

# THE STAY CLUB

## KENTISH TOWN

### Residents' Handbook

### 2024-25



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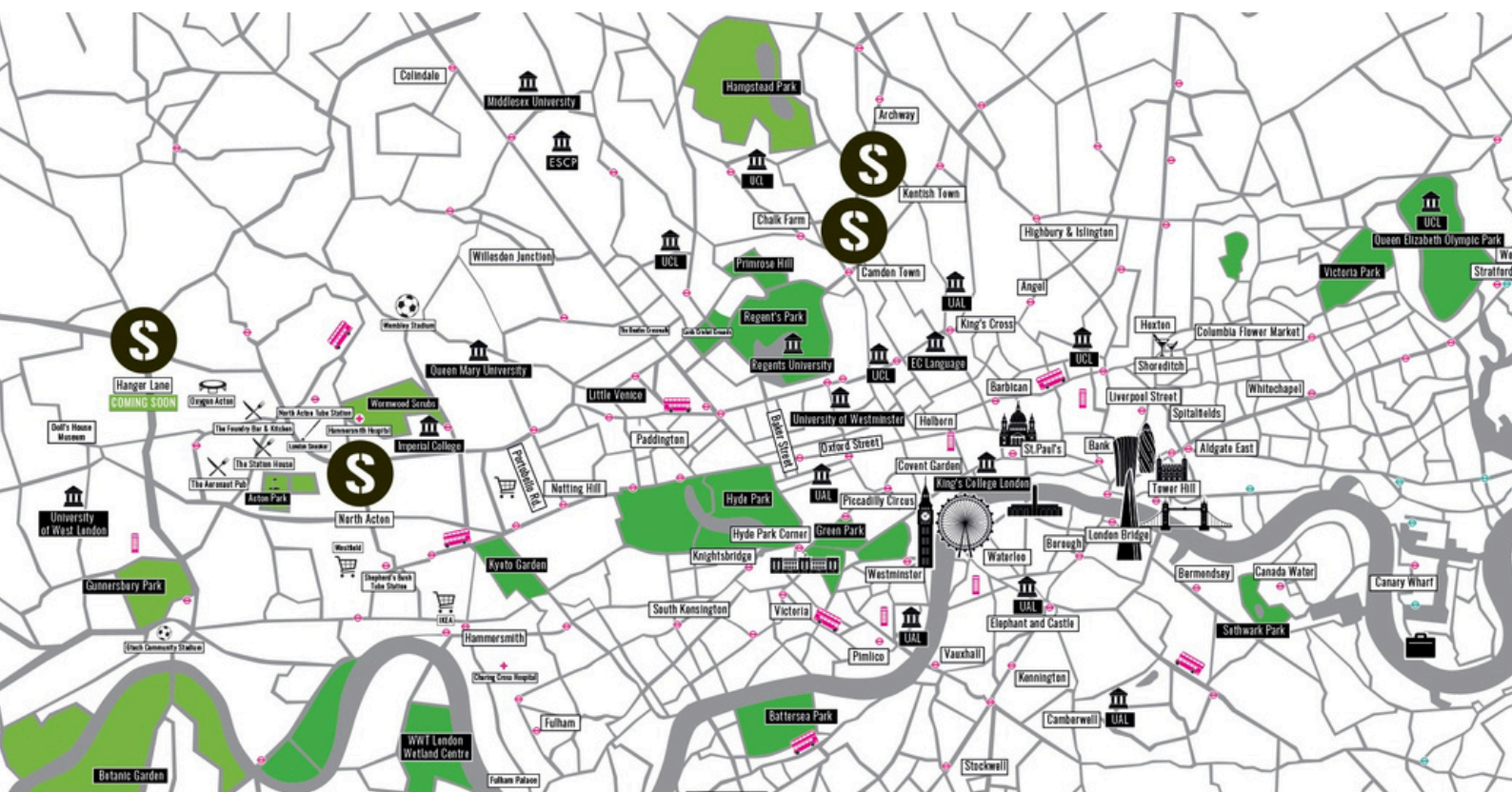
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# Welcome

A warm welcome to The Stay Club Kentish Town. We hope that you'll enjoy your time in our accommodation.

This handbook gives you as much information as possible about your new home. To make the most of your stay with us, please take some time to read through this handbook and refer to it as needed during your stay.

# Contact info

## Staff contact details

Our residential staff are responsible for the day-to-day operations of your accommodation. They can help you settle in and will be able to answer any questions you have. You can get in touch with them using the details below.

## Reception desk

The staff at the reception desk are your contact for day-to-day issues and emergency maintenance issues. They are available 24/7, and you can also reach them via email and telephone.

- Email  
[Kentishtown@thestayclub.com](mailto:Kentishtown@thestayclub.com)
- Call  
+44 (0)203 848 8282

## Key staff

Manager working hours in camden are Monday to Friday 10am to 6pm

- Community Manager  
Marta Marin Gallego  
[marta@thestayclub.com](mailto:marta@thestayclub.com)
- Assistant Community Manager  
Yacine Boubekeur  
[yacine@thestayclub.com](mailto:yacine@thestayclub.com)

## Your address

Please provide your full name and address when sharing your address.

Your full name  
Your studio No  
The Stay Club Kentish Town  
65 Holmes Road  
London  
NW5 3AN



# Fire evacuation



A fire could happen at any time. During a fire, you may not have the time to learn what to do and there may not be anyone around to tell you what to do.

Knowing what to do in a fire is your responsibility. We have provided information about general fire safety below and in Fire Action Notices displayed in corridors and on each studio's front door.

Please read this information carefully and familiarise yourself with general fire safety and evacuation routes.

## On hearing the fire alarm

- When the fire alarm sounds for more than 30 seconds and is continuous, this indicates that an evacuation is required.
- Quickly put on suitable clothing, if necessary.
- Evacuate the building immediately via the nearest exit route.
- Go to the emergency meeting point and stay there, if possible, unless instructed otherwise.
- Do not stop to collect personal belongings.
- If possible, close all doors and windows behind you.
- Do not attempt to use the lift(s).
- Try to alert any other residents you encounter. If they do not evacuate, pass the details of their location in the building to a staff member as soon as possible.
- Exit calmly and quickly, but do not run.

## On discovering a fire

- If not already activated, immediately raise the alarm by operating the nearest manual call point. Manual call points are red boxes located on walls in areas of the building, such as corridors.
- Follow the instructions for 'On Hearing the Fire Alarm' above.

## Emergency meeting point

The emergency meeting point is on Holmes Road opposite the Pho To Vietnamese Street Food restaurant.

Please refer to the Fire Emergency Plan on the front door of your studio for more information and a map.

## Fire alarm test

A fire alarm test will be conducted every Wednesday at 14:00, when the alarm will sound for 15 to 30 seconds. You do not need to evacuate at this time. If the alarm sounds longer than this or if it sounds at any other time, you must evacuate the building and go to the emergency meeting point.

## Fire drills

We will conduct at least two fire drills without notice during the academic year.

# Fire safety equipment

Fire safety equipment is provided to keep our residents and staff safe. You must not tamper with it – this is a criminal offence.

## Fire detection

The building has an automatic fire detection and alarm system that can be activated by heat and smoke to help keep you safe.

Take the following precautions to avoid accidentally setting off the detectors:

- Do not smoke anywhere in the building, including the courtyard and communal areas.
- Only cook in the kitchenette area.
- If your studio fills with smoke, open the window – avoid opening the door.
- Do not use aerosols under or near detectors.
- Do not use hair dryers or straighteners under or near detectors; ensure that they are unplugged when not in use.
- Be careful with the positioning of combustible materials near sockets.
- Do not bring any prohibited items into the building.
- Only use appliances for their intended purpose.
- Turn on the shower fan when taking a shower.

## Fire doors

The doors to your studio, corridors and stairs are fire doors. They are fitted with door

closers and seals to limit the spread of fire and smoke.

### You must

- Keep all fire doors closed unless they are designed to stay open.
- Not obstruct, wedge, or prop doors open.
- Not tamper with fire doors or their fittings.
- Report all faults with fire doors to Reception immediately.
- Not use any accessories such as over-door hangers that can damage the door.



## Firefighting equipment

Each kitchenette has a fire blanket. It should be used (according to the instructions on the casing) to smother small fires if it is safe to do so.

Fire extinguishers are located along corridors and in communal areas.

Please do not interfere with this equipment or use it maliciously. This equipment is life safety equipment and is for use only if it aids your safe evacuation.

## Sprinklers

Certain areas of the building are fitted with sprinklers. Please do not hang items from these or use heat directly under them.

# General fire safety

## Electrical safety

The UK electrical supply is 230 Volts (not 110 Volts). You should only use electrical appliances purchased from a reputable UK retailer as far as possible. If you need to use appliances with a different voltage, you must use an appropriate converter.

Additionally, you should

- Only use UK plugs
- Not use faulty electric equipment (eg with frayed or burnt cords).
- Not 'daisy chain' adaptors and extension cords or use cubed adapters.
- Not plug items such as hairdryers or kettles into an extension lead.
- Not allow electrical cords to trail across floors.
- Not use un-fused appliances.
- Not exceed a load of 13 amps per socket. Use this website to learn about the effect of plugging different combinations of electrical equipment into an extension lead.  
[www.twothirtyvolts.org.uk/socket-overload/](http://www.twothirtyvolts.org.uk/socket-overload/)
- Not use appliances if you are unsure of their instructions. If you are unsure how to use any appliance we provide, please ask a staff member for assistance.
- Turn appliances off on the socket or unplug them if you do not plan on using them for an extended time.

## Means of escape

Corridors, lobbies, stairs, and fire doors form escape routes in case of fire. Please do not obstruct these with bicycles, personal belongings, or rubbish.

When evacuating the building, you should use your nearest escape route, which may not necessarily be one you use daily.

## Prohibited items

The following items are not permitted and may be confiscated and disposed of if found

- Flammable decorations.
- Portable heaters
- Fairy/Christmas tree lights
- Halogen heating equipment
- Candles, incense, oil lamps, outdoor grills or any equipment with an open flame or open coil.
- Explosives, firearms, fireworks, or ammunition.
- Hookah and shisha pipes.
- Cooking appliances and accessories such as deep-fat fryers, camping stoves, blow torches, smokers and fuels such as solid fuels or gels used for chafing dishes.

This list is not exhaustive and is subject to change.



## Additional cooking appliances

You may use certain cooking appliances not provided by The Stay Club in your kitchenette. These are limited to the following

- Airfryer
- Small countertop oven
- Small microwave (no larger than what we provide)
- Toaster
- Kettle
- Electric grill/sandwich press
- Rice cooker
- Electric frying pan
- Slow cooker, multicooker or similar

The items above are only allowed if

- They are UKCA or CE marked
- Electric (do not use gas or any other fuel source)
- There is adequate storage in your studio for the appliance
- Their use or storage does not impede your escape route
- They are plugged into their own socket
- They do not exceed 2,000watt
- They are used only in the kitchenette

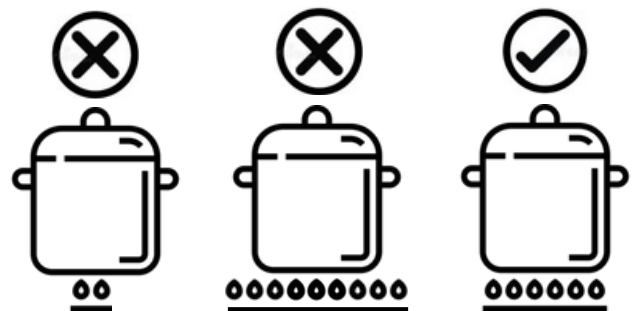
If possible, use appliances with a timer or an auto-shut-off function.

## Safe cooking tips

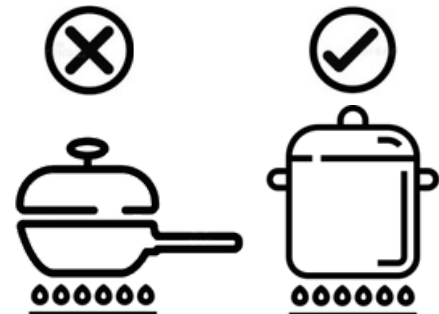
Most residential fires are cooking-related, so take extra care when cooking.

- Only cook in the kitchenette.
- Use the extractor fan and open the window when cooking.
- Do not open your studio door to clear smoke from your studio. Open your window instead.

- The use of cooking appliances anywhere else in the studio is prohibited. Any such appliance plugged in in any other studio area will be assumed to be in use and may be confiscated.
- Keep cooking appliances and surfaces clean.
- Never cook when tired or intoxicated.
- Never leave cooking unattended.
- Keep flammable items away from surfaces which can get hot.
- Use a pot that is a similar size to the cooking area.



- Ensure your cookware's base is smooth and flat against the stovetop.



- Do not put metal objects in the microwave.
- Keep tea towels and cloths away from cooking surfaces.
- Double-check that you have turned the cooking appliances off after cooking.



# Safety and security



## Access key card

You can only access the building with your access key card. Please keep your key card safe and secure and never lend your key card to anyone, including friends, family, or guests.

If your key card is lost or stolen, please report it to Reception as soon as possible so that your old key can be cancelled and a new one issued. There may be a charge for this replacement.

## Access by staff to your studio

We usually give you at least 24 hours' notice if we need to visit your studio for any reason. However, there are a small number of instances where advanced notice will not be possible.

These include

- Responding to an emergency

- Responding to a complaint such as noise or misconduct
- Health, safety, or wellness concerns

## Access for maintenance

If you have submitted a maintenance request, you should expect a member of staff or a contractor to visit.

If we identify an issue while visiting your studio for another reason, we will notify you if we need access to your studio to resolve the issue.

We will give you at least 24-hour notice for planned maintenance if we need to access your room/studio.

## CCTV

All communal areas and the exterior of the building are covered by extensive close-circuit television for your safety and security.

## Departure log

Please let us know if you are due to be away for more than seven days. In your absence, we will need to carry out health and safety-related checks in your studio and account for you in an emergency.

## Staying safe in the building

Here are some tips for helping you and your fellow residents stay safe in your building

- Make sure you pull your door shut when you leave your studio.
- Keep your key card safe and do not give it to anyone else.
- Be aware of tailgating. If you feel that a person is following you to access an area where you believe they should not be, challenge them – if you feel comfortable and safe. Alternatively, tell a member of staff as soon as possible.
- If you see something suspicious, report it to a staff member as soon as possible.
- If you live on the ground or lower ground, be aware that passers-by may be able to see into your studio.

## Staying safe while out and about

Here are some tips for staying safe when venturing out in the city or further afield.

- Plan where you are going and how you will get back. Tell someone where you are going and when you expect to be back if you can.
- Stay alert – awareness is your best defence.

- Wearing earphones is common practice, but please be aware that they may appear attractive to potential attackers and reduce your alertness to your surroundings.
- Be and give the impression of confidence – even if you do not feel it.
- Trust your instincts – act on them if you think something is wrong.
- Avoid drinking excessive amounts of alcohol. It is easier to do something risky when you are drunk and you are more likely to lose your belongings and be an easier target for crime. If you feel drunk or unwell, ask a friend or member of staff for help.
- Keep cash and valuables out of sight – use inside pockets and zipped bags.
- If you are carrying a bag, ensure the clasp faces inwards, all zips are closed properly, and all pockets are closed. If your bag is snatched, let it go; your safety is more important than your property.
- Never leave your drink unattended or accept a drink from a stranger.
- Where possible, avoid walking around/home alone after dark.
- Where possible, stick to pavements and well-lit areas. Avoid taking risky shortcuts through back alleys, parks, or waste grounds.
- Always use safe methods of travel such as public transport, taxis or pre-booked licensed minicabs.
- Walk facing traffic so you can see what's heading towards you and so a car cannot pull up behind you unnoticed.
- If you regularly walk home or go out jogging, try to vary your routes (without taking risky shortcuts).
- If you need to use your phone, be aware of your surroundings. Thousands of mobile phones are stolen in London

every year, most commonly through pickpocketing, table surfing, and, more recently, an increase in snatches by criminals riding on mopeds. Read more about protecting your phone on the Metropolitan Police website at <https://www.met.police.uk/phonesnatch>

If a person threatens you, scream, shout and set off a personal attack alarm to startle the attacker, giving you time to escape. Note details such as registration plates, clothing, and height, then report the incident. If you are in immediate danger, call the police on 999 or if the attacker has left and you are not at imminent risk, call the police on 101.

- Never use public Wi-Fi to do anything confidential, like using your email or making a payment and use a VPN if possible.

## Window restrictors

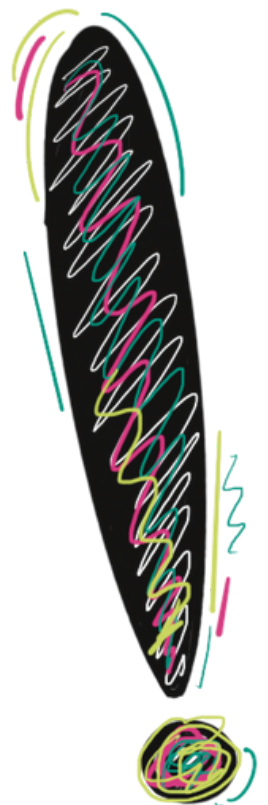
Window restrictors are installed on all windows for your safety and security. You should not tamper with them for any reason. If we find that the restrictors have been tampered with, you may be charged with their repair and may be subject to conduct action.

If you have any issues with your window restrictors, report this as a maintenance issue as soon as possible.

## Staying safe online

Although rare, there is a risk that increased online activity could be exploited. Use the tips below to navigate the online world safely.

- Be careful with what you share online – do not personal information such as your phone number or home address.
- Use strong passwords and change them regularly.
- Check and update your social media privacy settings – ensure only people you know and trust can see your profiles.
- Fake 'phishing' emails can be persuasive. Think before you click a link in an email. Do you know and trust the sender?
- If you plan to meet someone you connected with online using dating apps, social media, etc, ask for their real name and contact details before meeting them in person and in a public place you are familiar with and comfortable in.



# Building facilities

## Additional needs

If you have a disability requiring reasonable accommodations or think that you or someone visiting you may need assistance to evacuate in case of an emergency, please let us know as soon as possible.

Please visit our Additional Needs page at <https://www.thestayclub.com/additional-needs/> for information on reasonable adjustments.

## Bicycle storage

You have access to an onsite bike store on the M floor. Bikes are stored at your own risk and we are not liable for any damage to, or theft of a bike. We recommend that you insure your bike and that you should always secure your bike with a high-quality lock. You can register your frame number on a bike registration database such as Secured by Design, as recommended by the Metropolitan Police at [Police/Crime prevention](#)

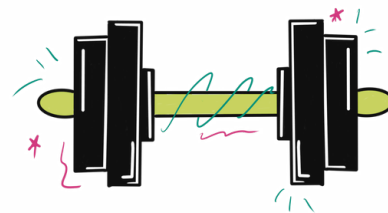
Please speak to Reception for more information.

If you use an electric bike, please note that although you can store your e-bike in the bike store, you cannot charge it there or anywhere in the building. Visit <https://www.london-fire.gov.uk/safety/the->



[home/e-scooters-and-e-bikes/](#) for information on safe e-bike use.

This storage is only for bikes and similar items which cannot be stored elsewhere in the building. Electric scooters are prohibited on The Stay Club premises.



## Gym

An exercise area with gym equipment is available for residents over 18. Please speak to reception staff for additional information on accessing this space.

## Insurance

We recommend that you take out insurance cover for your personal belongings as we do not provide cover for personal belongings.

## Internet access

We work with ASK4 to provide you with Wi-Fi access on up to five devices.

You will have access to a fast connection speed (up to 100mbps) across multiple devices, such as smartphones, laptops, gaming consoles and smart TVs, plus unlimited downloads at no additional cost.

To connect to the network

1. Select the ASK4 Wireless network.
2. A sign-up page should automatically pop up, but if it does not, open your preferred web browser.
3. Complete the sign-up process to get connected.

ASK4 also offers some additional services (some chargeable) which can be added to your account.

## Laundry facilities

Subject to cleaning and maintenance, 24-hour laundry facilities (washing machines and tumble driers) operated by Washstation and iron(s)/ironing board(s) are available on the Upper Basement.

You will need to use the Washstation App to pay for the machines. You can download the app from Google Play, The Apple App Store, and the Huawei AppGallery.

Once you have downloaded The App, create an account and choose The Stay Club Kentish Town as your laundry room. You can reserve a washer for 10 minutes but will only pay for the machine when you are in the laundry room. Once in the laundry room, load your laundry and detergent into your selected washer/dryer. No colour catchers, please!

In The App, select the cycle and pay. You will then receive a notification if the payment has

been successful, giving you 5 minutes to complete loading your machine, close the door and press the start button. You will get an email alert just before your washer/dryer has finished its cycle. Please consider other users and go and empty your machine as soon as your cycle is complete.

You will need to provide your own detergent.

You can get additional information at [www.washstation.co.uk/helpandsupport](http://www.washstation.co.uk/helpandsupport) and on posters near the machines.

## Parking

Due to restrictions on parking spaces and environmental concerns, we regret that no onsite parking is available for general residents or visitors. Some public parking is available in the local area.

## Post and packages

Letters and small packages delivered without confirmation of receipt will be placed in the letterbox for your studio.

Packages which do not fit in the letter box and packages and letters that require a signature will be accepted and signed for by Reception. You will need to collect these items from Reception.

The terms below cover any post and packages we accept delivery of.

- Deliveries addressed to non-residents will be returned to the sender.
- We cannot forward mail when you vacate at the end of your agreement;

any uncollected mail will be returned to the sender. You must ensure that you have re-directed your mail in good time.

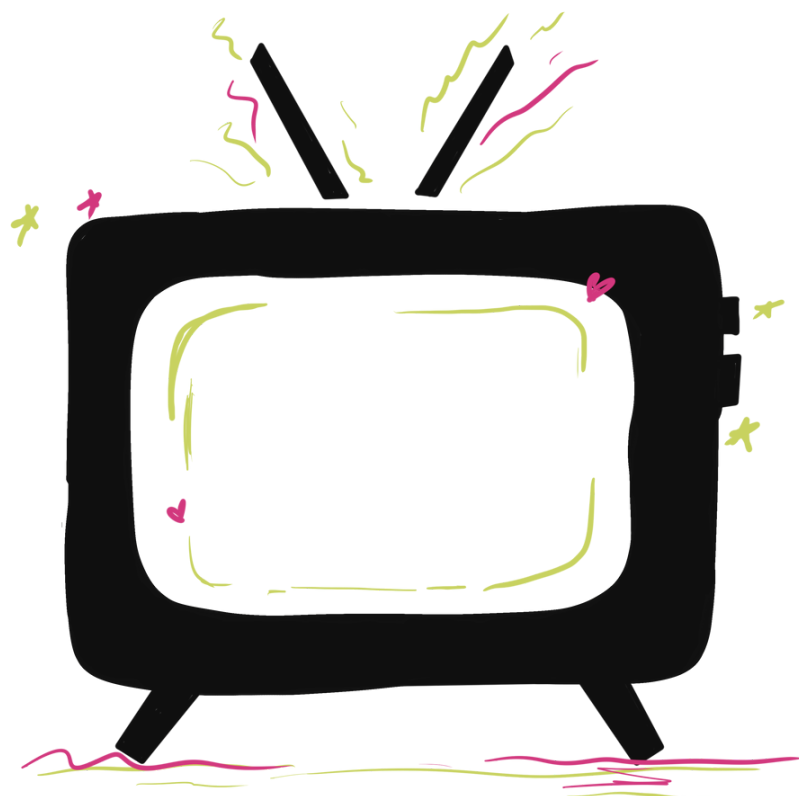
- We will sign for mail as a courtesy and cannot be held liable for any lost or damaged mail.
- If you order groceries and takeaways, you must be present to accept these, as we will not accept such deliveries on your behalf.
- When travelling or posting items to the UK from abroad, it is illegal to bring back or receive meat and meat products, milk and milk products and potatoes by post. Bans and restrictions also apply to vegetables, plants, and fish.
- Items which arrive damaged, leaking or decomposing may be refused at Reception.

## TV licence

There is no aerial point in your studio. We recommend alternatives such as streaming services, BBC iPlayer and 4oD, which can be accessed on laptops, smartphones/tablets, and Smart TVs.

In the UK, you need a TV Licence to watch programmes live as they are being broadcast and to watch or download BBC programmes on demand (using the iPlayer service) on any device. You are responsible for obtaining your own TV Licence, should you need one.

Further information and guidelines can be found at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) or on +44 (0)300 790 6131.



# Living with us

This is a guide to what we expect from you during your stay with us and what you can expect from us. If required, we may provide additional materials.

The violation of any policy laid out by us may result in conduct action. Depending on the nature and severity of the breach, this action includes but is not limited to

- A meeting with the Community Manager
- A formal or informal warning
- Charges to recuperate costs
- Being asked to leave your accommodation

## Alcohol

Responsible consumption of alcohol is permitted in the accommodation. Find out more at [www.drinkaware.co.uk](http://www.drinkaware.co.uk).

## Anti-social behaviour

You are expected to show respect for other residents and users of the building as well as members of the local community, including but not limited to

- Adhering to policies laid out in this handbook, your terms and conditions, and other materials we provide.
- Behaving with respect and consideration towards others, including not damaging the belongings of others and not using foul language.

- Not harassing, threatening, or using violence towards others.

## Cleaning

We will clean communal areas every morning before 10:00 and throughout the day as required; however, if you use communal areas, we expect you to clean up afterwards. If you have any concerns about the standard of our cleaning, please let your Community Manager know.

You are responsible for keeping your studio clean and tidy. The following summarises the standards we expect.

### Kitchenettes

- Keep all work surfaces and sinks clear.
- Immediately wipe up any spillages on tables, work surfaces, appliances, or floor as they occur or when it is safe.
- Store all food items in cupboards, fridges, and freezers as appropriate, ensuring all surfaces are clean.
- Wash up and put away all crockery, cutlery, pots, pans, utensils, etc after use.
- Do not leave dirty dishes in the sink.
- Defrost your fridge regularly.
- Do not dispose of food or oils in your drain.
- Take your rubbish to the refuse area regularly.





## Shower room

- Rinse the shower and washbasins after each use, ensuring the plugholes are free from hair and other debris.
- Place all waste, including sanitary items, in the provided bin.
- Mop up any spillages immediately after they occur.
- Toilets should be cleaned using a specific toilet cleaning chemical in addition to the brush provided.
- Basins, taps, tiles, walls, and floors should be cleaned using a multi-purpose bathroom cleaner and a soft dry cloth.
- Walls must be maintained clean and free of mould.
- If your shower drain is slow or blocked, please submit a maintenance request immediately.

## Sleeping areas

- Keep the floor tidy and vacuumed or swept regularly.
- Mop up any spills immediately.
- Ensure the mattress covers are used correctly and laundered regularly with other bed linen. Always maintain the room clean and tidy, where clothing and trailing wires do not present trip hazards or danger.

If you fail to meet these standards, you may be issued a warning and a request that these standards be met. If you have repeated warnings or these standards are not met after requests have been made, you might have to pay for professional cleaning staff to clean the affected areas.

## Cleaning Appliances

A vacuum cleaner, mop and bucket are available for loan from Reception. However, you will need to provide your own cleaning consumables.

## Cleaning service

If you would like a little help keeping your studio clean, you can arrange for an ad hoc or routine cleaning service at an additional cost. If you are interested in this, please speak to a staff member.

## Council tax

You may be liable for council tax if you are not in full-time education at a relevant institution. Council tax is a local tax that helps pay for services like street lighting and rubbish collection.

Please visit the council tax section on the General Information page on our website or email [ctax@thestayclub.com](mailto:ctax@thestayclub.com) for more information.

You are responsible for paying council tax if chargeable. You will need to reimburse us for any Council Tax we are required to pay on your behalf.

## Damages

If you have damaged any The Stay Club property, you will be charged to cover the costs of replacing/repairing such property.

## Drinking water

You can drink the water from the tap in your kitchenette. Drinking water is also available from fountains in the gym and basement.

## Drugs and controlled substances

We are responsible for ensuring that our buildings are not used for illegal drug activities. This extends to the use and storage

of 'legal high' substances. If you or your guests are involved in illegal drug activities, you could be reported to the police. We will take a particularly serious view of anyone involved in the distribution of illegal substances; this includes giving them to your friends.

The possession and use of marijuana for non-medical purposes (prescribed by a doctor) is illegal in the UK.

The possession and use of medications and/or other controlled substances without a valid prescription or the misuse of prescribed medication is prohibited. You must follow UK laws regarding controlled substances' use, possession, sale, and distribution.

If you are concerned about your own, another resident or a guest's drug use, please contact a staff member or the advice and counselling or welfare department at your university.

## Emergencies

Call 999 or 112 to request the police, ambulance, or fire brigade – this service is free. Please ensure that you answer all questions clearly and accurately, including the building address, which is

Your location in the building  
The Stay Club Kentish Town  
65 Holmes Road  
London  
NW5 3AN

Ensure that you also contact the staff at Reception as soon as possible on +44 (0) 203 848 8282 so that they know to expect the emergency service and provide appropriate assistance.

## Guests

Hosting guests is a privilege that depends on mutual respect and balance. One resident's right to host guests should not supersede other residents' rights to privacy, well-being or reasonable enjoyment of their accommodation. We reserve the right to refuse to any non-resident at any time or to require them to leave the premises.

Guests must not be left in the building unaccompanied. As a host, you will be responsible for any damages or behavioural problems caused by your guests.

All guests, including overnight guests, must sign in and out at Reception.

### Daytime Guests

If your booking is directly with The Stay Club, you can host up to four guests at a time between 08:00 and 22:00.

If your booking is with a group or institution, you may have different guest privileges; please speak to a Reception staff member for more information

### Overnight Guests

If your booking is directly with The Stay Club, you can host one overnight guest between 22:00 and 08:00 on up to four occasions per calendar month. Additional guests may be permitted at the discretion of the Community Manager.

If your booking is with a group or institution, you may have different guest privileges; please speak to a Reception staff member for more information.

## Inspections

We may conduct studio inspections during your stay and as your checkout date approaches. The inspections will assess the condition of your studio and will enable staff to identify issues which may require attention.

## Maintenance

All maintenance issues must be reported to Reception as soon as possible after you notice them; you should not assume that someone else will report a fault.

Emergency maintenance issues (ie anything that poses a safety or security risk or the loss of essential services, eg electricity and water) should always be reported immediately.

Most maintenance requests will be attended to and completed within 24 hours. However, during busy periods, non-emergency maintenance requests may take up to five working days to complete, and certain categories of maintenance requests can take up to 28 working days.

We will always try to update you as appropriate.

## Noise

In large communities, there will be unavoidable background noise; however, please be considerate to ensure a more enjoyable environment for everyone. When asked, please comply with requests to reduce your noise levels.

Please keep noise to a minimum between 22:00 and 08:00 (quiet hours), when there should be no audible sounds from your studio.

You can help reduce noise levels by  
Keeping the volume down when listening to music, watching TV or taking a call  
Arriving or leaving the building quietly  
Avoiding the slamming of doors

Not holding loud conversations in corridors  
Not gathering outside the building

## Pets

Pets, including but not limited to birds, insects, or reptiles, are not permitted.

If you or a guest require the assistance of a service animal, please visit our Additional Needs page at <https://www.thestayclub.com/additional-needs/> for more information.

## Exteriors and prohibited areas

The building has several potentially hazardous areas into which entry is prohibited. All roof areas, parapets and ledges are out of bounds. You are not permitted to enter boiler rooms, electrical intake/riser cupboards, lift motor rooms, commercial kitchens, etc.

Additionally, you must not

- Display any notices, posters and/or signs on the outside of the studio or building or inside the studio or building so that they are visible from outside.
- You must not throw or drop items from windows.

## Room condition report

Following check-in, you will receive a link to an online Room Condition Report. This form is a record of the condition of your studio when you checked in and must be submitted within 48 hours of checking in. When you check out, a member of staff will assess the condition of your studio against this form and charges may be applicable as a result.

## Smoking

Smoking, including cigarettes, cigars, pipes, hookahs, shishas or devices such as electronic cigarettes or vaporisers, is prohibited in all areas of the building in the interest of the health and well-being of all building users. Furthermore, you must not smoke within close proximity of the building (excluding the designated smoking area) or obstruct any entrance, covered walkway or ventilation systems.

In the interest of fire safety, hookahs, shishas, and similar smoking devices are prohibited in the building and may be disposed of if found.



## Waste management

You are responsible for removing waste from your studio. Rubbish must not be allowed to accumulate as this may cause a safety hazard and attract unwanted pests.

A recycling scheme is in place. Where possible, you should recycle your rubbish following the signs on the bins.

You must take all your rubbish to the bin store located in the Upper Basement (M-Floor) regularly. Rubbish must not be left in communal areas of the building.



# How to guide

## Heating and hot water

There is an electric heater in each studio. To turn the heater on, you need to

- Press the POWER button (a light will come on to indicate that the heater is on).
- To adjust the temperature, press the OK button and then use the -/+ buttons to select the desired temperature and the OK button again to set the temperature
- The heater can take up to 15 minutes to warm up.

Please do not cover the heater (for example, with clothing items) or bring any portable heating appliances into the building, as this is a fire hazard.

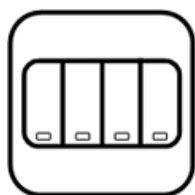
Hot water is available 24/7.

## Light

The switches close to your studio door control the lights in your studio.


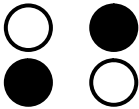



**Key switch**  
Place your key in the key slot to activate the main lights and some sockets.



**Light switches**  
Use the four switches to turn the light on and off.

## Operating the stove

1. Ensure there is electricity to the stove (you can find the switch in the cupboard under the stove).
2. Press the ON/OFF button to turn the stove on. 
3. Select the cooking plate you would like to use 
4. Adjust the heat by using the -/+ buttons.
5. The number displayed next to your chosen plate indicates the selected heating level.
6. If you use an induction stove or do not use appropriate cookware, the plate will automatically turn itself off.
7. You can set a timer by selecting the 'clock face' button followed by the -/+ buttons to adjust the time. The stove will buzz to get your attention when the time runs out.  --
8. To turn the stove off, press the ON/OFF button. Note that if you are using both plates, this will turn them both off. If you would only like to turn one plate off, select the plate you want to turn off and use the -/+ buttons until '0' is displayed as the heating level.
9. The plate will remain hot for a few minutes after it has been turned off.

# Community living

## Events and activities

The events team will organise events for residents to help you meet other residents and make the most of your stay with us.

Keep an eye open for emails and posters around the building for more information.

## Online community

If you are on social media, join our community to be the first to find out what is happening and interact with other residents.

Join our Discord:

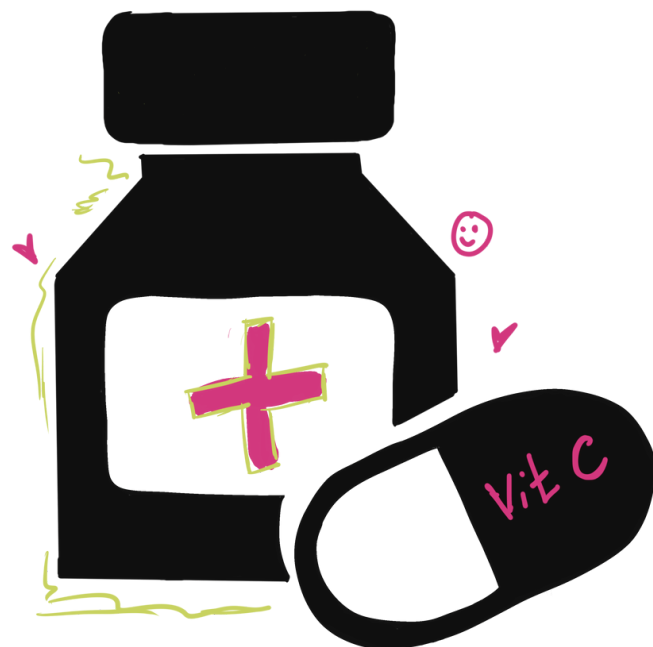
[www.thestayclub.com/community/discord/](http://www.thestayclub.com/community/discord/)

Follow us on Instagram: [@thestayclub](https://www.instagram.com/thestayclub)

Follow us on TikTok: [@thestayclub](https://www.tiktok.com/@thestayclub)



# Health and well-being



## Accessing NHS healthcare

The National Health Service (NHS) is the UK's public healthcare system, which provides various services, including appointments with a doctor, hospital treatment and contraceptive services.

To get healthcare on the NHS, you can

- Call [NHS 111](#) if you urgently need medical help or advice but are not in a life-threatening situation. You can also call NHS 111 if you are unsure which NHS service you need.
- Visit [111.nhs.uk](https://111.nhs.uk) for urgent medical advice only for people aged five and over.
- Call 999 if someone is seriously ill or injured and their life is at risk.
- Go to a [walk-in centre, minor injuries unit or urgent treatment centre](#) if you have a minor illness or injury (cuts, sprains or rashes) that cannot wait until your GP surgery is open.
- Ask a local [pharmacist](#) for advice – a pharmacist can advise about many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health.
- Make an appointment with your [GP](#) if you feel unwell and it's not an emergency.
- Visit a [sexual health service](#) for testing for sexually transmitted infections and contraception advice.



## Entitlement to NHS care

Some treatment on the NHS is free for everyone who needs it. This includes

- accident and emergency services (but not follow-up treatment or admission into hospital)
- family planning services
- COVID-19 tests and vaccinations
- compulsory psychiatric care

Whether you can access other NHS services for free depends on the length and purpose of your stay, not your nationality. Check if you are entitled to free NHS care at

[www.gov.uk/guidance/nhs-entitlements-migrant-health-guide](https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide).

## Registering With a doctor

We strongly recommend registering with a general practitioner after moving into your accommodation as soon as possible. If you become ill, you must be registered with a doctor before you can get an appointment; the process can take some time.

You can find information about your local doctors at [www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/](https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/)

## Private medical insurance

You may wish to consider private medical insurance to cover the following health-related costs

- Loss of fees if you are unable to complete your course
- Costs incurred returning to your home country for treatment
- Private medical treatment

If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in the UK.

## Mental well-being

It can be difficult to know where to look for help if you are facing a challenging time, going through emotional distress, or feeling unsure about things. The following

organisations provide support and/or resources for staying and getting well.

### Student Minds

Resources to support student mental health

Find out more

<https://studentminds.org.uk/>

### Student Space

COVID-19-specific support for students

Find out more at

<https://studentspace.org.uk/>

### Samaritans

Support to anyone experiencing emotional distress or struggling to cope

Phone: 116 123 (free 24-hour helpline)

Find out more at [www.samaritans.org.uk](https://www.samaritans.org.uk)

### NHS

Find out more at

[www.nhs.uk/conditions/stress-anxiety-depression/](https://www.nhs.uk/conditions/stress-anxiety-depression/)

### Nightline

A confidential listening, support, and practical information service for students by students.

Find out more at [www.nightline.ac.uk/](https://www.nightline.ac.uk/)

### Students Against Depression

Find out more at

[www.studentsagainstdepression.org/](https://www.studentsagainstdepression.org/)

Mind

Mental health support and information to empower those struggling with poor mental health.

Phone: 0300 123 3393

Find out more at

[www.mind.org.uk/information-support/tips-for-everyday-living/student-life/](http://www.mind.org.uk/information-support/tips-for-everyday-living/student-life/)

Most educational institutions have staff to help with mental health and welfare concerns. Private options are also available. You can also discuss mental health concerns with your general practitioner.



# National Code

This property is approved by the National Code for Large Student Developments, which aims to ensure transparent and professional management of purpose-built student accommodation.

The Code ensures that our residents benefit from adherence to clear policies and procedures relating to health and safety, maintenance, environment, contractual obligations and complaints. For more details, please visit [www.nationalcode.org/](http://www.nationalcode.org/).



# Complaints

We want you to enjoy your time living with us. However, there may be times we don't get things right. If this happens, we'd like your feedback and an opportunity to make them right.

The complaints procedure below applies to all residents, potential residents, and previous residents (up to six months from the end of your agreement).

## Confidentiality

All necessary enquiries and disclosures will be made to properly investigate the complaint and collect appropriate information from all the parties and witnesses involved. Except for that purpose, all parties to a complaint must treat the complaint and related documentation confidentially and in line with our privacy policies.

## Informal complaints

If you have a minor issue, where appropriate, your first step should be to discuss your concern in person with a Reception staff member (or via email if that is not possible) to try and resolve the matter. While it isn't always possible for us to change processes, we will try to put things right for you and find the best possible solution.

If we cannot resolve your issue immediately, we will aim to send you an initial response



within two working days. We will keep you informed if we need more time or information to investigate your complaint.

## Formal complaints

We hope that most issues can be dealt with amicably and to your satisfaction using the informal complaints procedure. As such, in the first instance, issue your complaint via the informal procedure where appropriate. However, we understand that some complaints may be serious or cannot be appropriately raised to Reception staff. If this happens, please follow the Formal Complaints process below.

If you would like to escalate an informal complaint to a formal complaint, you should do this as soon as possible after raising your informal complaint and within six months of the end of your agreement with us.

### Stage 1

Please note that Formal Complaints must be submitted in writing. Please write your complaint to the Community Manager of the building you live in or are due to live in. Your complaint will be acknowledged within two working days and will be responded to fully within five working days of the receipt of the

complaint. We will inform you if we need more time or information to investigate your complaint.

## Stage 2

If, after communicating with the relevant Community Manager, you feel that your complaint has not been resolved to a satisfactory level, you may request that a Stay Club Complaints Review Panel review your complaint. This request must be made in writing to the aforementioned Community Manager, who will convene the panel. Your request will be acknowledged within two working days and will be responded to within ten working days of the receipt of the request.

## Stage 3

If the Complaints Review Panel does not deal with your complaint satisfactorily, you can consider submitting your complaint to the Nation Codes Administrator. Full details of this process can be found at [www.nationalcode.org/](http://www.nationalcode.org/).

