10.2 Electrical or other appliances

You agree:

(a) only to use the cooking and/or other electrical or gas kitchen

equipment supplied by us in any shared kitchen and not to use any other cooking or heating appliances in your bedroom in the Accommodation or Hall except for items that have been tested and approved by us (note: testing is organised by the facilities/hall manager at the Hall);

(b) not to bring any other electrical equipment into the Accommodation or the Hall except for items that have been tested and approved by us (note: testing is organised by the facilities/hall manager at the Hall for which there is an additional charge);

(c) to be responsible (as an ongoing responsibility) for ensuring that your own electrical equipment meets current Health and Safety standards and to ensure that each of your own electrical appliances is fitted with the correct fuse, only one appliance is wired to one plug and that you do not overload the electric power points.

2.10.3 Fire Safety

You agree to respond to fire alarms, adhere to all fire regulations and evacuation procedures (which are displayed in the Accommodation and on notice boards in the Hall) and:

(a) where we give you prior reasonable written notice that a fire safety meeting (which may be attended by a representative from the emergency services) has been arranged by the Warden or Head of Residential Life and your attendance at that meeting is compulsory, attend that meeting;

(b) not to obstruct Communal Areas or fire escape routes nor prop open, or otherwise tamper with, the fire doors (as they are designed to reduce the spread of fire) and not to abuse, interfere or otherwise tamper with any of our fire prevention equipment, especially fire and smoke detecting equipment;

(c) not to do anything which may cause a fire hazard, including (but not limited to) using or storing in the Accommodation or Hall any flammable or dangerous materials (e.g. inflatable items or furniture, candles, incense sticks/burners or other naked flame, fireworks, petrol, paraffin, bottled gas, oil, oil-filled radiators, deep fat fryers and sun-beds).

2.10.4 Security

You must ensure that your Accommodation and the Hall are left secure at all times. This includes (but is not limited to):

(a) keeping your key, key fob or key card with you at all times.

Persistent failure to carry your keys requiring you to be let in by our staff and/or our contractors may result in a charge being made to you;

(b) never marking your key, key fob or key card with your address, or copying them or giving them to anyone else;

(c) locking the door to your Accommodation together with any corridor/main entrance doors in the Hall when entering or leaving and ensuring that all windows in the Accommodation are closed before you go out; and

(d) not letting anyone you do not know into the Hall and accompanying your Visitors at all times.

2.11 Pets

You must not keep any animal, bird, reptile, insect or fish at the Accommodation or in the Hall. Assistance dogs are permitted by prior arrangement with the Residential Services Office.

2.12 At the end of the Agreement

At the end of the Period of Residence (or earlier termination of this Agreement) you agree:

2.12.1 To vacate the Accommodation by 10am on either the last day of the Period of Residence (or earlier) the last day of this Agreement;

2.12.2 To return all keys, key fobs or key cards to your hall reception. If keys, key fobs or key cards are not returned we will

have to either fit new locks or replace the key fob or key card and we will charge you the reasonable cost of this;

2.12.3 To leave the Accommodation in a clean and tidy condition and to leave it and all items listed in the Inventory in the same condition as at the start of the Period of Residence, fair wear and tear excepted. If you leave any rubbish in the Accommodation, you agree that we can dispose of this. If you leave any personal belongings in the Accommodation, we will notify you of this and give you a reasonable period of time to collect them. If you do not collect your belongings within that reasonable period, you agree that we can dispose of those belongings at your reasonable cost.

3. OUR RIGHTS

3.1 Alterations and building works

We have the right to carry out any alterations or building works at the Accommodation, the Hall and/or on our adjoining or neighbouring property without liability for disturbance provided that, as far as practicable, we have used reasonable endeavours to minimise any disturbance.

3.2 Access and inspection

3.2.1 We have the right to enter the Accommodation at all times, for any reason and without having to give you any prior notice. We would normally, however, only enter the Accommodation for one or more of the following reasons:

- (a) in an emergency; and/or
- (b) to clean, inspect or repair the Accommodation or any other part of the Halls to comply with our responsibilities under this Agreement; and/or
- (c) for any other reasonable purpose.

3.2.2 Where we do wish to enter the Accommodation, we will usually give you prior notice of this unless it is an emergency, we are concerned about your health or wellbeing, we suspect a serious disciplinary issue or it relates to the regular cleaning of the Accommodation. If we do not give you prior notice, we will knock on the door first in order to see if you are present. If you are not present then, irrespective of whether or not this relates to a pre-arranged visit, we will let ourselves into the Accommodation using our duplicate key.

3.3 Removal of items from the Accommodation

We may remove from the Accommodation or Hall any items (either used or unused) that belong to you or your Visitors and which we consider (acting reasonably) are dangerous and/or may cause a fire hazard. If we remove an item, we will notify you of this and confirm who you need to contact in order to recover the item. You will not be able, however, to take the item back into the Accommodation or Hall.

3.4 Our right to require you to relocate

3.4.1 We reserve the right to move you to similar alternative accommodation in any circumstances, including the following:-

- (a) for reasonable management reasons (e.g. where we consider, acting reasonably, that we need to carry out works to the Accommodation or Hall, that the Accommodation or Hall is unfit for occupation, or where the Period of Residence includes the Christmas, Easter and/or Summer vacations and the Hall is not fully occupied during a vacation period);
- (b) where we reasonably consider that, because of your behaviour, it is necessary to move you from the Accommodation to protect your well-being or the well-being of others or to prevent damage to the Accommodation; others or to prevent damage to the Accommodation;

3.4.2 If we request you to relocate:

- (a) we will give you written notice of this, provide details of the alternative accommodation and notify you of the date on

which you are to move. We will give you reasonable notice of this date, taking into account the circumstances. This may mean that, in certain circumstances, the notice period may be as little as 24 hours;

- (b) if the similar alternative accommodation is not satisfactory to you (acting reasonably), you may terminate this Agreement. If you wish to do so, you must give the Residential Services Office written notice of this no later than seven (7) days after the date of the written notice that we have given to you under clause (a). The Agreement will then end on a date seven (7) days after your notice to terminate was given to the Residential Services Office, or such other date as you may agree with the Residential Services Office (acting reasonably). We will refund any of the Licence Fee you have paid in respect of the period after the termination date;
- (c) where you can produce a valid receipt, we will pay to you any reasonable out-of-pocket expenses (e.g. travel costs) that you incur by moving into the alternative accommodation. If you do not move out of the Accommodation following a request by us to do so, we can take legal action to force you to move out.

4. YOUR RIGHTS

4.1 Occupation

We grant you the following rights which you must exercise in accordance with your responsibilities under this Agreement:-

4.1.1 A licence to occupy the Room (and where the Hallpad Account Accommodation Summary states that the room type is "shared" the licence to occupy and use the Room in common with the person we allocate to share the Room);

4.1.2 The non-exclusive right (in common with us and all others that we authorise to do so) to use any parts of the Accommodation which do not form part of the Room; and

4.1.3 The non-exclusive right (in common with us and all others that we authorise to do so) to use the Communal Areas.

5. IF YOU BREACH THIS AGREEMENT

5.1 Payment for loss or damage

5.1.1 You must pay for all reasonable loss and damage we suffer as a result of any breach of this Agreement by you, any Family Member or your Visitors. This includes (but is not limited to), any costs properly and reasonably incurred by us in arranging any additional cleaning required, issuing replacement lost or stolen keys/cards, repairing or replacing our fixtures, fittings, furniture or equipment, collecting arrears, paying professional advisors, pursuing court proceedings, administration expenses and any income we lose arising from your failure to move out of the Accommodation in accordance with the terms of this Agreement.

5.1.2 Where any damage is caused to the Accommodation or the Communal Areas and we are unable to identify the perpetrators (and we will use reasonable endeavours to identify them), we may (acting reasonably) charge you a fair proportion of the reasonable cost of making good any loss or damage caused unless you can demonstrate that you were not at the Accommodation or in the Hall when the damage occurred. Typical charges for damage and additional cleaning are set out in the Student Handbook which can be viewed here lse.ac.uk/currenthallresidents

The exact amount will depend on the seriousness of the case and could be more than the maximum sum shown in very serious cases.

5.2 The procedure we will follow if you have breached this Agreement

If you, your Family Member or your Visitors breach any of the terms of this Agreement then action may be taken against you under the procedure set out below:

5.2.1 On us identifying or becoming aware of any breach by you of the terms of this Agreement, the Warden or Head of Residential Life will decide whether to:

- (a) take no action;
- (b) discuss this with you informally;
- (c) write to you to draw your attention to the alleged breach and/or take further action in accordance with clauses 5.2.2.

5.2.2 Except in the circumstances set out in clause 5.2.3, where we decide to take further action in relation to any breach:

- (a) the Warden or Head of Residential Life will investigate the alleged breach and write to you drawing the alleged breach to your attention;
- (b) in that letter, the Warden or the Head of Residential Life will invite you to meet with them in order to discuss with you the circumstances of the alleged breach;
- (c) at the conclusion of the meeting, or if without good reason you fail to attend the meeting, the Warden or the Head of Residential Life will decide (acting reasonably) whether you have committed the alleged breach and, if so, whether to:
 - i. give you an oral warning; or
 - ii. a written warning; or
 - iii. a final written warning (which will be issued if you have already received a written warning); or
 - iv. terminate the Agreement (this decision will only be taken if, in the opinion of the relevant authority (acting reasonably), the breach is sufficiently serious or you have persistently breached the Agreement); or
 - v. refer the matter to the Head of Residential Life to be dealt with under the Regulations. This may result in a decision being made that we will terminate this Agreement; and/or
 - vi. require you to pay for any loss or damage and/ or our reasonable costs arising from the breach.
- (d) Head of Residential Life will write to you, normally within 3 days of the meeting, notifying you of the decision made;
- (e) if you are unhappy with the decision made, you can appeal the decision in accordance with the procedure set out in clause 8.1.

5.2.3 The above procedure will not apply if you have failed to pay the Licence Fee in accordance with the terms of this Agreement. In such circumstances, we can terminate this Agreement without giving you any notice of our intention to do so. As such, if you are experiencing any financial difficulties which may mean that you are unable to pay the Licence Fee when it is due you should immediately contact the Residential Services Office.

6. TERMINATION OF THIS AGREEMENT

6.1 Your right to terminate before you take occupation

6.1.1 You may terminate this Agreement before you take up occupation of the Accommodation if:-

- a) you notify the Residential Services Office by e-mailing accommodation@lse.ac.uk before 1 August 2016 if you wish to terminate this Agreement;
- b) your offer to study at LSE is withdrawn and you notify LSE that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk before 1 August 2016;
- c) you do not receive your visa to study and you notify LSE that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk before 1 August 2016. In the event that you only receive your offer to study at LSE on or after 1 August 2016, you must notify LSE that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk before 31 August 2016, if you do not receive your visa.

6.1.2 Provided that you terminate this Agreement in accordance with Clause 6.1.1, we will refund any Deposit that has been paid

to you as soon as reasonably practicable. If you do not terminate this Agreement in accordance with Clause 6.1.1, this Agreement will continue in full effect and you will only be able to terminate this Agreement in accordance with Clause 6.3.

6.2 Our right to terminate before you take occupation

6.2.1 If you owe us any money in connection with any previous accommodation that you occupied, we may terminate this Agreement up to 4 weeks before the start of the Period of Residence by giving you not less than 4 weeks written notice and if we do terminate this Agreement under this clause we will refund any Deposit and/or Licence Fee that you have paid under this Agreement.

6.2.2 In the event that you fail to occupy the Accommodation within seven (7) days after the Period of Residence start date, we reserve the right to immediately terminate this Agreement by giving written notice to you and we reserve the right to retain any Deposit and/or Licence Fee that you have paid under this Agreement.

6.3 Your other rights to terminate

You may terminate this Agreement if you:

6.3.1 Complete an early leaver form (available on request from the Residential Services Office) specifying the reason that you wish to terminate this Agreement and the proposed End Date and return the completed form to the Residential Services Office. By completing the early leaver form, you confirm that you have read and understood our early leaver policy. You must also satisfy the following conditions:-

- (a) the proposed End Date must be earlier than 4 weeks before the date on which the Hallpad Account Accommodation Summary and Confirmation of Accommodation Document states that the Period of Residence will end;
- (b) the proposed End Date must be a minimum of 28 days after the date on which the completed form is returned to the Residential Services Office;
- (c) you must have found a suitable replacement occupier, approved by us (at our absolute discretion), who is not already in accommodation provided by us and enters into an agreement with us to occupy the Accommodation immediately after you have left;
- (d) you have paid a non refundable administration fee of £75 to us; and
- (e) you have paid, in full on or before the End Date, all of the Licence Fee due under this Agreement up to and including the End Date.

6.3.2 Withdraw from your course of study and you satisfy the following conditions:

- (a) you give to the Residential Services Office not less than four weeks written notice of your intention to terminate this Agreement and, in the notice, you specify the End Date;
- (b) you enclose with your notice a copy of our official withdrawal or interruption of studies notice issued by the relevant student office; and
- (c) you have paid, in full on or before the End Date all of the Licence Fee due under this Agreement up to and including the End Date.

6.3.3 Are under 18 when this Agreement is formed and:

- (a) within two weeks after your 18th birthday you give to the Residential Services Office not less than 4 weeks written notice of your intention to terminate this Agreement and, in the notice, you specify the End Date; and
- (b) you have paid, in full on or before the End Date all of the Licence Fee due under this Agreement up to and including the End Date.

6.3.4 If you terminate this Agreement under this clause 6.3 and you move out of the Accommodation by the End Date, we will refund any Licence Fee that you have paid in respect of the period after the End Date.

6.3.5 If you move out of the Accommodation by the End Date, but you fail to terminate the Agreement in accordance with this clause 6.3 (e.g. because you do not find a suitable replacement occupier or we consider that the occupier that you have found is unsuitable or we do not approve the replacement occupier), this Agreement will continue in full effect and you will be liable to pay the Licence Fee until the end of the Period of Residence

6.4 Our right to terminate if you have breached the Ts & Cs
We may terminate this Agreement in any of the following circumstances:-

6.4.1 If you have failed to pay the Licence Fee in accordance with the payment terms set out in Schedule 1; or

6.4.2 Where you have committed a serious breach or have persistently breached the conditions of this Agreement and, having followed the procedure set out at clause 5.2 above, we have decided to terminate the Agreement [(for the avoidance of doubt we consider any breach of your obligations in clauses 2.4.2 (use of the Accommodation), 2.8.2 (noise), 2.8.3 (behaviour), 2.8.4 (prohibited items) 2.8.5 (arrestable or criminal acts) 2.8.6 (nuisance) 2.8.7 (smoking) as a serious breach of this Agreement and if you, someone living with you or one of your Visitors, breaches any of these clauses we may terminate this Agreement)];

6.4.3 If you are made bankrupt.

6.5 Our right to terminate for other reasons

We may also terminate this Agreement by giving you not less than 4 weeks written notice if:-

6.5.1 We are unable to find you similar alternative accommodation (despite our reasonable efforts) and are unable to either provide the Accommodation as a result of events beyond our control or your Accommodation has been severely damaged and, acting reasonably, we deem it unfit for occupation;

6.5.2 You are no longer pursuing a course of study with us;

6.5.3 We reasonably consider, because of your behaviour or for any other reason (e.g. an infestation by insects, an outbreak of an communicable disease) that, to protect your well-being or the well-being of others or to prevent damage to the Accommodation, it is necessary to move you from the Accommodation; or

6.5.4 If any information supplied by you, or on your behalf, in connection with your application to us for a place in the Accommodation is untrue, inaccurate or misleading, or if you fail to disclose relevant information which would amount to a misrepresentation, and we consider (acting reasonably) that the relevant information makes you unsuitable to live in the Accommodation.

6.6 Effect if we terminate the Agreement

6.6.1 If we terminate the Agreement in the circumstances set out in clauses 6.4 or 6.5, this will not affect our rights to claim against you for any loss or damage caused by any breach of the Agreement by you, your Family Member or your Visitors.

6.6.2 If we terminate this Agreement in the circumstances set out in clause 6.5.1, you will still be obliged to pay that part of the Licence Fee corresponding to the period up to and including the termination date but you will not be obliged to pay that part of the Licence Fee corresponding to the period after the termination date. Provided that you move out of the Accommodation by the termination date, we will refund any Licence Fee you have paid in

advance in respect of the period after the termination date.

6.6.3 If we terminate the Agreement in the circumstances set out in clauses 6.5.2, 6.5.3 or 6.5.4, you will still be obliged to pay the Licence Fee in relation to the whole of the Period of Residence but, if we are able to re-let the Accommodation, we will refund any part of your Licence Fee you have paid in advance which corresponds to the period in which the Accommodation is re-let.

6.6.4 If the Agreement is terminated and you do not move out of the Accommodation by the termination date, we may take legal action in order to obtain a court order requiring you to move out.

7. COMPLAINTS

7.1 Procedure

If you are unhappy with a decision that we have made or feel we have not fulfilled our obligations under this Agreement you should, in the first instance, discuss this with your Front of House Manager. If you are not happy with the outcome and wish to pursue your complaint further, you should do so in accordance with the complaints procedure which can be reviewed at

lse.ac.uk/currenthallresidents

If you are unable to access this web link, please contact the Residential Services Office before Accepting this Agreement and we will send to you a copy of this document so that you can read it before Accepting this Agreement.

8. APPEALS

8.1 Procedure

If you are unhappy with any decision we make when exercising our rights under this Agreement, you may appeal that decision in accordance with the appeals procedure which can be reviewed at

lse.ac.uk/currenthallresidents

If you are unable to access this web link, please contact the Residential Services Office before Accepting this Agreement and we will send to you a copy of this document so that you can read it before Accepting this Agreement.

9. OTHER MATTERS

9.1 Notices

9.1.1 All letters and notices sent by:

(a) us to you will be properly served if they are delivered to you by hand, first class post, or special delivery at the Accommodation and/or the address you provide to us when applying to us for the Accommodation (or such other address that you have notified us about in accordance with clause 9.1.3);

(b) you to us will be properly served if sent to us at the Residential Services Office by first class post or special delivery.

9.1.2 A notice sent by the following means is to be treated as having been received:

(a) if delivered by hand, on the day of delivery; or
(b) if sent by first class post or special delivery, on the first working day after posting.

9.1.3 You agree to notify us of any change to the address you provide to us when applying to us for the Accommodation.

9.1.4 You agree to pass on to us immediately any statutory letters or notices served on you by a third party (i.e. not us).

9.2 Data protection

9.2.1 We will comply with the Data Protection Act 1998 as amended from time to time. We will allow you to inspect certain information that we hold about you and you can ask us to correct or record your disagreement with the information we hold. We may charge you with the reasonable cost of providing copies of the information.

9.2.2 By Accepting these Ts & Cs you agree that all data supplied to us can be shared between our departments and with third parties (e.g. contractors employed by us to undertake services

at the Hall, a Sponsor, the police or other public agencies) if it is reasonable for us to do so as provider and manager of the Accommodation.

9.2.3 We will not disclose sensitive personal information (e.g. medical records) except with your explicit consent or if we are permitted and/or required to do so by law.

9.3 Liability for loss or damage

Subject to the provisions of the Occupiers Liability Act 1957 and the Defective Premises Act 1972, we shall not in any circumstances incur any liability in respect of loss or damage to any person or property or otherwise, unless the loss or damage was caused by our negligence.

9.4 Governing law and enforceability

9.4.1 This Agreement is governed by English law and international students should be aware that this may differ from the law in their home country.

9.4.2 If any aspect of this Agreement is held to be illegal, invalid or unenforceable, the remainder of this Agreement will be unaffected.

9.5 Legislation

The Contracts (Rights of Third Parties) Act 1999 does not apply to this Agreement. This means that no one can enforce any rights or obligations under the Agreement other than you and us.

9.6 VAT

At the date of this Agreement the Licence Fee is exempt from VAT but we reserve the right to charge VAT if it becomes payable during the Period of Residence, for example, if there is a change in the law.

9.7 Council tax

If for any reason you become or cause us to become liable for council tax for the Accommodation (for example, because you are in full-time employment or claim social security benefits) then you will pay such council tax (or reimburse us for any sums we pay within 14 days of written demand).

9.8 Guarantees of accommodation

Any guarantee given by us for our prospectus and on our residences website to allocate accommodation to you shall cease to have effect if this Agreement is terminated.

9.9 Alternative formats

Please contact the Residential Services Office or residences.admin@lse.ac.uk if you require these Ts and Cs in an alternative format.

SCHEDULE 1

1. Payment of the Licence Fee

1.1. Your Licence Fee must be paid either:

1.1.1 in full, (i.e. in one instalment) by credit/debit card or cheque by 30 September 2016; or

1.1.2 in termly instalments by credit/debit card or cheque on 30 September 2016, 13 January 2017, 23 April 2017 and (for 50 week agreements) 23 June 2017.

1.2. If you wish to pay the Licence Fee by credit or debit card, you can do so online in your Hallpad account or in person at your hall reception. Alternatively, if you wish to pay the Licence Fee by cheque, you can do so in person at the Residential Services Office or by posting your cheque to the Residential Services Office marked for the attention of "Residences Fees". If you wish to pay the Licence Fee by cheque or and bank draft please note we accept payment in (GBP) sterling only.

1.3. Please note that we do not accept cash payments.

Information on how we accept payments is available at lse.ac.uk/currenthallresidents

2. Sponsors

If you have a Sponsor, you will be responsible for providing them

with all the information they require to enable them to make payments on your behalf in accordance with the same timescales as would apply if you were making all payments yourself. If you are paying part of the Licence Fee yourself, you will need to pay those fees as set out above. If your Sponsor fails to pay in accordance with these terms you will remain liable for the full payment. We will contact you if we have problems recovering money from your Sponsor.

3. Payment of Deposit

3.1 In order to enter into this Agreement with us, you must pay the Deposit to us and we must receive the payment. We do not accept cash payments. Please note that we accept payment in (GBP) sterling only using the methods set out at paragraphs 3.2 of this Schedule. Further information on how we accept payments is available at lse.ac.uk/currenthallresidents.

3.2 You will be required to pay the Deposit by debit or credit card immediately online once you have Accepted these Ts & Cs, save that in the case of first year students with a conditional offer, the Deposit must be paid online once you have received the E-mail Notification.

If you wish to pay the Deposit by cheque or and bank draft please note we accept payment in (GBP) sterling only. Please note that we do not accept cash payments. Information on how we accept payments is available at lse.ac.uk/currenthallresidents

3.3 We will deduct the Deposit from your Licence Fee as follows:

3.3.1 if you have (or are deemed to have) elected to pay the Licence Fee in full by one single payment, we will deduct the Deposit from that payment; or

3.3.2 if you have elected to pay the Licence Fee in termly instalments, we will deduct the Deposit from your final instalment (as notified in the Hallpad Account Accommodation Summary).

GLOSSARY

Words used in this Agreement and in these Ts & Cs have the following meanings:

Accept

Means to formally accept these Ts & Cs by clicking [“I Agree”] in your Hallpad account and “Accepted” and “Accepting” are to be interpreted accordingly.

If you move into the Accommodation without formally accepting these Ts & Cs by clicking [“I Agree”] in your Hallpad account, you will be deemed to have Accepted these Ts & Cs and entered into a legally binding contract with us, which is subject to the terms of this Agreement, by your action of moving into the Accommodation.

Accommodation

Means the Room and:

1. in the case of a shared flat, includes all shared areas in that flat; or
2. in the case of a Room where the Hallpad Account Accommodation Summary specifies the room type as “shared ensuite bathroom”, includes the shared ensuite bathroom);
3. any alternative accommodation to which you have moved under this Agreement.

Agreement

Means the contract between us relating to the Accommodation, which will be formed upon the later of (a) the Acceptance by you of the Ts & Cs and (b) the payment of the Deposit, the terms of which are contained within:

1. these Ts & Cs;
2. the Hallpad Account Accommodation Summary; and
3. the Regulations (which will take precedence in the event of any contradiction between them and the Ts & Cs and/or the Hallpad Account Accommodation Summary).

Communal Areas

Means all stairwells, corridors, landings, gardens, balconies and entrance halls within the Hall, any shared kitchens and/or bathrooms in the Hall but not any shared kitchens and/or bathrooms in the Accommodation.

Confirmation of Accommodation Document

Means the document that will be issued to you by LSE once the Agreement has been formed, confirming the type of Accommodation that is being offered to you, the Hall that the Accommodation is located in, the Period of Residence and the Licence Fee. You must acknowledge receipt of the Confirmation of Accommodation Document.

Deposit

Means the deposit as specified in the Hallpad Account Accommodation Summary.

E-mail Notification

Means the e-mail that first year conditional offer students will receive from LSE confirming that the Hallpad Account Accommodation Summary has been updated to state the Licence Fee that will be payable and requesting payment of the Deposit.

End Date

Means the date on which you wish this Agreement to end where you are seeking to terminate this Agreement before the end of the Period of Residence under clause 6.3.

Family Member

Means the person(s) (if any) named in the Hallpad Account Accommodation Summary as the “Named Family Member” (being other people who can live with you).

Hall

Means the specific hall named in the Hallpad Account Accommodation Summary together with any external areas of the hall which are owned by us (e.g. car parks, roads or gardens which adjoin the hall).

Hallpad Account Accommodation Summary

Means the summary page in your online Hallpad account, which sets out the type of Accommodation that is being offered to you, the Hall that the Accommodation is located in, the Period of Residence and the Licence Fee. Please note that in the case of first year conditional offer students, the Licence Fee will only be displayed on the online Hallpad account when the E-mail Notification is issued, but details of the range of fees that we may charge for occupation of the type of Accommodation that you have applied for can be viewed prior to the issuing of the E-mail Notification at:-

http://lse.ac.uk/lifeAtLSE/accommodation/forStudents/offerAcceptance/fees/list_LSE.aspx.

If you are unable to access this web link please contact the Residential Services Office before Accepting these Ts and Cs and we will send to you a copy of this document so that you can read it before Accepting these Ts and Cs.

Head of Residential Life

Means the individual appointed to act as LSE’s head of residential life.

Inventory

Means the list of furniture and equipment at the Accommodation which we will publish to you when you arrive.

Licence Fee

Means the charges for your occupation of the Accommodation as stated in the Hallpad Account Accommodation Summary prior to formation of this Agreement.

PAT Charges

Means Portable Appliance Testing Charges, details of which can be viewed online at http://lse.ac.uk/lifeAtLSE/accommodation/forStudents/offerAcceptance/fees/list_LSE.aspx.

If you are unable to access this web link please contact the Residential Services Office before Accepting these Ts and Cs and we will send to you a copy of this information so that you can read it before Accepting these Ts and Cs”.

Period of Residence

Means the period starting and ending on the dates specified in the Hallpad Account Accommodation Summary (unless the Agreement ends earlier in accordance with the terms of this Agreement).

Regulations

Means our regulations which can be reviewed at

lse.ac.uk/currenthallresidents

If you are unable to access this web link, please contact the Residential Services Office before Accepting this Agreement and we will send you a copy of the Regulations so you can read these before Accepting this Agreement.

Residential Services Office

Means LSE Residential Services Office, London School of Economics and Political Science, 3.02 Saw Swee Hock Student Centre, Houghton Street, London, WC2A 2AE

Room

Means the room at the Hall that will be allocated to you on your arrival.

Sponsor

Means any person or organisation who is paying all or part of your Licence Fee.

Student Handbook

Means the student handbook which can be reviewed at

lse.ac.uk/currenthallresidents

If you are unable to access this web link, please contact the Residential Services Office before Accepting this Agreement and we will send you a copy of the Student Handbook so you can read these before Accepting this Agreement.

Visitors

Means any guest invited by you, whether that invitation is express or implied (e.g. where the guest assumes from what you have said or done that they have been invited) or any person visiting you at the Accommodation.

Warden

Means the Warden at / allocated to the Hall. In these terms and conditions "you" means the person signing this Agreement and "we" means The London School of Economics and Political Science. The expressions "your" "our" and "us" should be read accordingly.



Vacations

A Great Alternative to London Hotels

Vacation accommodation



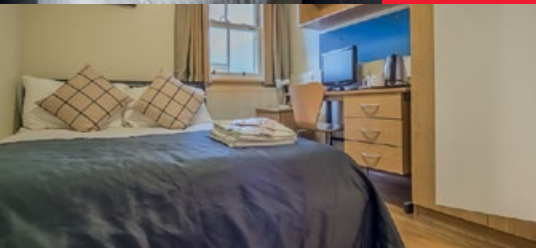
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20% discount

for alumni, staff and current
students (staff, student or
alumni ID required)*



*Call us on **020 7955 7676** or email us at vacations@lse.ac.uk
for your 20% discount promotional code!



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www.lsevacations.co.uk



Residential Services Office
3.02 Saw Swee Hock Student Centre
Houghton Street
London WC2A 2AE
+44 (0)20 7955 7531

accommodation@lse.ac.uk
lse.ac.uk/studentaccommodation

We have made every effort to ensure that the information provided in this handbook is accurate and up to date at the time of print. However, the possibility of subsequent changes to our circumstances or procedures mean that we offer no warranties and accept no legal responsibility for the accuracy of the content. For information that is revised throughout the year, please refer to our website at lse.ac.uk/currenthallresidents

The information in this publication can be made available in alternative formats.
If required please email
residences.admin@lse.ac.uk

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