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.
• Offering accommodation and providing assistance to students with medical requirements and other support needs.
• 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
Contents

Welcome  2
Arrival  3
Key collection  3
Your inventory  3
Settling in  3
Emergencies  3
Welcome events  3
What we provide  4
What you need to bring  4

Essential information  6
Contacts  6
Pastoral support in halls  8
Student Hall Committee  9
Medical services  10
Fire safety  12
Maintenance  15
Business continuity  17

A-Z guide  18
Bicycles, cars and motorcycles  18
CCTV  18
Cleaning  18
Complaints  18
Consent and positive bystanders  19
intervention training  19
Contacting you  19
Disability access guides  19
Drinking water  19
Guest policy  19
Heating  19
Improving your environmental impact  20
Insurance  20
Internet and Wi-Fi  20
Inventories  20
Keys and door entry cards  21
Kitchens  21
Laundry and ironing  22
Leaving your room before the end of your contract  22
Lost property  23
Mail and parcels  23
Moving on from halls  23
Noise  23
Paying your accommodation fees  23
Personal refrigerators  24
Posters and decorations  24
Registering to vote  25
Reporting harassment and bullying  25
Residential Services Office  25
Room inspections  25
Room swaps  25
Security  26
Smoking  26
Staying at your hall during the vacations  26
Storage  26
TV Licence  26
Utilities  27
Work with us  27
Windows  27

Quick reference section  28
What we provide in each hall  28
Values and principles for living in halls  30
Code of conduct for sharing a room  31
Student conduct  32
Charges  33
Wellbeing  34
Studying  36
Student Charter  37

Terms and conditions of residence  40
Introduction  40
Our responsibilities  40
Your responsibilities  41
Our rights  43
Your rights  44
If you breach this agreement  44
Termination of this agreement  44
Complaints, appeals, other matters  46
Schedule 1  46
Glossary  47
Welcome

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

Our halls are a vibrant and inclusive community where you can peacefully study and create friendships that last a lifetime. There are many opportunities to get involved, from joining your Hall Committee to attending a wide range of hall events. Pastoral support is also available if you ever need support.

Our experienced residences 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 extensive reception hours are designed to make it easy for you to speak with someone at times that suit you.

The information contained in this handbook provides an overview. You should read the web pages relating to your particular hall by clicking on your hall in the drop down menu at lse.ac.uk/currenthallresidents

I wish you a prosperous year ahead.

How to use this handbook

The information contained in this handbook provides an overview and is aimed predominantly at residents of LSE halls. Each 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.

All LSE halls residents should read their house rules by clicking on the relevant hall in the left hand menu lse.ac.uk/currenthallresidents

Lilian Knowles House residents should also read Sanctuary Students’ FAQs.
sanctuary-students.com/faqs

Sidney Webb House residents should also read Unite’s FAQs. unitestudents.com/faqs

University of London intercollegiate hall residents should also read halls.london.ac.uk/your-questions

Urbanest King’s Cross and urbanest Westminster Bridge residents should also read urbanest’s FAQs. uk.urbanest.com/faqs/

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 will be printed on the arrival forms from the online induction. Please follow check-in times to make sure you don’t arrive too early and have to wait a long time before you can collect your keys.

Your inventory
After you have collected your keys you need to complete the room or flat inventory. This will usually be available digitally.

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.

If anything in your room is not working and you’d like us to fix it, please let us know. Read about how to report maintenance faults on Page 15.

At Lilian Knowles House and Sidney Webb House staff will conduct a check-in inspection before you arrive and email you the results. You will be given 72 hours to alert them to any issues they might have missed.

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 familiarising yourself with the fire procedures in your bedroom and the different escape routes available. If you need any more information ask at Reception.

Each hall has its own front of house manager, reception 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 6 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, contact security.

Welcome events
The Student Hall Committee and pastoral support team will organise local events in your hall which complement the School’s Welcome activities on campus. 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/welcomewekevents
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
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
Recycling facilities.

Some kitchens contain:
Vacuum cleaner
Full size cooker
Freezer
Cleaning materials
Iron and ironing board
Toaster
Kettle.

See also “What we provide in each hall”,
pages 28-29.

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.

Most halls do not provide linen. You must
provide your own linen, including towels, sheets
and pillowcases. Please check the table on
pages 28-29 to see what is provided at your
hall. 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 ise.ac.uk/
hallsvirtualtours

Some halls provide basic cutlery and cookware
at the beginning of the year to get you started
(see table on pages 28-29). 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). Adapter plugs
need to adhere to certain standards or they
may fail PAT testing, more info on page 15.
Essential information

Contacts

Residences
Detailed contact information for each hall is available online at info.lse.ac.uk/current-students/accommodation/contacts-in-halls-of-residence

LSE Bankside House
24 Sumner Street
London SE1 9JA
020 7107 5750
banksidereception@lse.ac.uk

LSE Butler’s Wharf Residence
11 Gainsford Street
London SE1 2NE
020 7107 5795
butlers.wharf@lse.ac.uk

LSE Carr-Saunders Hall
18-24 Fitzroy Street
London W1T 4BN
020 7107 5888
carr-saunders@lse.ac.uk

Conway Hall
51-55 Waterloo Road
London SE1 8TX
020 7928 1716
london@nd.edu

LSE Grosvenor House
141-143 Drury Lane
London WC2B 5TB
020 7107 5950
grosvenor.house@lse.ac.uk

LSE High Holborn
178 High Holborn
London WC1V 7AA
020 7107 5737
high.holborn@lse.ac.uk

LSE Northumberland House
Edward VII Rooms
8A Northumberland Avenue
London WC2N 5BY
020 7107 5600
northumberland-house@lse.ac.uk

LSE Passfield Hall
1-7 Endsleigh Place
London WC1H 0PW
020 7107 5925
passfield@lse.ac.uk

LSE Rosebery Hall
90 Rosebery Avenue
London EC1R 4TY
020 7107 5850
rosebery@lse.ac.uk

Sanctuary Students
Lilian Knowles House
50 Crispin Street
London E1 6HQ
020 7492 4960
lilianknowles.house@sanctuary-students.com

Unite Sidney Webb House
159 Great Dover Street
London SE1 4WW
01173 027 259 and
07977 591 228
SidneyWebb@unite-students.com

urbanest King’s Cross
Canal Reach
London N1C 4BD
020 7042 7890
enquiries@urbanest.co.uk or
lsebookings@urbanest.co.uk

urbanest Westminster Bridge
203 Westminster Bridge Road
London SE1 7FR
020 7042 7890
enquiries@urbanest.co.uk or
lsebookings@urbanest.co.uk

Administration
Residential Services Office
3.02 Saw Swee Hock Student Centre, Houghton Street
London WC2A 2AE
Open Monday to Friday
9am – 5pm
020 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
Sardinia House Dental Practice
4th Floor, Sardinia House, Sardinia Street
London WC2A 3LZ
020 7404 8600

Medical Non-Emergency
Use this number when you need medical help fast but it’s not a 999 emergency.
☎ 111

Other
Police stations
To find your nearest police station, visit www.met.police.uk

Police Non-Emergency
Use this number to contact your local police when it’s less urgent than a 999 call.
☎ 101

Overseas Visitors
Records Office
323 Borough High Street
London SE1 1JL
020 7230 1208
(24hr recorded info line)

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

Emergencies
Always dial 999 from your mobile or any lift lobby/communal area phone.
If you need support, or are aware of anyone who does, just contact your pastoral support team. Someone is available evenings, and 24 hours on the weekend. Contact details are available at the reception of your hall and on ‘Contacts in halls of residence’ webpage. See “Contacts”, page 6.

In halls the pastoral support team consists of a Warden or School Representative (in 3rd party halls), 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, School Representative 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 30.

The pastoral support 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.

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

Nightline is a service offering confidential listening, support and practical information for students in London; it uses volunteers who are students and have undergone extensive training. They are open from 6pm to 8am every night of term. nightline.org.uk

An overview of further support services at the School is included in this handbook. See “Wellbeing”, page 34, and “Studying”, page 36.
The Student Hall Committee is an elected group of residents. It consists of at least three roles: a president, vice-president and communications officer. They may be assisted by an events, environmental, international or postgraduate officer and others, depending on the individual hall. They may be assisted by an events, community and welfare, postgraduate officer or others, depending on the individual hall. They meet regularly to plan events and to decide how to use the Hall Committee budget. 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 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, this is the case for postgraduate halls). Selection processes for the new Committees 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 have the opportunity to live in halls as a continuing student.

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/current-students/accommodation/contacts-in-halls-of-residence and click on your hall in the drop-down menu. For more information about the Committee role and to get involved yourself visit lse.ac.uk/hallsgetinvolved
**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 [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://www.nhs.uk/Service-Search/GP/LocationSearch/4)

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](http://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: 020 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/](http://nhs.uk/Livewell/Sexualhealthtopics/)

Find sexual health services near you at [nhs.uk/service-search-sexual-health-information-and-support/locationsearch/734](http://nhs.uk/service-search-sexual-health-information-and-support/locationsearch/734)

**Costs**
NHS services (except dental care) are usually free at the point of service for registered students. However, international and EEA/Swiss students should consult the relevant UKCISA webpages as regulations are changing. For further information visit [ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare](http://ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare) or [info.lse.ac.uk/current-students/immigration-advice/eeu-eea-nationals](http://info.lse.ac.uk/current-students/immigration-advice/eeu-eea-nationals)

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](http://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.
Self care
You should consider keeping a personal stock of medicines to use in case you get ill.

First aid
A first aid kit is kept at reception. Please contact reception for a list of staff members who are qualified to offer first aid.

If you get hurt in halls you should ask at reception for a first aider. They will have suitable training and access to a first aid kit.

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.

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-in-centre/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
Fire safety

Fire is a significant hazard for students living in residences. In order to minimise the consequences of a fire, familiarise yourself with the Fire Action notice displayed in your room 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 place items on top of microwaves
• 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
• Don’t smoke or use e-cigarettes anywhere in the building.

If you discover a fire

Immediately activate the fire alarm at the nearest call point. This will alert 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 calmly via the nearest exit
• Don’t stop to collect your belongings
• Don’t use the lifts

• Don’t obstruct the fire fighters’ access to the hall by standing in the lobby or directly outside the entrance
• Make your way directly to the designated evacuation point (listed on the Fire Action notice in your room)
• Only re-enter the building once 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. Failure to follow evacuation procedures may endanger yourself and others, leading to possible penalties and expulsion from the hall. Your patience and co-operation is appreciated during these stressful occasions.

Fire alarm testing

We test the fire alarm systems once a week in order to satisfy legal requirements and ensure proper functioning. These test times are displayed on all major notice boards around your residence.

If you 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.

Reducing the risk of fire

The following all pose a significant fire risk and must not be used in halls;

• nightlights (including fairy lights)
• plug-in air fresheners
• candles, joss sticks or any other naked flames (including cigarettes)
• heaters, curling tongs and straighteners.
You will notice that we provide fire-retardant curtains, duvets and pillows. You should not bring any non-fire retardant bedding or furnishings 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. So 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
- Do not use aerosols, hair dryers or straighteners near smoke detectors
- Keep the shower door shut when taking a shower to prevent steam from escaping into the corridor or your room
- Do not smoke (including e-cigarettes) or use joss sticks or incense.
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 incident of a fire. It may also damage the door’s self-closing device. If you notice that a door does not close completely, please report this to reception or via the online maintenance form. The fire department can impose a fine of £2,000 or more on residents if a fire door is propped open.

**Tampering with fire equipment**

Anyone who maliciously sets off the fire alarm or tampers with the firefighting or detection equipment will be subject to severe penalties and 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.

**Personal Emergency Evacuation Plans (PEEPs) for disabled residents**

Residents who might require physical assistance to safely and quickly evacuate the hall should alert reception upon arrival. Special arrangements are in place to aid your safe exit from the building and we need to know of your specific needs.

The PEEP will then be developed, in partnership with you, within two weeks of arrival. For more information about PEEP, you can ask reception or consult the LSE website at lse.ac.uk/disability
Maintenance

Repairs, maintenance and fault reporting

If any items in your room or the communal areas are faulty, you should report this to reception, via the MyUnite App (Sidney Webb House only), log on to maintenance jobs on the urbanest portal (King’s Cross and Westminster Bridge only) or use the online form (where available) at info.lse.ac.uk/current-students/accommodation/get-it-fixed-report-a-fault-in-halls

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 help us to fix it more quickly.

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 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 or housing provider 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. This does not apply to Lilian Knowles House. Only electrical Items provided by Sanctuary Students are tested. 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.

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 33.

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. See also Improving your environmental impact page 20.
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, Fire alarm servicing.

**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.
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 or more of the following ways:

- emails via the hall LISTSERV account
- via hall’s 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.

Run, Hide, Tell

National Counter Terrorism policing has issued advice to the public on what to do in the rare event of a firearms or weapons attack. Read the guidance and watch the video here:

gov.uk/government/publications/stay-safe-film
Bicycles, cars and motorcycles

Most LSE halls provide a storage area for bicycles. If bicycle storage is provided, bikes are not allowed to be stored in any other area. Bikes are not allowed to be stored in bedrooms. 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. Bicycle owners should consider adding bicycle cover to their base insurance cover (see insurance on page 20 for more information). You should always secure your bike with a high quality “D-Lock” through the frame, and ensure that it is adequately insured. There are also regular police bike-marking sessions available on campus, as well as lessons to improve your cycling skills. If you don’t own a 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.

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 and High Holborn communal areas are cleaned weekly, in Sidney Webb House communal areas are cleaned fortnightly, and in Westminster Bridge residents are responsible for cleaning communal areas). 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). Learn more about recycling at LSE: lse.ac.uk/intranet/LSEServices/LSEFacilitiesGuide/Waste%20and%20recycling.aspx

Some halls offer bedroom, ensuite or studio cleaning services for a fee.

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.

If you live in a hall operated by Sanctuary Students, Unite or urbanest, your first point of contact is your accommodation provider. The LSE complaints process explains who you should contact and how you can contact them. For more information see lse.ac.uk/currenthallresidents
Consent and positive bystander interventions training

LSE offers a programme of training on consent and positive bystander interventions in partnership with the LSE Students’ Union. For further information visit lse.ac.uk/equitydiversityinclusion

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

You should consider joining your hall’s Facebook groups and following your hall on the Student Hub app as many notices are also posted here. There’s usually a new group for each year, so make sure you join the correct one. Ask at Reception if you’re not sure.

Please make sure your contact and address details are correct on LSE for You. Be sure to update this after arrival to reflect your hall address and include your room number. This is important if you require student status documents such as letters for council tax exemption and opening a bank account.

Disability access guides

AccessAble have produced detailed access guides to the LSE campus and residences, and route maps between key locations. These are available at accessable.co.uk/london-school-of-economics

Drinking water

Most taps in halls provide drinking water, 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. We also have a number of drinking water fountains in communal areas.

Guest policy

There is a guest policy in every hall – ask at reception for exact details. In general you can sign one guest at a time into the hall. They can stay overnight for up to three nights at a time. If you share a room with somebody you must get your roommate’s permission before inviting anyone to stay overnight – even for just one night. If you need someone to stay longer than three nights you will need to obtain permission from the Warden and your flatmates. Wardens can authorise guest stays of up to six nights in a fortnight. Guest policy differs for summer school, please consult summer school accommodation terms and conditions.

Please be considerate of your neighbours whilst hosting a guest. Your guest’s behaviour is your responsibility, so never leave your guest alone in your hall.

Residents are not allowed to have overnight guests during the first seven nights of the Michaelmas Term.

Heating

Most of 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 they pose a significant risk of fire.

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

NB: Heating controls differ at Lilian Knowles House.
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:

• **Green Impact** – help green up your hall or department, competing against other LSE teams to make a big difference and win prizes.
• **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.
• **Reduce the Juice** – win prizes for saving the most energy, water and waste!

For more info, ask at reception or visit

- [lse.ac.uk/sustainablelse](http://lse.ac.uk/sustainablelse)
- [reducethejuice.co.uk/performance](http://reducethejuice.co.uk/performance)
- [@sustainableLSE](http://@sustainableLSE)
- [facebook.com/SustainableLondon](http://facebook.com/SustainableLondon)
- [SchoolofEconomics](http://SchoolofEconomics)

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](http://lse.ac.uk/currenthallresidents)

NB: If you live in a hall operated by Sanctuary Students, Unite, University of London or urbanest then the insurance cover may be different. Please contact your accommodation provider directly for details.

Internet and Wi-Fi

Wi-Fi in LSE managed halls is provided by Eduroam, which uses your LSE login credentials. Wi-Fi in Sanctuary, Unite, and urbanest halls is provided by a third party.

Inventories

You should complete the inventory for your room as soon as you move in. At Lilian Knowles House and Sidney Webb House staff will conduct a check-in inspection before you arrive and email you the results. All defects, missing items, etc, should be noted. Thereafter, the rooms are inspected 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.

See also "your inventory" page 4.
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 33.

Kitchens

If you share a kitchen it will be 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 in Butler’s Wharf, High Holborn and Lilian Knowles House where communal areas are cleaned weekly, in Sidney Webb House where communal areas are cleaned fortnightly and residents are responsible for emptying the bins, and in Westminster Bridge where residents are responsible for cleaning communal areas). 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 or available from reception. Please refer to these before use.

Deep fat fryers are banned from halls. Cooking in bedrooms and common areas is not allowed. Hot plates, toasters, rice cookers, microwave ovens, kettles, coffee machines 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 15.

Laundry and ironing

Your residence has a laundry room with washing machines and tumble dryers. You will need to bring your own detergent. Machines are card and app operated through Circuit Laundry App. Operating instructions are displayed in the room. To conserve electricity and make your clothes last longer, we recommend selecting the lowest temperature setting. You can set up an account, buy credit, and learn more about how the machines work at circuit.co.uk

Sidney Webb House residents can use the Unite Students Laundry app, accessed via the MyUnite app. 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 and Confirmation of Accommodation Document 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. They may be able to help with whatever it is that’s causing you to want to leave. 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/student-life/accommodation/change-requests/moving-out-early
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

Regular mail (ie, small letters that don’t need signing for) 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. There will be a different procedure for parcels or letters which require a signature. You will need to collect the item from reception and, where possible, will be notified when something has arrived (eg, via email, a noticeboard at reception or the MyUnite app (Sidney Webb House only). 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. urbanest King’s Cross and Westminster Bridge offer accommodation to continuing students on a first come first serve basis.

Noise

Avoid shouting in corridors or out of windows, or having loud discussions in your bedroom or kitchen. Noise can travel further than you might expect.

If any of your doors close loudly report it as a maintenance fault and we’ll adjust it to stop it slamming (see page 15). 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 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

The fee deadlines for 2019/20 are: Michaelmas Term – 4 October 2019; Lent Term – 24 January 2020; Summer Term – 28 May 2020; Summer Vacation – 26 June 2020.

Summer Term payments are only applicable to those staying in halls over summer.

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

NB: If you live in a hall operated by Sanctuary Students, University of London, University of Notre Dame or urbanest you should contact your accommodation provider directly for information on how to pay or if you have any queries regarding your fees.

Personal refrigerators

In most halls, you are permitted to bring a personal fridge and keep it in your room (exception: High Holborn and Lilian Knowles House). The fridge must still be under warranty, "frost free" and not larger than 58 x 55 x 60cm. Fifty percent of the charge will be used for sustainable projects across the halls. Personal fridges must be removed at the end of your contract. If you have a 31 week contract you can leave your fridge in your room during the Christmas and Easter vacations as long as it is left empty and in a clean condition, however you do so at your own risk. Residences accept no liability for damage to your fridge during the vacation periods. We will charge you for removal and disposal of your fridge if you leave it behind. See also “Charges” page 33.

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 are not 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 info.lse.ac.uk/staff/divisions/equity-diversity-and-inclusion/EDI-and-you/Making-a-choice/Report-an-incident. 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 give you a week to tidy up. If your room is still not up to the required standard when we re-inspect, we will arrange for the housekeeping and/or maintenance teams to fix the problems and charge you for the work. 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 18.

Room swaps

There may be reasons why you consider swapping rooms with another LSE student 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. They may be able to help with whatever it is that’s causing you to want to swap. 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. Room swaps are not permitted until after the first two weeks of Michaelmas term. See “Charges” page 33 and “Leaving your room before the end of your contract” page 22. For more information, visit lse.ac.uk/student-life/accommodation/change-requests
NB: If you live in a hall operated by Sanctuary Students, University of London, University of Notre Dame or urbanest then a different procedure will apply. Please contact your accommodation provider directly for details.

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. Don’t be afraid to ask someone to show you their key if they attempt to follow you in; a genuine resident will not be offended that you are trying to keep your hall safe. 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 (exception: Butler’s Wharf where subwardens are on call between 8am and 8pm on weekends). 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, including electronic cigarettes, 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 will be classed as a serious offence and is liable to be reported to the Warden. If you are caught smoking in a prohibited place 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 32.

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 and 40 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. Please check with your hall’s reception.

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

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. tvlicensing.co.uk
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 support our environmental policies and planet by using these facilities responsibly. Switch off all lights and appliances when you go away.

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, Sales and 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 on 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 try to 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

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<tr>
<th>Bedrooms</th>
<th>Bankside House</th>
<th>Butler's Wharf Residence</th>
<th>Carr-Saunders Hall</th>
<th>Grosvenor House</th>
<th>High Holborn Residence*</th>
<th>Lilian Knowles House</th>
<th>Northumberland House</th>
<th>Passfield Hall***</th>
<th>Rosebery Hall</th>
<th>Sidney Webb House</th>
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</table>

C = Catered hall and snack point kitchen  SC = Self catered hall and full kitchen  
S/Q = Single and queen sizes available  D = Daily  F = Fortnightly  T = Termly  W = Weekly  
Frequency of room cleans may be reduced during school closure periods  
* = Ensuite bathrooms cleaned termly  ** = Fridges included in studio rooms only  
*** = No lift in annex buildings  † = requires membership
<table>
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<th>Connaught Hall</th>
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C = Catered hall and pantry 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.

<table>
<thead>
<tr>
<th>Values</th>
<th>Principle</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mutual acceptance</td>
<td>Recognising and accepting difference</td>
<td>Awareness/respect for cultural difference (eg, related to eating, drinking, religious observance, dress)</td>
</tr>
<tr>
<td>Respect</td>
<td>For the individual, irrespective of sex, sexuality, age, gender identity, ethnicity, religion, disability</td>
<td>Equality/respect irrespective of sex, sexuality, age, gender identity, ethnicity, religion, disability</td>
</tr>
<tr>
<td></td>
<td>For privacy</td>
<td>Taking action/alerting others where equality and respect is abused</td>
</tr>
<tr>
<td></td>
<td>For quiet</td>
<td>Not intruding in others’ personal space; respecting belongings</td>
</tr>
<tr>
<td>Concern</td>
<td>Alert others if you are concerned about the welfare of a fellow student</td>
<td>Knowing when/how to encourage fellow students to seek support and when to actively pursue such support on behalf of another</td>
</tr>
<tr>
<td></td>
<td>Take responsibility for the physical fabric of the residence and its contents</td>
<td>Reporting any concerns about bullying or harassment at lse.ac.uk/reportit</td>
</tr>
<tr>
<td></td>
<td>Awareness of the local environment, including appropriate security/personal safety requirements</td>
<td>Not damaging fabric/contents of the residence</td>
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<td>Reporting malicious damage by others</td>
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<td></td>
<td>Encouraging sharing of “local knowledge” (eg, of facilities, social/cultural/religious events/venues)</td>
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<tr>
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<td></td>
<td>Reporting incidents/concerns related to personal security in the vicinity of the hall</td>
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</table>
Use of room

• Sharers should respect each others’ belongings.
• 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 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

• 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.
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

<table>
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<tr>
<th>Offence</th>
<th>Penalty</th>
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<tr>
<td><strong>Section 1: Minor</strong></td>
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<td>(1.1) Leaving possessions in any part of the accommodation during the breaks or any other vacations without permission from the School.</td>
<td>Fine issued by Warden. Educational sanction. Revocation of hall privileges (guests, attendance at hall events, use of certain spaces, etc.).</td>
</tr>
<tr>
<td>(1.2) Failure to keep common areas clear following a warning (if an individual can be identified).</td>
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<tr>
<td>(1.3) Violation of regulations regarding noise, mess etc, after being given a warning.</td>
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<tr>
<td><strong>Section 2: Medium</strong></td>
<td>Fine issued by Warden. Educational sanction. May be referred to School’s Disciplinary Procedure. Revocation of hall privileges.</td>
</tr>
<tr>
<td>(2.1) Damage to property caused either deliberately or through negligence.</td>
<td></td>
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<tr>
<td>(2.2) Repeated examples of anti-social behaviour, such as loud music or drunken behaviour.</td>
<td></td>
</tr>
<tr>
<td>(2.3) Breach of any rules regarding cooking, taking showers etc which result in the activation of fire alarms.</td>
<td></td>
</tr>
<tr>
<td>(2.4) An accumulation of minor offences. <strong>It should be noted that the student will be warned and/or fined after each offence.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Section 3: Unacceptable</strong></td>
<td></td>
</tr>
<tr>
<td>(3.1) Serious and deliberate damage to the accommodation or to any property, or damage caused by gross negligence.</td>
<td>Fine issued by Warden. Educational sanction. Revocation of hall privileges. Likely referral to School’s Disciplinary Procedure.</td>
</tr>
<tr>
<td>(3.2) Sub-letting a room without the permission of the School.</td>
<td></td>
</tr>
<tr>
<td>(3.3) Interference with fire extinguishers.</td>
<td></td>
</tr>
<tr>
<td>(3.4) Tampering with fire alarms.</td>
<td></td>
</tr>
<tr>
<td>(3.5) An accumulation of medium offences. <strong>It should be noted that the student will be warned and/or fined after each offence.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Section 4: Serious</strong></td>
<td>Referred to School’s Disciplinary Procedure. Expulsion from Hall. May be referred to the police.</td>
</tr>
<tr>
<td>(4.1) Smoking</td>
<td></td>
</tr>
<tr>
<td>(4.2) Drug offences.</td>
<td></td>
</tr>
<tr>
<td>(4.3) Aggressive behaviour, harassment or defamation towards another student, employee of the School, visitor or any other third party.</td>
<td></td>
</tr>
<tr>
<td>(4.4) An accumulation of unacceptable offences. <strong>It should be noted that the student will be warned and/or fined after each offence.</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
<th>Halls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room key</td>
<td>£12</td>
<td>Bankside, Butler’s Wharf, Passfield Hall, Rosebery, Sidney Webb</td>
</tr>
<tr>
<td></td>
<td>£10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£15</td>
<td></td>
</tr>
<tr>
<td>Fob/key</td>
<td>£15</td>
<td>King’s Cross and Westminster Bridge, Grosvenor House, High Holborn, House, Northumberland, Sidney Webb</td>
</tr>
<tr>
<td></td>
<td>£10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£3</td>
<td></td>
</tr>
<tr>
<td>Cor key</td>
<td>£20</td>
<td>Butler’s Wharf</td>
</tr>
<tr>
<td>Room card</td>
<td>£3</td>
<td>Carr-Saunders, High Holborn, Northumberland, Passfield</td>
</tr>
<tr>
<td></td>
<td>£5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£3</td>
<td></td>
</tr>
<tr>
<td>One shot card</td>
<td>£0.50</td>
<td>£2 administration (charge optional)</td>
</tr>
<tr>
<td>Mailbox key</td>
<td>£10</td>
<td>Butler’s Wharf, King’s Cross and Westminster Bridge, Sidney Webb</td>
</tr>
<tr>
<td></td>
<td>£15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£14</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£5</td>
<td></td>
</tr>
<tr>
<td>Bike storage key</td>
<td>£20</td>
<td>Butler’s Wharf, Carr-Saunders</td>
</tr>
<tr>
<td></td>
<td>£15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£17</td>
<td></td>
</tr>
</tbody>
</table>

The above charges include an administration fee of £2.

Additional charges

The contents of this section apply to LSE halls only. Students living in Lilian Knowles House, Sidney Webb House, urbanest King’s Cross or urbanest Westminster Bridge should speak directly to their accommodation provider for details of the charges that apply in the following circumstances.

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
<th>All halls unless stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Exit</td>
<td>£75</td>
<td></td>
</tr>
<tr>
<td>Room swaps</td>
<td>£50</td>
<td>Per resident</td>
</tr>
</tbody>
</table>

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 halls at end of contract
Photocopying | £0.05 | Per page
Car park (Bankside House only) | £10 | Per day
PAT testing fee | £10 | Per resident, per year
Room and ensuite cleaning service | Various | 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 will 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 ensuite 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 (SWS) integrates the Disability and Wellbeing Service (DWS) and Student Counselling Service (SCS). SWS also leads a wider initiative to improve student wellbeing across the School.

**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).

**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.

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

**School Senior Advocate for Students**
This role has responsibilities for the academic experience and pastoral wellbeing of students.

Wellbeing
Senior Adviser to Students:
TBC – In the interim contact: Student Services Centre (see below)
General Course Dean: Mark Hoffman
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
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 counter, 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, 11am to 1pm) and occasional pre-bookable appointments.
Tel: 020 7955 7158
Email: su.advice-centre@lse.ac.uk
Office: Saw.3 (3rd floor SAW Swee Hock)
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 undergraduate 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/phdadademy

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

• LSE Assessment 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 mathssupportcentre@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 info.lse.ac.uk/staff/divisions/Teaching-and-Learning-Centre/TLC-events-and-workshops/LSE-GROUPS
Student Charter

LSE has a long and rich educational tradition of which all its students and staff can be proud. Since opening its doors to students for the first time in 1895 the School has sought to advance its founding vision of a fairer society through the study and analysis of the social sciences. Now, 34 world leaders, 18 Nobel Prize winners and many thousands of contributions to society later, it welcomes you – one of a new generation of scholars whose intellectual curiosity and socially engaged thinking will help to shape the twenty-first-century world.

This Charter has been written by LSE students and staff with the aim of introducing you to the School community. It sets out how LSE’s mission and ethos are reflected in the education you can expect to receive here, and in the diverse, equitable and inclusive community that all students and staff can take pride in, contribute to, and value. It is not a contract and should therefore be read in conjunction with the School’s formal policies and procedures, which include details of the institution’s and students’ obligations and disciplinary sanctions that can apply when they are breached.1

Our mission

LSE was founded in 1895 to create and share knowledge addressing major social challenges and to shape a better world. The School works through research, education, creative intellectual debate and public engagement. Our mission is to advance knowledge in social science and a range of related fields so as to inform public policy, economic decision-making, and social welfare both nationally and globally. This means nurturing creative thought and intellectual exploration and educating students from all backgrounds and around the world to be critical thinkers and skilled professionals who work for the betterment of society.

Your education2

An LSE education is designed for students who are keen to engage critically with their discipline and real world challenges, and who want to equip themselves, professionally and personally, for the world into which they will graduate. The following principles will enable all students – undergraduate, taught master’s and research – to make the most of their LSE education.

Students receive teaching and supervision underpinned by world-leading research and have opportunities to do applied research either within their degrees or through interdisciplinary projects hosted at and beyond LSE.

Students have access to curricula that seek to reflect the diversity of the discipline they are studying. More broadly, the School is working towards fully reflecting the diversity of the social science disciplines overall among its student body, faculty and professional services staff.

Students are offered high quality advice from academic departments, individually and collectively, and are taught in inclusive learning environments, which facilitate opportunities for everyone to develop knowledge, understanding and skills.

Students have opportunities, through participation in surveys, committees and focus groups, to contribute feedback about their experiences, which will be welcomed and addressed as education at LSE evolves.

Students are encouraged to help build an active, inclusive and respectful learning community by contributing to life at the School, participating fully in lectures, seminars and workshops, and valuing the input of peers and staff.

Students are expected to work to high academic standards and are encouraged to expand their wider intellectual interests, through both in-School and independent routes.

1 See LSE policies: lse.ac.uk/intranet/LSEServices/policies/home.aspx and School Calendar: lse.ac.uk/resources/calendar/

2 This section incorporates the Education Covenant referred to in the LSE Education Strategy 2015-2020. The Education Covenant text was drafted collaboratively by LSE staff and the LSE Students’ Union in 2016.
Students are encouraged to contribute to their own learning by taking advantage of opportunities in their department and the wide-ranging support and events on offer across the School – in LSE LIFE, the PhD Academy, the LSE Library and LSE Careers among others – from which they can secure the skills, networks and experiences needed for further studies or employment. Students are encouraged to identify and communicate any concerns they have in a timely fashion, and to make use of the academic and pastoral support services available at the School.

Our community

The LSE community is shaped by its diverse and talented students and staff, its location in a vibrant international city, and its loyalty to an institution whose mission has inspired path-breaking research and a prestigious reputation. We nurture that community through a set of shared understandings.

Our community values its diverse and international membership. We are committed to providing an inclusive, accessible and safe environment, which supports learning, wellbeing and the pursuit and dissemination of knowledge and ideas. We expect all members of our community to work and conduct their business peacefully, in a welcoming and truly inclusive environment that promotes freedom of thought and expression in a framework of collegiality and respect for the rights and dignity of others.

Our community is committed to promoting equality of respect and opportunity for students and staff from all backgrounds, regardless of age, sex, disability, race, nationality, ethnic or national origin, gender identity, religion, sexual orientation or personal circumstances; and to upholding the principles expressed in LSE’s Ethics Code and UK law.

Our community aims to promote and respect the health and wellbeing of all its members, through a range of dedicated professional services and a supportive working environment.

Our community aims to maximise LSE’s opportunities for positive global impacts (through teaching, research and community engagement) while minimising our negative environmental impacts by managing our resources and operations effectively and by respecting the physical environment of the institution and that of our neighbours.

Our community seeks to nurture debate and dialogue, conducted with mutual respect, open-mindedness and consideration for all those involved. We value citizens who contribute and who take up opportunities, both in the School and the wider community, to volunteer, attend events and participate in educational and social activities.

Our community includes the LSE Students’ Union, an independent, student-led democratic organisation which focuses on improving the lives of LSE students by providing them with academic, social and welfare support and offering them opportunities to enhance skills through sports clubs, societies and services. Your membership to this organisation is automatic when you become a student at LSE.

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3 See student channel, LSE website: lse.ac.uk/intranet/students/home.aspx
4 See EDI policy statement: lse.ac.uk/intranet/LSEServices/policies/pdfs/school/polStaEquDiv.pdf
5 See LSE Ethics Code: lse.ac.uk/intranet/LSEServices/policies/pdfs/school/ethCod.pdf
6 See LSE Students’ Union website: lsesu.com/
Your future – our future

When you graduate from LSE you become part of a celebrated alumni community whose membership is made up of those making important contributions to governments, communities and businesses. The alumni network spans the globe and provides you with access to almost 100 international and special interest groups, mentoring, careers advice and the thought leadership that LSE is renowned for, no matter where you choose to work or live.

LSE alumni are committed to protecting and sharing the value of an LSE education and to building the strength of our scholarly community for future generations. Whether donating their time, their expertise or by making a financial contribution, alumni continue to support and enhance the LSE experience for the students who come after them.

Thank you for being part of LSE and for contributing actively and positively to the unique educational experience that inspired our founders: to undertake learning and enquiry for the betterment of society.

This Charter will be reviewed formally once every three years. There will be more regular opportunities for informal review, and staff and students are encouraged to use it in focus groups, SSLCs and other fora to create an ongoing dialogue about LSE education and the dynamic learning community it aims to foster.

This edition published September 2018.
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 the Regulations.
3. 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 by your action of moving into the Accommodation.

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 14 December 2019. You may return to the Accommodation on 12 January 2020;
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 4 April 2020. You may return to the Accommodation on 3 May 2020.

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
wi-fi 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 (eg, 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](http://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 (eg, 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 (eg, 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 (eg, 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 is 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 for items that have been tested and approved by us (note: testing is organised by the facilities/hall manager at the Hall);
2.9.4 Not to make any alterations to or damage 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);
2.9.5 Not to commit any arrestable offence or criminal act which we consider (acting reasonably) makes you unsuitable to continue to live in the Accommodation;
2.9.6 Not to allow persistent use of Hall facilities by non-residents;
2.9.7 Not to smoke in the Accommodation or the Hall;
2.9.8 Not to place any items on or throw anything from the balconies or windows of either the Accommodation or the Hall;
2.9.9 Not to bring any cars or motorcycles onto the Hall.
2.9.10 To keep the Accommodation in a clean and tidy condition at all times and to place any rubbish in designated areas in the Hall;
2.9.11 To keep the Accommodation in a clean and tidy condition at all times and to place any rubbish in designated areas in the Hall;
2.9.12 To keep the Accommodation in a clean and tidy condition at all times and to place any rubbish in designated areas in the Hall;
Accommodation for one or more of the following reasons:

3.2.1 Access and inspection
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 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 (eg, 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 (eg, 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) 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. 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) if you are unhappy with the decision made, you can appeal by e-mailing accommodation@lse.ac.uk;
   (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 the start of the Period of Residence and before you take up occupation
6.1.1 You may terminate this Agreement if:-
(a) your offer to study at LSE is withdrawn and you notify LSE up to and including the day before the date on which the Period of Residence starts that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk;
(b) you do not receive your visa to study and you notify LSE up to and including 31 July 2019 that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk;
(c) you decline the offer to study at LSE and you notify LSE up to and including 31 July 2019 that you wish to terminate this Agreement by e-mailing accommodation@lse.ac.uk;
(d) you notify the Residential Services Office by e-mailing accommodation@lse.ac.uk (i) before you take up occupation of the Accommodation and (ii) on or before 31 August 2019 of your wish to terminate this Agreement.
6.1.2 Provided that you terminate this Agreement in accordance with Clause 6.1.1 (a), (b) or (c), this Agreement will terminate and we will refund any Deposit that has been paid to you as soon as reasonably practicable. If you terminate this Agreement in accordance with Clause 6.1.1 (d), this Agreement will terminate, but you will not be entitled to any refund of the Deposit. If you do not terminate this Agreement in accordance with Clause 6.1.1, this Agreement will continue in full effect, you will not be entitled to any refund of the Deposit and you will only be able to terminate this Agreement in accordance with Clause 6.3.
6.2 Our right to terminate before your 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 so 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 completed form is returned to the Residential Services Office;
(b) 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;
(c) you have paid a non refundable administration fee of £75 to us; and
(d) 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 your official withdrawal or interruption of studies notice issued by the relevant student office; and
(c) you have paid a non refundable administration fee of £75 to us; and
(d) 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 a non refundable administration fee of £75 to us; 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.

6.3.4 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, 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 (eg, an infestation by insects, an outbreak of a 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.
6.6.2.1 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 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 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 (ie, 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 (eg, 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 (eg, 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, (ie, in one instalment) by credit/debit card or cheque by 4 October 2019; or

1.1.2 in termly instalments by credit/debit card or cheque on 4 October 2019, 24 January 2020, 3 May 2020 and (for 50 week agreements) 26 June 2020.

1.2. If you wish to pay the Licence Fee by credit or debit card, you can do so online in your Hallpay 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; or
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 (eg, 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: 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 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 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 (eg, 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.
Vacation accommodation

LSE residences offer good quality, centrally located bed and breakfast accommodation to all during the winter, spring and summer vacations!

Ideal for an affordable stay in London, whatever your reason for visiting. In addition there is a 20% discount available for bookings made by LSE staff, students and alumni.

*Call us on 020 3437 0050 or email us at vacations@lse.ac.uk for your 20% discount promotional code! (Subject to availability, terms and conditions apply)

Also available
A range of high quality and Superior rooms, studios and apartments all year round.
Residential Services Office
3.02 Saw Swee Hock Student Centre
Houghton Street
London WC2A 2AE
020 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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