



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

2025/26

Student Halls Handbook

Your guide to LSE Residences
and living in London

halls.lse.ac.uk



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Welcome

Welcome to LSE!

It's the beginning of an adventure. Not just an intellectual journey – though it will be that too – but also an opportunity to explore the endless other experiences awaiting you here at the School. Our halls are vibrant and inclusive communities, where you can create friendships that will last a lifetime and be part of a wide range of events. There are many opportunities to get involved, from joining your Hall Committee to just being part of things happening in your hall and online.

Life at university is exciting, but it can also be a bit disorienting at first. Wellbeing support is available if and when you need it. 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, and you should refer 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 of the hall experience. You should also read specific information relating to your hall on our website lse.ac.uk/accommodation.

I wish you all an enjoyable and memorable year.



Larry Kramer

President and Vice Chancellor

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 Sanctuary Students and Sidney Webb House and urbanest Westminster Bridge which are run by a private student accommodation providers.

All LSE halls residents should read their house rules by clicking on the relevant hall from the list at halls.lse.ac.uk/your-hall-at-lse

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

Sidney Webb House residents should also read Unite's FAQs. halls.lse.ac.uk/story/42586387/sidney-webb-faqs

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

urbanest Westminster Bridge residents should also read urbanest's FAQ's uk.urbanest.com/frequently-asked-questions



Your arrival

Arriving at your hall

If you are arriving on the main check-in date for [your hall](#), you must book an arrival slot as part of your induction via your LSE Student Accommodation account.

If you wish to arrive early, you can book an early arrival stay with us. You will receive an email from us with details on how you can do this. If you are arriving on any other date than the main check-in date for your hall, you do not need to book an arrival slot.

You will be able to collect your key at check-in.

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 seven days of arrival to avoid the possibility of being held responsible for any missing items or damages after vacating the accommodation. If you find any defects or missing inventory items when you return after the Winter or Spring break, you must report these no later than on your second day back. If you do not submit an inventory, we will assume that everything that should be in the room is present and in good working 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 here](#).

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, take the time to know your hall and the people in it. Check the fire safety information in your bedroom and the different escape routes available. If you need any more information, ask at reception.

Each hall has a team - including reception, housekeeping, maintenance and halls wellbeing team - to help you settle in.

Your hall's Operations Manager and reception team are your go-to for questions about rent, facilities, or anything else. If they can't help, they'll direct you to someone who can.

See ["Contacts"](#) or **contact details**.

Emergencies

The maintenance, reception and halls wellbeing 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. At Butler's Wharf Residence, subwardens can be contacted during the weekends from 8am to 8pm.

See ["Contacts"](#) or **contact details**.

Welcome events

The Student Hall Committee and halls wellbeing 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 WhatsApp group, Halls Life platform 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 activities. Look out for tours between your hall and campus during the first few days.

For a School-wide event calendar visit welcome.lse.ac.uk

For events in halls visit halls.lse.ac.uk



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.](#)

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 [here](#) to see What we provide in each 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](#) here.

Some halls provide basic cutlery and cookware at the beginning of the year to get you started ([see table here](#)).

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 here](#).



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

Tel: 020 7107 5750

Email: banksidereception@lse.ac.uk

LSE Butler's Wharf Residence

11 Gainsford Street, London, SE1 2NE

Tel: 020 7107 5795

Email: butlers.wharf@lse.ac.uk

LSE Carr-Saunders Hall

18-24 Fitzroy Street, London, W1T 4BN

Tel: 020 7107 5888

Email: carr-saunders@lse.ac.uk

LSE High Holborn

178 High Holborn, London, WC1V 7AA

Tel: 020 7107 5737

Email: high.holborn@lse.ac.uk

LSE Passfield Hall

1-7 Endsleigh Place, London, WC1H 0PW

Tel: 020 7107 5925

Email: passfield@lse.ac.uk

LSE Rosebery Hall

90 Rosebery Avenue, London, EC1R 4TY

Tel: 020 7107 5850

Email: rosebery@lse.ac.uk

Robeson House

47A Glengall Rd, London, SE15 6SJ

Email: robeson.house@lse.ac.uk

Sanctuary Students Lilian

Knowles House

50 Crispin Street, London, E1 6HQ

Tel: 020 7492 4960

Email: lilianknowles.house@sanctuary-students.com

Unite Sidney Webb House

159 Great Dover Street, London, SE1 4WW

Tel: 0117 302 7259 and 07977 591 228

Email: sidneywebbhouse.team@unitestudents.com

urbanest Westminster Bridge

203 Westminster Bridge Road, London, SE1 7FR

Tel: 020 7042 7890

Email: support@urbanest.com

Administration

Accommodation Office

The team can be contacted the following ways:

Tel: 0207 955 7531

Email: lseportal.force.com/support/s/residences-accommodation-live-chat

Book an appointment with an advisor:
calendly.com/lseresidentialservices

The team are available Monday to Friday
9am - 5:30pm

Residential Life Office

For enquiries about events and activities

Email: residential.life@lse.ac.uk

For wellbeing support in your hall:

Email: hallswellbeing@lse.ac.uk

Tel: 0800 058 4100

Stay at LSE (accommodation outside of term time)

Tel: 020 3437 0050

Email: stay@lse.ac.uk

Accommodation fees

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

Tel: 020 7404 8600

Medical Non-Emergency

Use this number when you need medical

help fast but it's not a 999 emergency.

Tel: 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.

Tel: 101

Overseas Visitors Records Office

323 Borough High Street, London SE1 1JL

Tel: 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.

Please then notify reception so that we can help guide the emergency services to your location.

LSE Residential Life Mission Statement

Our mission is to create a home for all of our students. We foster vibrant, supportive residential communities that embrace diversity, promote positive wellbeing, and empower students to develop as global citizens who can shape tomorrow's world.

At LSE, our residential communities bring together students from over 140 countries within one of the world's most diverse cities. This exceptional global representation creates a unique living environment where students learn to move beyond simply encountering difference toward actively embracing it. Through intentional community building, they develop meaningful connections across cultures, perspectives, and lived experiences that can transform their worldview and prepare them to be empathic leaders of the future.

Key Priorities for LSE Residential Life

Connection and belonging

We create residential environments where meaningful connections flourish across different backgrounds and cultures. These connections form the foundation for academic success and lifelong civic engagement that extend beyond university walls and challenges students to step into the shoes of others from different backgrounds to their own.

Transformative growth

Our residential communities provide unique opportunities for growth that complement classroom learning. Students develop independence, resilience, and communication skills that prepare them for future roles in our uncertain world.

Holistic wellbeing

We recognise that it is a tough time to be a young person. We have comprehensive wellbeing initiatives that encourage students to prioritise their physical, mental, and emotional health as the foundation for academic achievement. Our residential environments provide safe, secure spaces where students can thrive personally while managing the challenges of university life.

Environmental stewardship

We empower students to adopt sustainable practices and develop environmental awareness through their daily residential experiences. These habits, while small in impact, can ground students in environmentally responsible citizenship can address climate challenges in their future communities and careers.

Collaborative leadership

We cultivate leadership abilities through residential assistant roles, and programming that builds transferable skills for civic engagement. Students learn to navigate conflict, collaborate effectively, and implement positive change within their communities.

Equity and inclusion

We create accessible environments that ensure all students benefit equally from university life, regardless of background or circumstance. We recognise existing inequalities within the residential experience and actively work to implement inclusive practices that respect diverse cultural, religious, and socioeconomic perspectives.



Wellbeing support in halls

If you need support, or are aware of anyone who does, just contact your halls wellbeing 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. The Warden team can also be contacted by email at hallswellbeing@lse.ac.uk.

See ["Contacts"](#).

The halls wellbeing team consists of a Warden, who is an LSE staff member and several Subwardens, who are normally LSE postgraduate students.

Together, they provide support, assistance and guidance to ensure your personal and social wellbeing during your time at the hall.

Your halls wellbeing team can also help with access to other support services at School or in the local community.

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

The halls wellbeing team will use the LSE Student Accommodation System 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 the LSE Student Accommodation System where required. The information on the LSE Student Accommodation System will also inform statistics about incidents at the halls, which will be completely anonymised. You can request changes to information recorded on LSE Student Accommodation System if it is inaccurate.

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. Visit nightline.org.uk.

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

Student Hall Committee

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, community and welfare officer. 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 Hall Committee to suggest them.

How to become a Hall Committee member

The Committee's term runs from early Autumn term one year, to early Autumn term the following year (unless the student graduates from LSE in the meantime, this is the case for postgraduate halls). Hall Committee applications happen during the summer period for available positions for the current cohort. 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 apply 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.

To see who is on your Committee visit info.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 roles and to get involved yourself visit info.lse.ac.uk/current-students/accommodation/hall-committees-and-social-activities

Medical services

Registering with a doctor

You should register with a general practitioner (GP) as soon as you have officially enrolled on your course. Do not wait until you need medical help.

It is wise to choose a GP close to your hall, however under the NHS patient choice scheme you may be able to register with a GP elsewhere. You are advised to contact your preferred practice to discuss registration options.

Find a GP service in your preferred area at
nhs.uk/nhs-services/services-near-you

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/find-a-dentist.

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

www.sardiniadental.com

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/live-well/sexual-health.

Find [sexual health services near you](https://nhs.uk/live-well/sexual-health).

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 or info.lse.ac.uk/current-students/immigration-advice/eu-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/nhs-low-income-scheme](https://nhs.uk/nhsbsa.nhs.uk/nhs-low-income-scheme).

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.

Accessing NHS services

Visit 111.nhs.uk (available in multiple languages) or ring 111

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 [here](#).

Find your nearest urgent care centre [here](#).

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 [here](#).

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). If you have any concerns about building safety then you should contact their Hall Committee or Reception team.

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, deep fat fryers, rice cookers, candles, air fryers 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 one minute 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)
- fan heater

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.



If you bring curling tongs or straighteners, please bring a heat mat for them. You should not use more than one extension lead plugged in.

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 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 foam extinguishers and fire blankets.

Personal Emergency Evacuation Plans (PEEPs) for students needing help to evacuate

Residents who might require physical assistance to safely and quickly evacuate the hall should alert reception upon arrival, or if their mobility changes at any point during their stay. 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](#) (urbanest Westminster Bridge only) or use the online form (where available) [here](#).

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.

To save energy please report faulty windows, heating issues, and lights in shared spaces not turning off automatically. 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. You can report maintenance issues at Butler's Wharf Residence to the subwarden on duty from 8am - 8pm Saturday and Sunday.

You are not allowed to carry out your own repairs or make any adjustments, such as changing light bulbs, 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 and our partner housing providers reserve 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.

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 here for more information](#)).

Monthly

Routine pest control visits, hot and cold water temperature checks, function tests of emergency lighting systems, lift servicing.

Quarterly

Cleaning of shower heads in all ensuite and shared shower rooms, fire alarm servicing.

Six-monthly

Window cleaning, heating service, lift insurance inspection, water sampling for bacteria control, 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 and eye bolt testing in student bedrooms.

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 10am (unless in an emergency).

Also visit [“Planned refurbishment in halls”](#) at lse.ac.uk/currenthallresidents

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 Autumn term. This does not apply to Lilian Knowles House and Sidney Webb 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 Autumn and Spring terms. Please present any new or untested items (following the Autumn 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.

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](#).**

Vandalism and damage

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



Business Continuity

What is a business continuity event?

A business continuity event for LSE Accommodation 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 sent to your LSE email account
- via hall's WhatsApp group
- Printed posters in communal areas in your residence
- 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 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.

What should I do if I become aware of a threat?

If you see or hear anything suspicious, report it immediately to your hall front desk reception or security team. If the threat is urgent, report this to the police by calling 999.

In the unlikely scenario that you receive a bomb threat via any method, you should inform the police immediately by calling 999 and also inform your hall front desk reception or security team as soon as possible. Share as much information as you can regarding the threat and do not delete any emails, texts or voice messages. Follow the advice given by the police or hall staff member dealing with the incident.

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. For further information visit counterterrorism.police.uk/what-you-can-do

Wellbeing

The Student Wellbeing Service is a collection of services dedicated to helping you improve your wellbeing whilst studying at LSE:

We offer a wide range of support services that help to cultivate student welfare and make sure that your presence in the School is a rewarding and meaningful experience.

We want to help you reach your full potential and ensure that you are able to meet the challenges that will come before you, while enjoying your time at LSE.

Our services are free, confidential and based on self-referral.

We support students with physical/sensory impairments and long-term or chronic medical conditions, specific learning difficulties, autism spectrum and mental health conditions. Specialist advisers can provide support and recommend adjustments to your learning environment including assessment and exams. Students with a disability or mental health condition should complete our online [Access to Service form](#) to speak to an adviser and organise adjustments.

Students seeking support for their wellbeing can access an initial Wellbeing Appointment with a member of the Wellbeing team. We will work with you to identify support needed to meet your individual needs. If further specialist support is required, students may be referred for one-to-one counselling, which supports students to cope with personal difficulties while at LSE.

We also run a mix of group sessions and workshops throughout the year. These focus on building new skills and helping to support students to manage the various demands of university life.

Student Wellbeing Services are available throughout the year (apart from School closure days and public holidays), with 24/7 phone support available through Spectrum Life.

To access our services, or for further information, please see [Student Wellbeing](#).

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: 0207 955 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)

Web: lsesu.com/support/advice



Studying

LSE LIFE is the place to develop the skills you'll need to reach your goals at LSE, whether they concern your academic work or other personal or professional pursuits. LSE LIFE is here to help you find your own ways to study and learn, think about where your studies might lead you, and make the most of your time at LSE.

We offer

- **one-to-one guidance** and hands-on practice of the key skills you'll need to do well at LSE: effective reading, academic writing, and critical thinking
- **workshops** to help you develop your skills for leadership, setting your own priorities and goals and managing your time, and thinking creatively about your life after your studies
- support in making the transition to (or back to) university life
- specialist advice in areas like CV writing, English language, finding and referencing academic sources, research ethics and data management, statistics, and more – offered by advisers from across LSE
- a space to meet and work together with your peers on interdisciplinary group projects and research
- group visits and walks to take advantage of what LSE and London have to offer



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 LSE LSE has a long and rich educational tradition that all its students and staff can be proud of. Since opening its doors in 1895, our School has sought to advance its founding vision of understanding the causes of things for the betterment of society through the study and analysis of the social sciences.

Our Student Charter, written by students and staff, sets out how LSE's mission and ethos are reflected in the education you can expect to receive at our School, and in the diverse, equitable and inclusive community that we all contribute to and value.

What is an LSE education and how can I make the most of it?

An LSE education is designed so that you can engage critically with your discipline and real global challenges, equipping you professionally and personally to shape the world for the better.

The following principles outline what an LSE education looks like and how all students – undergraduate, taught master's and research – can make the most of their studies at our School.

As an LSE student you will:

- Receive teaching and supervision underpinned by world-leading research, and study curricula that seeks to reflect the diversity of the discipline you are studying.
- Make the most of your LSE education by taking part in lectures, seminars, and workshops, and engage in the learning community outside of the classroom through academic office hours, study groups, and other activities.
- Be offered high quality advice from academic departments and mentors.
- If you need additional guidance or support, make use of the academic and wellbeing support available at the School as soon as you can – they're here to help you.
- Be expected to work to high academic standards.

A-Z guide

Bicycles, cars and motorcycles

Cycling is great for your wellbeing and the environment. Most LSE halls have bike storage - bikes must not be kept in bedrooms or other areas. The hall management team will not accept liability for any accidents, damage or loss incurred. Secure your bike with a high quality "D-Lock" through the frame and make sure it is insured.

LSE offers bike-marking and cycling lessons on campus, and there are cycle hire stations near campus and halls – see tfl.gov.uk. You can find more information in the LSE facilities guide at info.lse.ac.uk/current-students/estates-division/facilities-guide

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. You are responsible for cleaning communal areas immediately after you have used them. The communal areas, including corridors, kitchens, WCs, bathrooms and shower rooms are cleaned daily by our housekeeping staff (NB in Butler's Wharf, Robeson House 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 in halls via the [Waste and Recycling](#) section of this handbook.

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 [here](#).**

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, contact LSE Residential Life team at residential.life@lse.ac.uk

You should consider joining your hall's WhatsApp groups as many announcements from your hall are 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 accessible.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

We kindly ask all residents to refrain from having guests stay over during your first two weeks in halls. This is to allow students to build strong communities with their flatmates and wider hall community.

In general, you can sign in one guest at a time at reception. You both may be required to show ID. They can stay overnight for up to three nights at a time. If you share a room, always get your roommate's permission first. Please be respectful - you're responsible for your guest and must not leave them alone in the hall.

If you need a guest to stay longer, you will need to get permission from the Warden - they can approve stays of up to six nights in a fortnight, with flatmate consent.

If you live in a catered hall, your guest will need to pay £7.75 for dinner.

For summer school, check the separate guest policy in your accommodation terms and conditions.

For the full term time guest policy, please check [Halls Life](#).



Heating

Most of our heating systems are controlled centrally by a timer and thermostat, and are switched off during the summer. During 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. Information on how to operate heating in your hall can be found at info.lse.ac.uk/current-students/accommodation/facilities-information/heating

To help save energy, consider warmer clothing, make sure windows are closed before using heating, and please report issues with your heating.

Please do not buy personal electric heaters as they pose a significant risk of fire and are not energy efficient.

NB: Heating controls differ at Lilian Knowles House, Sidney Webb House and Robeson House.

Improving your environmental impact

LSE is committed to improving our environmental impacts, and you can play a part too by taking part in your hall sustainability initiatives. 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 Sort your waste correctly into the bins provided, and recycle as much as possible.
- 2 Switch off lights and appliances when not in use to save energy.
- 3 Don't leave the heating on with windows open.
- 4 Boil only as much water as you need in the kettle.
- 5 Report faults (eg, faulty windows, leaky 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.
- **Halls sustainability programme** – win prizes for saving energy, water and waste!

For more info, ask at reception or visit lse.ac.uk/sustainablelse

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 Westminster Bridge and Robeson House is provided by a third party.

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”](#).




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 (see [Waste and Recycling](#) section). 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.

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. This also applies to using your own electrical appliances in your room.

Deep fat fryers and air 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"](#).**





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 operated through the Washstation Laundry App. Visit www.washstation.co.uk for instructions on how to use the Washstation App. Operating costs are also displayed in the room. To conserve electricity and make your clothes last longer, we recommend selecting the lowest temperature setting.

Sidney Webb House residents can use the Unite Students Laundry app, accessed via the [MyUnite app](#).

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 operations 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, click [here](#).

NB: If you live in a hall operated by Sanctuary Students, University of London or urbanest then a different procedure will apply. Please contact your accommodation provider directly for details.

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 the LSE. The Accommodation 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 Westminster Bridge offers 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 here for more information](#)).

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 or call 0800 058 4100. Some halls have quiet areas or computer rooms as an alternative place to work and study.



Paying your accommodation fees

The fee deadlines for 2025/26 are:

- Autumn term – 26 September 2025
- Winter term – 9 January 2026
- Spring term – 3 May 2026
- Summer break period (50 week contracts only) – 20 June 2026

Summer Vacation payments are only applicable to those staying in halls over the summer. The initial £250 deposit that you paid when you accepted your offer is split so that £110 is put towards your first term's fees, and the remaining £140 is held as a security deposit. If you reserved a double room, then you will have paid a £500 deposit, and £210 of this is put towards your first term's fees, and the remaining £290 is held as a security deposit. Your security deposit will be returned to you around 28 days after you have left the hall, if you have left your room in a suitable condition and have not caused any damages or incurred cleaning costs. 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 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, Robeson House, Sidney Webb House and Lilian Knowles House). The fridge must still be under warranty, “frost free” and not larger than 58 x 55 x 60cm. A fridge charge of £20 per term will be applied to your account. Students who provide evidence confirming they require a fridge for medical purposes will be exempt from the charge. 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 Winter and Spring breaks 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 break periods. We will charge you for removal and disposal of your fridge if you leave it behind. **See also** [“Charges”](#).

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.

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 reportandsupport.lse.ac.uk

The report will be confidential and followed up fairly by an independent team.

Accommodation Office

The Accommodation Office is responsible for the allocation of students to halls of residence during the academic year and for filling any vacant rooms. Bookings to halls of residence are managed using the LSE Student Accommodation System which is maintained by the Accommodation team.

Students who wish to move into halls after the start of term can search for mid-term vacancies on the LSE Student Accommodation System. If you have any queries at all regarding how to apply for accommodation, your room allocation or your contract, the Accommodation team 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 team can provide advice. You can contact them via lse.ac.uk/student-life/accommodation/contact-us.

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”](#).

A final room inspection will be carried out after you have checked out of the hall. If your room is found to be in an unsatisfactory condition at this time, we will retain your £140 security deposit.

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 your Warden or the operations 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. Room swaps are not permitted until after the first two weeks of Autumn term.

See ["Leaving your room before the end of your contract"](#).

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 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"](#).

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"](#).

Staying at your hall during the breaks

The length of your contract, as stated in your Licence Agreement, will determine if you can stay in halls throughout the Winter, Spring or Summer breaks. 50 week and 51 week contracts include Winter, Spring and Summer breaks. 39 week, 40 week and 42 week contracts include Winter and Spring breaks. 31 week contracts do not include any of the break periods.

Subject to availability you can book extra accommodation in your hall for Winter or Spring, 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 or Carr-Saunders Hall, you may store one medium sized suitcase or trunk during the Winter and Spring breaks 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 are not in your room.

Work with us

Throughout the year, Accommodation team recruits students for a wide range of roles.

LSE students support our operation in roles such as Receptionists, Sales and Marketing Assistants, Accommodation team 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 theHalls Life platform or 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

Stay at LSE Accommodation

We operate our halls as hotels during the break periods, to help subsidise our student term rates. A discount of 20% is available for any current LSE student.

To book, go to stayatlse.co.uk and use the following code: **STU_DIS_20** in the promo code box when searching availability to access the discounted rates.

Waste and Recycling

Reduce your waste and recycle as much as you can.

Everyday recycling

Take time to understand the waste bins in your hall and kitchen, and make sure to put your waste in the correct bin. You will find a Waste poster in your kitchen with more information.

You will find the following bins in LSE halls and on campus:


- **Dry Mixed Recycling**

- **YES:** plastic bottles, paper & card, drink cans & food tins, glass, drink and food cartons
- **NO:** liquids, food, tissues

- **Food Waste**

- **YES:** fruit and vegetables, teabags, flowers, wood chopsticks
- **NO:** packaging

- **General Waste**

- Plastic Film and Wrap
 - Crisp packets
 - Polystyrene
 - Tissues
- 

Recycle your electrical and electronic items

Do not use regular bins for waste electrical and electronic items. Please ask hall reception for your nearest recycling point. This includes:

- Batteries
- Electrical appliances (kettles, toasters, lights)
- Electronic items (phones, printers, laptops, tablets)
- Cables

Reduce your waste

There are simple actions you can take in halls to reduce your waste, for example:

- Avoid disposable single-use items (paper plates or plastic cutlery).
- Adopt a reusable cup for hot drinks on the go.
- Bring your reusable items (mug, glass, cutlery) to hall meetings and events.
- Only buy what you need, especially food, to avoid food waste.

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. To save energy please report faulty windows and close windows when the heating is on.

Quick reference section

What we provide in each hall

	Bankside House	Butler's Wharf Residence	Carr-Saunders Hall	High Holborn Residence*	Lilian Knowles House	Passfield Hall**	Robeson House	Rosebery Hall	Sidney Webb House	urbanest Westminster Bridge
Bedrooms										
Single size mattress (unless otherwise stated)	✓	✓	S/Q	S/Q	✓	✓	Q	✓	Q	S/Q
Pillow	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Duvet	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Duvet cover	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Pillow cover	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Towels	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Sheets	✗	✗	✗	✗	✗	✗	Q	✗	✗	✗
Wi-Fi in room	✓	✓	✓	✓	✓	✓	P	✓	✓	✓
Cleaning*										
Bathroom cleaned	T	W	D	D	✗	D	TBC	D	✗	✗
Kitchen cleaned	D	W	D	W	W	D	TBC	D	F	✗
Kitchens (where available)										
Refrigerator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Freezer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Microwave	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electric cooker (oven)	✗	✓	✗	✓	✓	✗	✓	✗	✓	✓
Hob	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Kettle	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Toaster	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Cutlery / cookware	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Study Facilities										
Quiet study rooms	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓
Computer room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
Leisure Facilities										
Common room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bar	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Snooker / pool table	✓	✓	✓	✓	✗	✓	✗	✓	✓	✗
Table Tennis/Ping Pong Table	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓
Communal television(s)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gym/workout space	✗	✗	✗	✗	✗	✗	✓	✗	✓	✓ [†]
Other										
Launderette in residence	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cycle sheds / bike lock-up point	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lifts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Parking (permit required)	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗

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 ** = No lift in annex buildings † = requires membership

What we provide in each hall

	International Hall**	College Hall*	Connaught Hall*	Nutford House	The Garden Halls*
Bedrooms					
Pillow	x	x	x	x	x
Duvet	x	x	x	x	x
Duvet cover	x	x	x	x	x
Pillow cover	x	x	x	x	x
Towels	x	x	x	x	x
Sheets	x	x	x	x	x
Wi-Fi in room	✓	✓	✓	✓	✓
Cleaning					
Bathroom cleaned	✓	✓	✓	✓	✓
Kitchen cleaned	✓	✓	✓	✓	✓
Kitchens (where available)					
	C	C	C	C	SC/C
Refrigerator	✓	✓	✓	✓	✓
Freezer	x	x	x	x	✓
Microwave	✓	✓	✓	✓	✓
Electric cooker (oven)	x	x	x	x	✓
Hob	x	x	x	x	✓
Kettle	✓	✓	✓	✓	✓
Toaster	x	x	x	x	x
Cutlery / cookware	x	x	x	x	x
Study Facilities					
Quiet study rooms	✓	x	✓	✓	✓
Computer room	x	x	x	x	x
Leisure Facilities					
Common room	✓	✓	✓	✓	✓
Bar	x	x	x	x	x
Snooker / pool table	✓	✓	✓	✓	✓
Communal television(s)	✓	✓	✓	✓	✓
Other					
Launderette in residence	✓	✓	✓	✓	✓
Cycle sheds / bike lock-up point	✓	✓	✓	✓	✓
Lifts	✓	✓	✓	✓	✓
Parking (permit required)	x	x	x	x	x

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

** = No lift in annex buildings

Values and principles for living in halls

At LSE, we are proud to foster a diverse and inclusive community where everyone is treated with dignity, fairness, and respect. Guided by the School's Ethics Code and our commitment to equity, diversity and inclusion, we actively work to ensure that no one is disadvantaged or discriminated against based on their role at the School, age, disability, gender identity or expression, race, ethnicity, religion or belief, sexual orientation, marital or parental status, or socio-economic background.

We are committed to embedding EDI in everything we do - creating a welcoming environment where all residents feel valued, heard, and supported. Building a positive and respectful community in halls is a shared responsibility. It depends not only on the dedication of our pastoral and halls teams, but also on the everyday actions and attitudes of each resident.

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

Code of conduct for sharing a room

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 8am – 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.

Good practice for sharing rooms

Students may occasionally become ill while sharing a room. If your roommate falls ill, please ensure you are sensitive to their needs and continue to follow good hygiene practices such as washing your hands regularly. If your roommate tests positive for COVID, please ensure that you take a COVID test immediately. In these circumstances, the hall reception team will investigate a room move for roommates who have not tested positive, however, often our halls are at full occupancy and we may not be able to facilitate this.

Roommates should be prepared to remain in the room if a room move is not available. This is in line with the UK government policy which does not mandate self-isolation for household members of a positive case, but recommends frequent testing and full vaccination as mitigation measures.

Requests for room moves will be considered by reception teams between 8am and 7:30pm. Requests received outside these hours will be considered when reception re-opens.

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 LSE Student Accommodation Disciplinary Code.

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 Accommodation Office without notice to the remaining resident.

Any new potential sharer(s) will always be accompanied by a member of the residence staff when viewing the room.



Student conduct

Penalties which may be applied by the Warden

The Halls Wellbeing Teams play a key role in supporting a positive and respectful residential community. When community standards are not upheld, the Halls Wellbeing Teams may implement educational or restorative measures to help students reflect on their actions and understand the impact on others.

Below is some guidance for students on the types of responses that may be used to address concerns. These are intended to promote learning, accountability, and personal development. The specific approach will depend on the nature of the situation and individual circumstances.

Students should make themselves aware of the conduct expected of them while living in halls. For the full code of conduct visit info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/StuAccomDiscCo.pdf

Offence	Penalty
Section 1: Minor (1.1) Leaving possessions in any part of the accommodation during the breaks or any other breaks without permission from the School. (1.2) Failure to keep communal areas clear following a warning (if an individual can be identified). (1.3) Violation of regulations regarding noise, mess, after being given a warning.	Fine issued by Warden. Educational sanction. Revocation of hall privileges (guests, attendance at hall events, use of certain spaces, etc.).
Section 2: Medium (2.1) Damage to property caused either deliberately or by negligence. (2.2) Repeated examples of anti-social behaviour, such as loud music or drunken behaviour. (2.3) Breach of any rules regarding cooking, taking showers etc which result in the activation of fire alarms. (2.4) An accumulation of minor offences. <i>It should be noted that the student will be warned and/or fined after each offence.</i>	Fine issued by Warden. Educational sanction. May be referred to School's Disciplinary Procedure. Revocation of hall privileges.

<p>Section 3: Unacceptable</p> <p>(3.1) Serious and deliberate damage to the accommodation or to any property; or damage caused by gross negligence.</p> <p>(3.2) Sub-letting a room without the permission of the School.</p> <p>(3.3) Interference with fire extinguishers.</p> <p>(3.4) Tampering with fire alarms.</p> <p>(3.5) An accumulation of medium offences.</p> <p>(3.6) Breaches of the School's COVID rules.</p> <p><i>It should be noted that the student will be warned and/or fined after each offence.</i></p>	<p>Fine issued by Warden.</p> <p>Educational sanction.</p> <p>Revocation of hall privileges.</p> <p>Likely referral to School's Disciplinary Procedure.</p>
Offence	Penalty
<p>Section 4: Serious</p> <p>(4.1) Smoking</p> <p>(4.2) Drug offences.</p> <p>(4.3) Aggressive behaviour, harassment or defamation towards another student, employee of the School, visitor or any other third party.</p> <p>(4.4) An accumulation of unacceptable offences.</p> <p>(4.5) Persistent breaches of the School's COVID rules.</p> <p><i>It should be noted that the student will be warned and/or fined after each offence.</i></p>	<p>Referred to School's Disciplinary Procedure.</p> <p>Expulsion from Hall.</p> <p>May be referred to the police</p>

Details of the School's disciplinary procedures and other codes of conduct are available at info.lse.ac.uk/staff/services/Policies-and-procedures

Replacement of lost keys and cards

Item	Charge	Halls
Metal room key	£8 £8 £8	Bankside House Butler's Wharf Rosebery Hall
Fob/key	£15 £5 £5	urbanest Westminster Bridge High Holborn Rosebery Hall and Bankside House
Room Key Card	£3 £3	High Holborn Rosebery Hall
Cor key	£20	Butler's Wharf
Room card	£5	High Holborn
Mailbox key	£10 £15 £5	Butler's Wharf urbanest Westminster Bridge All other halls
Bike storage key	£20 £17	Butler's Wharf Rosebery

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, Robeson House, Sidney Webb House or urbanest Westminster Bridge should speak directly to their accommodation provider for details of the charges that apply in the following circumstances.

If you bring a personal fridge, there is an additional charge of £20 per term.

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 Accommodation, 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, your £140 security deposit will be retained to cover cleaning costs.

- Contribute to your own learning by studying beyond reading lists and take advantage of opportunities across the School to advance your academic development.
- Contribute to building an active, inclusive and respectful learning community.
- Participate fully with others as you study, value the input of those around you, and use your voice to partner with us, so that we can work together to enhance your experiences.

What does it mean to be part of the LSE community and how do I contribute?

Our LSE community is shaped by its diverse and talented students and staff, its location in the heart of a vibrant international city, and its mission to shape the world through path-breaking research and education.

We nurture our community through a set of shared understandings that rely on and value contributions from across LSE.

Being part of our LSE community means that together, we:

- Create and sustain excellence through an inclusive, accessible and safe environment to work and study.
- Act collegially as LSE citizens and with respect for one other to support learning, wellbeing, debate and dialogue, alongside the pursuit and dissemination of knowledge and ideas.
- Value our diverse and international membership and promote equality of respect and opportunity in accordance with LSE's Ethics Code and UK law.
- Work in partnership with each another to promote and respect health and wellbeing through a range of dedicated professional services, creating a supportive working environment that's beneficial to all.
- Maximise LSE's opportunities for positive global impacts through our teaching, research and community engagement.
- Value, champion and support School citizens who contribute to this goal by taking up opportunities at LSE and within the widercommunity.
- Our community includes LSE Students'Union (LSESU), an independent, student-led democratic organisation which focuses on improving the lives of LSE students by providing them with academic, social and welfare support.
- Get involved in the community by taking part in opportunities offered by LSESU, such as sports clubs, societies and services to enhance your skills. Your membership to this organisation is automatic when you become a student at LSE.

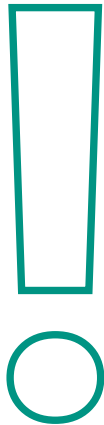
How can I inspire future generations of LSE students after I graduate?

Our alumni network go on to work with governments, communities and businesses, actively and positively contributing to the unique educational experience that inspired our founders: to undertake learning and enquiry for the betterment of society.

There are many ways you can inspire the next generation of LSE students after you graduate:

- When you graduate from LSE you become part of a celebrated alumni community.
- Continue to support LSE and its students by giving up your time, providing your expertise, or by making a contribution in your own way. Our alumni are committed to sharing the value of an LSE education and building the strength of our community. Stay connected to our School by contributing to the alumni network, a body which spans the globe and offers support to alumni and current students, no matter where in the world they may be.





Make sure you get familiar with the [Terms and Conditions of Residence!](#)

Read the Residences and Catering Services division service charter [here.](#)



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

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.

20%
discount

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

*Call us on **020 3437 0050**
or email us at stay@lse.ac.uk for
your 20% discount promotional code!

**Discounted rates may not always be
bookable, so do search your dates, terms
and conditions apply.**



halls.lse.ac.uk



Residential and Catering Services
Clement House, 4th floor
99 Aldwych
WC2B 4JF

E: accommodation@lse.ac.uk

T: +44 (0)20 7955 7531

**This information can be made available
in alternative formats, on request.
Please contact residences.admin@lse.ac.uk**

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The School seeks to ensure that people are treated equitably, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, sexual orientation or personal circumstances.

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Internal photography Nigel Stead, LSE School Photographer and Maria Moore.

Please note: a number of photographs in this document were taken before UK social-distancing guidance was in place. LSE takes every step to ensure the safety of all their staff and students.