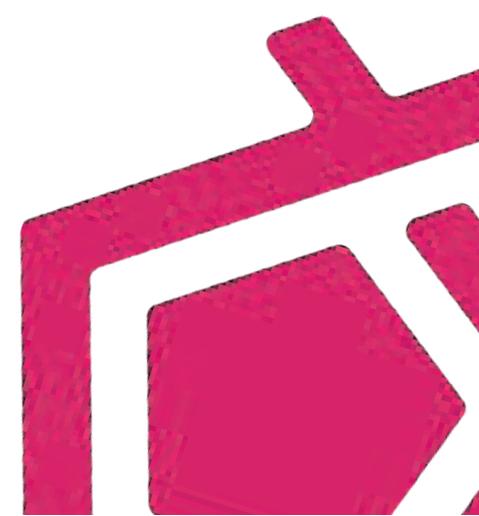


THE KNOW HOW



Your guide to all things living in
LSBUHalls and making the most of
London





Welcome to LSBUHalls

We are super excited to meet you and for you to kickstart your LSBUHalls experience. We have put together this guide to give you a helping hand. This book contains all The Know How's we thought you might need to get started as a new student here at LSU.



We hope that we have covered almost everything that could be of benefit to new and returning students. We have added QR codes that will take you to key websites and videos.

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Meet The Team

Here at LSBUHalls we have a great team of staff who are here to support you during your stay.

Each of the halls have 3 members of staff within the management team: Residence Manager, Residence Deputy Manager, and a Residence Assistant.

We have 24-hour presence at each Hall from Security to Receptionists, a Thrive Wellbeing Team, and a Residential Community Team, so you can rest easy knowing there is always someone here to support you.

Our Residential Community Team is made up of Residential Community Ambassadors (RCAs). We will share more with you later in the Know How guide.



The Halls

Key Contacts

McLaren House

- Email: mclaren@lsbu.ac.uk
- Tel: 020 7815 7360
- Address: 1 St George's Circus
London SE1 0AP

David Bomberg House

- Email: bomberg@lsbu.ac.uk
- Tel: 020 7815 7380
- Address: 282-302 Borough High
Street, London, SE1 1JJ

Dante Road

- Email: dante@lsbu.ac.uk
- Tel: 020 7815 7088
- Address: 2 Dante Place,
London, SE11 4RX

Accommodation Office

- Tel: 020 7815 6417
- Email: accommodation@lsbu.ac.uk

Security

- Emergency Number:
020 7815 6666
- Email: security-office@lsbu.ac.uk



Residential Community Team

Residential Community Team (RCT)

Meet the Team

Who are they?

The RCT consists of Residential Community Ambassadors who are led by the Residential Community Manager. Your RCAs are a team of students who are here to support you while you live in LSBUHalls.

What do the RCAs do?

They are here to provide peer support - if you have any issues, they can connect you with the right people. RCAs build communities and help you meet other residents along the way through planned activities, such as movies, meet up, and game nights.

Don't forget we are students too, we get it!

How can I contact them?

McLaren House
07583 239804

Dante Road
07909 534074

David Bomberg House
07810 637335



Advice from RCAs

lbz

Say hello to your new home in London! Accept diversity and establish lasting connections. Make cherished memories as you explore the city's charm while studying at LSBU where learning extends far beyond classroom walls.

Nicole

Moving to University is the best experience you will get. Take every opportunity and make the most of London by exploring the city. Sometimes it can be overwhelming, but you are not alone and other residents will be feeling the same. Reach out as no problem is too small. We want you to have the best time in Halls.

Ivan

As an LSBU student and former RCA I know that starting university in London can be a little bit too much. Don't worry – it takes time to get used to a new environment. Please, regard this book as a guidance on making the most out of living in halls and your London life.



Thrive

Meet the Team

Thrive - Wellbeing Hub

What is Thrive?

Thrive is a student support service for accommodation residents. The team provides a listening service, which can help you to overcome general life stressors. Located at the Thrive Hub (McLaren House Flat C2).

Thrive is a drop in service, no appointments are required. Just text, call or email. Alternatively, we can visit you in your hall.



Don't be shy, no problem is too big or too small. Just reach out, we're here for you.



How do I contact Thrive

Thrive rota is updated weekly on the LSBUHalls Instagram page.



Wellbeing Manager: +44 (0) 7810 637 356

Wellbeing Advisor: +44 (0) 7967 765 597

Email: thrive@lsbu.ac.uk



The page is decorated with several large, stylized geometric shapes in yellow and pink. These shapes are scattered around the text, appearing as if they are floating or falling. They include various forms like L-shapes, T-shapes, and zig-zags, all with a thick yellow fill and a pink outline.

THE **KEY** KNOW HOW'S

The important stuff you need to know!



The Key
Know How's

Licence Agreement

Have you read your Accommodation Licence Agreement?

Like most of us, the answer is probably not. We strongly encourage you to read the Accommodation Licence Agreement, but we understand that it can be a bit of a drag. So, we have highlighted key things that are important in The Know How.



All of the information contained in your Accommodation Licence Agreement is important, as it is a legally binding contract between you and LSBU Halls. Take a look at the information which has been simplified for your convenience.



Main Breaches: (Don't do this)

- ✗ Tampering with detector heads, fire alarms and safety equipment such as fire extinguishers, fire doors & fire exits.
- ✗ Deliberate fire alarm activations.
Please note that the alarms are sensitive and can be activated by excessive use of deodorant, hair dryers, and even steam from showers.
- ✗ No smoking or vaping is allowed within accommodation premises.
- ✗ Any kind of drug use is strictly prohibited within accommodation premises.
- ✗ No electric bikes or scooters, electric unicycles, electric skateboards or skates are allowed within accommodation premises.
- ✗ Anti-social behavior that impacts the wellbeing of others and compromises the health and safety of others or property.

For further details - refer to your Accommodation Licence Agreement. Failure to comply will have consequences.



How to pay your rent

- Make sure you pay your rent on time - it's your responsibility!
- You can pay your rent online by going to the LSBU online payment portal.
- Scan the QR code below to make rent payments.
- Alternatively, you can visit the reception team to pay your rent or ask any questions you may have about your rent.
- Key dates for rent can be found online in your accommodation portal and in your original accommodation email offer.
- Money worries? Visit the Student Life Centre or speak to us.

Reach out! We can talk it through with you.



Accommodation Office

The Accommodation Office Team – based on the ground floor of the Student Life Centre – are in control of the ‘business’ end of accommodation.

Open hours are 09:00– 16:00. Monday to Friday and are able to answer all your accommodation queries – Just pop in and ask!

They can help with:

- The Licence Agreement
- Application process
- Room allocations
- Accommodation fees and financial support
- Room moves
- Private Rental Guidance
- Complaints
- Any other accommodation related topic – just ask!

If we are not open, contact us through MyAccount or email accommodation@lsbu.ac.uk and they will respond quickly.



Maintenance Issues

How do I report a maintenance issue?

Should you need to report something which needs repairing, please use the Accommodation portal to log your maintenance issue and keep track of the updates.



Additionally, you can go down to reception and log your maintenance issue there.

Maintenance issues can range from not having hot water to a faulty fridge, but be reassured that we will work to resolve the issue as soon as practicable.

Sometimes repairs can take longer than expected, in such cases - we will do our utmost to find solutions.



Guests and Visitors

Can day guests visit me while I stay in halls?

Yes, you can have a maximum of 2 day guests. All guests must be signed in at reception with a valid form of identification. If your guest is 18 or over, their visiting hours are between 8 am–11 pm. If your guest is under the age of 18, their visiting hours are between 8 am–6 pm.

Can I have an overnight guest?

Yes, you can, but only one overnight guest can stay for a maximum of 3 nights followed by a rolling over 7 day period. Your overnight guest must be 18 or over and provide ID upon arrival. Your guest must have valid guest permit (electronic or printed) during your guest's stay.

For more information on how to register an overnight guest please scan the QR code:



Post and Parcels

How do I collect a parcel?

If you have a parcel you will receive an email from reception. You can then come to reception to collect the parcel; please ensure you have a photo ID and the email you received to hand.

What time can I collect a parcel?

Dante Road - 24/7 collection available

David Bomberg House - 24/7 collection available

McLaren House - collection between 8am-7:30pm



Where do my letters go?

Upon your arrival you will be given a key to a postbox. Important letters and confidential mail (for example bank cards or documentation) will be held behind reception to ensure it is safe. All other letters will be placed in your allocated postbox.

Did you know?

McLaren House residents have 24/7 access to an Amazon locker.



Laundry

Do we have a launderette on site?

Yes, each hall of residence has a launderette on site that you can use 24/7. Please note that the launderette is run and managed by Washstation (an external company).

How do the machines work?

Pretty simple really, download the Washstation app onto your mobile phone. On this app you can choose the machine you wish to use and wash/drying program. Make sure you follow the correct wash/drying program for the specific types of clothes you may have.

Having issues with the laundrette?

Get in contact directly with WashStation

0800 141 2331

service@washstation.co.uk

Did you know?

Sort your clothes by whites and darks to get the best results



Groceries

Just a few minutes walk from halls are several different supermarkets such as Tesco, Sainsburys, Asda and Lidl. But there are also alternative ways to get your groceries.

A Fresh Food Company

Ordering meal kits such as HelloFresh and Gousto is a great way to begin cooking in halls. They also have discounts for new customers!

An Online Grocery Company

You can also get your groceries delivered by a supermarket to your accommodation. Scan the QR code to get more tips.



Takeaway

A resident favourite has to be a takeaway meal. Due to our halls being very close to central London you can order almost anything - from Indian food to Sushi, you have a great selection.

IMPORTANT!!

LSBUHalls do not accept any food or grocery deliveries. YOU NEED to be present on site to collect your food deliveries.



myLSBU App

The Key

myLSBU App

What is myLSBU app?

The myLSBU app provides you with tap access to a range of information and services. From here, you can access things such as - coursework, timetables, and MyAccount.

What can I do on myLSBU app?

Track your attendance, contact IT support, and book an appointment with the Careers Hub; there is nothing you cannot do with myLSBU app. There are also quick links to My Letters, Extenuating Circumstances, Appeals, and Personal Development Plans.



There is plenty of support available here at LSBU both on campus and in accommodation. Start with visiting the Student Life Centre for initial queries. Remember there is always someone to talk to!



Your Support

Mental Health and Wellbeing Team

(provides support to students experiencing personal, emotional and social challenges)



Disability and Dyslexia Support Team

(a dedicated service for students who have a long term condition e.g ADHD, physical or mobility difficulties)



International Student Information

(everything you need to know as an international student)



Students' Union

(help you get the most out of your student experience, they can provide advice and support to you)



Library Services

(access to resources, including IT support, subject guides, help and information)



Student Life Centre

(provides advice and support on a wide range of non-academic issues)



Our Halls Ethos

When living in halls make sure you follow our halls ethos.

Responsible

Be responsible for your behaviour

Engage

Engage with our community

Support

Don't be afraid to ask for support

Positive

Bring a positive attitude

Embrace

Embrace your halls experience

Contribute

Contribute to your environment

Tolerant

Be tolerant towards each other



Think about the little things

Which can mean a lot to others

- Allow yourself to grow into new experiences
- Be mindful of your flatmates study, work and sleep schedules to keep the harmony
- Be non-judgemental towards others
- You and your flatmates have a right to privacy. Your room is your personal space
- Avoid loud music
- Keep your kitchen tidy
- Don't tamper with the window restrictors
- Respect each other and keep boundaries
- Your guests are your responsibility
- Be yourself and accepting of others



KEEP IN YOUR LANE let's RESPECT our Ethos



Top Tips for International students

The Key
International students

Welcome to your new home! We thought it might be helpful to share some of our top tips with you to help you transition into your new environment.

- Keep hydrated to avoid jet lag and settle-in with the new time zone.
- Autumn can be quite chilly in London, so make sure to have warm clothes too on standby.
- Make sure to update your clocks back an hour on the last Sunday of October as it gets dark earlier in the day.
- You can get warm bedding at affordable stores such as Primark, IKEA and Amazon.
- Familiarise yourself with regulations relating to your attendance, visa, and working hours to avoid any issues later on.
- LSBU has 24/7 security services, however it is your responsibility to keep your belongings safe such as keys, mobile phone and your belongings.
- Make a flat Whatsapp group to plan fun activities together.





LIVING YOUR
LONDON
LIFE

Living Your
London Life



Attractions

Leake Street Graffiti Tunnel

Just a short walk from Waterloo, you will find Leake Street which houses a picturesque graffiti tunnel and independent shops and restaurants. You will have a unique experience every time you visit as the graffiti changes daily.

Shakespeare's Globe

Immerse yourself in history by visiting Shakespeare's Globe. Feel like you have travelled back in time by going on a tour of the theatre or even watching a show.

The Shard

Get some of the greatest views by visiting The Shard. They also offer student discount!!



Attractions

Neal's Yard

A small alley in London's Covent Garden, a unique quarter of London whose star-shaped layout remains as constructed in the early 1690s. It is a great spot for photos and shopping.

National Theatre

Located in London's Southbank, The National Theatre hosts a variety of shows and performances throughout the year.

Greenwich Peninsula Golf Range

A state of the art 60 bay golf and leisure facility; including a range, mini-golf and food and drink. It is uniquely positioned as the only golf range in central London.

Sky Garden

Just 35 floors up into the sky you can get some of the best views of London at the Sky Garden. A perfect opportunity for a great Instagram photo. It is also free but make sure you book.





Restaurants, Markets and Cafes

Elephant Arcade

Situated across the street from Elephant & Castle tube station, the Elephant Arcade houses are several of the long-standing businesses that were part of the old shopping centre. You can find great food and beverage points throughout such as Black Cowboy Coffee and Dr Juice.

Borough Market

Just a 15-minute walk from LSBU main campus, Borough Market doesn't just sell good food and drink, they celebrate it. Selling farm fresh and speciality products, you will always find what you are looking for. There are also an array of different places to eat and drink – from food stalls, to restaurants, to cocktail stands and wine bars leading to endless exploring.



Restaurants, Markets and Cafes

Mercato Metropolitano

Situated 5 minutes away from the LSBU main campus which is a great spot where you can meet with friends and discover flavours from around the world. With a relaxed vibe and indoor and outdoor seating options, you will not find yourself bored.

Castle Square

Situated 5 minutes away from Elephant and Castle tube station, discover local traders providing a wide range of products and services including some of the most delicious cafes and restaurants available locally.



Museums and Galleries

Imperial War Museum

This is a unique museum which covers conflicts, especially those involving Britain and the Commonwealth, from World War 1 to the present day. It provides for, and encourages, the study and understanding of the history of modern war and 'wartime experience'. There is a lovely park adjacent, with wide range of sports activities.

Science Museum

With over 300,000 objects in its care, The Science Museum narrates the extensive history of the Western world through science, technology and medicine.

Natural Portrait Gallery

An art gallery housing a collection of portraits of historically important and famous British people. It was arguably the first national public gallery dedicated to portraits in the world when it opened in 1856.



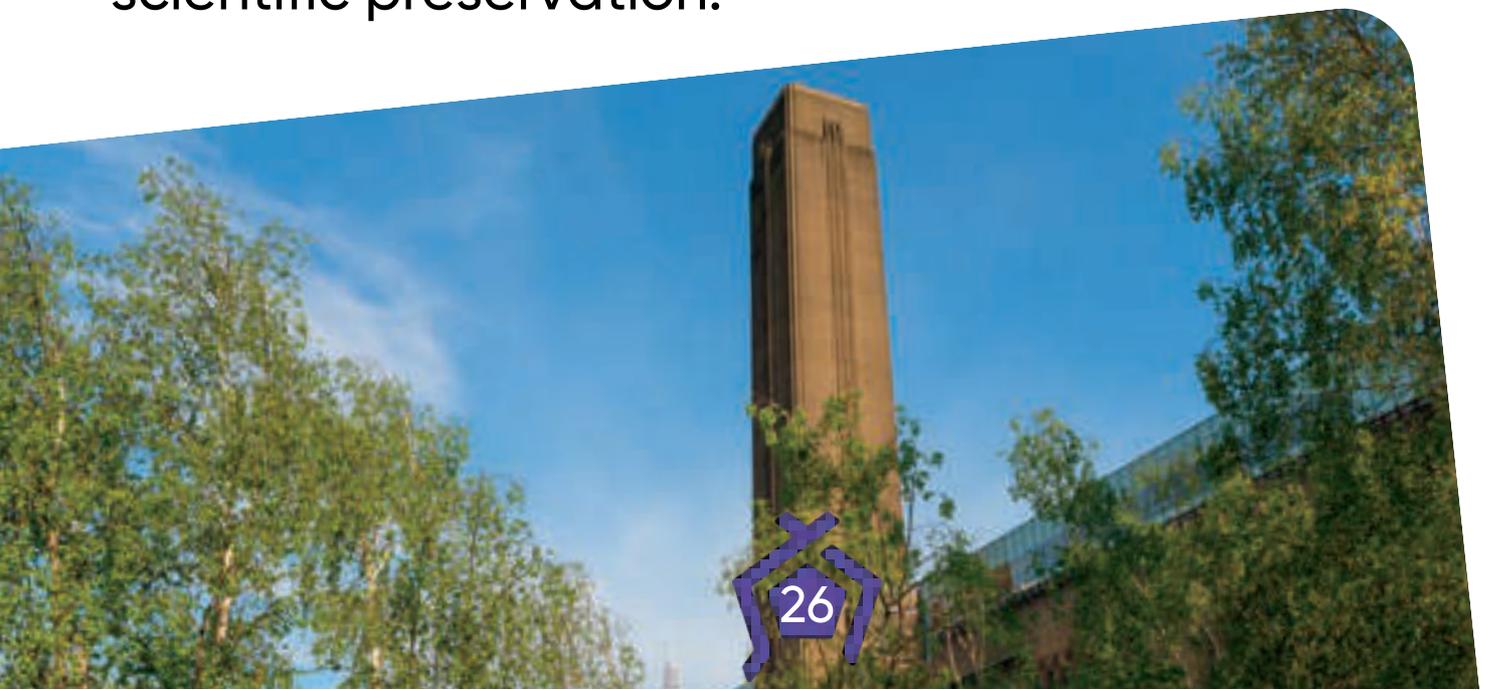
Museums and Galleries

Tate Modern

Located on the Southbank, this art gallery has over a hundred years worth of art, from modernism in the early 1900s, to exciting works created today. This includes paintings, sculptures, and more made by artists from all over the world such as Pablo Picasso, Emily Kame Kngwarreye, and Jenny Holzer.

Natural History Museum

Promoting the discovery and development of our world, it is the UK's national museum of natural history as well as a world-renowned institution for scientific preservation.



Living Your
London Life



London landmarks

Explore London by visiting this list of famous landmarks. Make sure to tick them off as you go along.

- | | |
|---|--|
| <input type="checkbox"/> Covent Garden | <input type="checkbox"/> St. Paul's |
| <input type="checkbox"/> Carnaby Street | <input type="checkbox"/> London Eye |
| <input type="checkbox"/> Oxford Street | <input type="checkbox"/> Tower Bridge |
| <input type="checkbox"/> Picadilly Circus | <input type="checkbox"/> Westminster |
| <input type="checkbox"/> Little Venice | <input type="checkbox"/> Buckingham Palace |
| <input type="checkbox"/> Camden Town | <input type="checkbox"/> Tower of London |
| <input type="checkbox"/> New Bond Street | <input type="checkbox"/> Notting Hill |

Make sure you tag us in your photos on Instagram

@LSBUhalls



Green Spaces

Checklist

- Kennington Park
- Burgess Park
- Geraldine Mary Harmsworth Park
- St Dunstan
- Regent's Park
- St Jame's Park
- Kensington Gardens/Hyde Park

London's Night Life

Belushi's

Belushi's is a chain of bars that provide a wide range of entertainment including live music, DJs, karaoke and sky sports on a big screen. They also have a happy hour and regular drink promotions.

Studio 338 Club

A great venue that brings you a festival-like scene all year round - including mind-blowing events, concerts, and parties being held every week.

Elephant and Castle Pub

Nestled in the area since 1765, it is the go-to pub that invites you into a laid-back, fun environment. Serving you great food, drinks, and entertainment. We recommend their Sunday roasts!

Heaven

Located under the Arches of Craven Street, the newest LGBTQIA+ nightclub to open in London and sound-tracked by the biggest DJ's in town offering late nights of House and R&B classics.



London Night Life

Circa Embankment

The newest LGBTQIA+ nightclub to open in London and sound-tracked by the biggest DJs in town offering up late nights of House and R&B classics.

Ministry of Sound

Ministry of Sound is one of London's most popular nightclubs. They host nights featuring house, techno, and occasionally indie rock.

Make sure to stay safe while enjoying London Night Life. Look out for your friends and keep your eyes on your drink at all times.



Your First Week

Want to have the best first week ever? Here are a few things we recommend doing to make the most out of your first week in London. Check them off as you go along.

- Pick up your student card!
- Complete your room inventory checklist.
- Get yourself familiar with the campus and all three halls of residence.
- Attend an LSBU Halls event.
- Join one of our brilliant societies and explore new clubs via freshers week.
- Explore London!!
- Enjoy the best SE1 nightlife London has to offer.





London South Bank
University



