



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■

**2024/25**

# Student Halls Handbook

Your guide to LSE Residences  
and living in London

[halls.lse.ac.uk](https://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. Pastoral 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 the specific information relating to your particular hall by looking to the drop-down menu at [lse.ac.uk/currenthallresidents](https://lse.ac.uk/currenthallresidents).

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 in the left hand menu. [lse.ac.uk/currenthallresidents](https://lse.ac.uk/currenthallresidents)

Lilian Knowles House residents should also read Sanctuary Students' FAQs. [sanctuary-students.com/faqs](https://sanctuary-students.com/faqs)

Sidney Webb House residents should also read Unite's FAQs. [unitestudents.com/faqs](https://unitestudents.com/faqs)

University of London intercollegiate hall residents should also read [halls.london.ac.uk/your-questions](https://halls.london.ac.uk/your-questions)

urbanest Westminster Bridge residents should also read urbanest's FAQ's [uk.urbanest.com/frequently-asked-questions](https://uk.urbanest.com/frequently-asked-questions)

For all the latest news and information for Current Hall Residents visit [lse.ac.uk/currenthallresidents](https://lse.ac.uk/currenthallresidents), [halls.lse.ac.uk](https://halls.lse.ac.uk) and [@LSEResLife](https://twitter.com/LSEResLife)





# Your arrival

## Key collection

You will be able to book to arrive in your hall early. If you are arriving on the main Check-in date of Sunday 22 September, you will need to book an arrival slot with us. You can do this as part of your induction, which you can access in your LSE Student Accommodation account. If you would like to arrive earlier than Sunday 22 September, please book an early arrival stay with us via your LSE Student Accommodation account. If you are arriving on any date other than Sunday 22 September, you do not need to book an arrival timeslot.

All students must choose and adhere to their selected slot.

## 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 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 operational manager, reception team, housekeepers, maintenance staff, 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 operational 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"** or **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. At Butler's Wharf Residence, subwardens can be contacted during the weekends from 8am to 8pm.

## 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 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 fun, optional activities. Look out for tours between your hall and campus during the first few days.

For a School-wide event calendar visit [lse.ac.uk/welcomeweekevents](https://lse.ac.uk/welcomeweekevents)

For Residential Life central hall events visit [halls.lse.ac.uk](https://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 at [lse.ac.uk/student-life/accommodation/search-accommodation](https://lse.ac.uk/student-life/accommodation/search-accommodation)

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](https://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](mailto: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](mailto: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](mailto:carr-saunders@lse.ac.uk)

#### LSE High Holborn

178 High Holborn, London, WC1V 7AA

Tel: 020 7107 5737

Email: [high.holborn@lse.ac.uk](mailto:high.holborn@lse.ac.uk)

#### LSE Passfield Hall

1-7 Endsleigh Place, London, WC1H 0PW

Tel: 020 7107 5925

Email: [passfield@lse.ac.uk](mailto:passfield@lse.ac.uk)

#### LSE Rosebery Hall

90 Rosebery Avenue, London, EC1R 4TY

Tel: 020 7107 5850

Email: [rosebery@lse.ac.uk](mailto:rosebery@lse.ac.uk)

#### Sanctuary Students Lilian Knowles House

50 Crispin Street, London, E1 6HQ

Tel: 020 7492 4960

Email: [lilianknowles.house@sanctuary-students.com](mailto: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: [sidneywebb@unitestudents.com](mailto:sidneywebb@unitestudents.com)

#### urbanest Westminster Bridge

203 Westminster Bridge Road, London, SE1 7FR

Tel: 020 7042 7890

Email: [support@urbanest.com](mailto:support@urbanest.com)

## Administration

### Residential Services Office

The RSO can be contacted the following ways:

**Tel:** 0207 955 7531

**Email:** [lseportal.force.com/support/s/residences-accommodation-live-chat](mailto:lseportal.force.com/support/s/residences-accommodation-live-chat)

**Book an appointment with an advisor:**  
[calendly.com/lseresidentialservices](https://calendly.com/lseresidentialservices)

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

### Residential Life Office

For enquiries about events and activities

**Email:** [residential.life@lse.ac.uk](mailto:residential.life@lse.ac.uk)

For wellbeing support in your hall:

**Email:** [wardens@lse.ac.uk](mailto:wardens@lse.ac.uk)

### Residential Vacations Office

**Tel:** 020 3437 0050

**Email:** [breaks@lse.ac.uk](mailto:breaks@lse.ac.uk)

### Accommodation fees

If you have any queries regarding your accommodation fees, contact the Fees Office at [residences.fees@lse.ac.uk](mailto: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](http://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](http://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.

# Pastoral support in halls

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. The Warden team can also be contacted by email at [wardens@lse.ac.uk](mailto:wardens@lse.ac.uk).

See ["Contacts"](#).

In halls the pastoral support team consists of a Warden, who also works at the LSE 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 pastoral support team can also help with access to other support services at School or in the local community.

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

The pastoral support 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.



Most halls will also have resident Peer Supporters. The aim of the Peer Support programme at the 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](https://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](https://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. Successful candidates will be invited to form a Hall Committee for that academic year. 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](https://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](https://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

[www.nhs.uk/Service-Search/GP/LocationSearch/4](https://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](https://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

[www.sardiniadental.com](https://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](https://nhs.uk/live-well/sexual-health).

Find [sexual health services near you](#).

## 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](https://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](https://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/1125.aspx](https://nhsbsa.nhs.uk/1125.aspx)

## 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](https://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 [nhs.uk/Service-Search/Walk-incentre/LocationSearch/663](https://nhs.uk/Service-Search/Walk-incentre/LocationSearch/663)

Find your nearest urgent care centre at [nhs.uk/Service-Search/Urgent-care-centre/LocationSearch/658](https://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](https://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](https://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). If you have any concerns about building safety then students 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 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 two extensions leads plugged into each other.

## 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 CO2 or foam extinguisher and fire blanket.

## 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](https://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) at [info.lse.ac.uk/current-students/accommodation/get-it-fixed-report-a-fault-in-halls](https://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.

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](http://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 or 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 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 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.

## 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](https://gov.uk/government/publications/stay-safe-film)





# A-Z guide

## Bicycles, cars and motorcycles

Cycling can help both the environment and your wellbeing. 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 [35](#) 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](https://tfl.gov.uk). Further information for cyclists is in the LSE facilities guide at [info.lse.ac.uk/current-students/estates-division/facilities-guide](https://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 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](https://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](https://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](mailto: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 the 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](https://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

All students, including early arrivals are not allowed guests up until Sunday 6 October 2024.

In general you can sign one guest at a time into the hall. The reception team may require you and your guest to show identification whilst signing in guests. 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. If you live in a catered hall, your guest will need to pay £7 for their own meal if they are joining for dinner service.

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.



## 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](https://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 and Sidney Webb 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, to 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!
- **Hazaar** – sell and buy second hand items at the UK's first zero waste market place at LSE.

For more info, ask at reception or visit [lse.ac.uk/sustainablelse](https://lse.ac.uk/sustainablelse)

[twitter.com/SustainableLSE](https://twitter.com/SustainableLSE)

[facebook.com/SustainableLondonSchoolofEconomics](https://facebook.com/SustainableLondonSchoolofEconomics)

[halls.lse.ac.uk/sustainability/studentmarketplace](https://halls.lse.ac.uk/sustainability/studentmarketplace)



## 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.

## 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](http://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, visit [lse.ac.uk/student-life/accommodation/change-requests/moving-out-early](https://lse.ac.uk/student-life/accommodation/change-requests/moving-out-early)

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](https://royalmail.com).

## Moving on from halls

Many students choose to live in the private sector for subsequent years at the 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 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. Some halls have quiet areas or computer rooms as an alternative place to work and study.



## Paying your accommodation fees

**The fee deadlines for 2024/25 are:**

- Autumn term - 4 October 2024
- Winter term – 24 January 2025
- Spring term – 4 May 2025
- Summer break period (50 week contracts only) - 16 June 2025

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](mailto: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](mailto:residences.fees@lse.ac.uk)

For more information and to pay online, visit [lse.ac.uk/currenthallresidents](https://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, 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](https://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](https://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. Bookings to halls of residence are managed using the LSE Student Accommodation System which is maintained by the RSO.

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 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 via [lse.ac.uk/student-life/accommodation/contact-us](https://lse.ac.uk/student-life/accommodation/contact-us).

For more information visit [lse.ac.uk/accommodation](https://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 operational 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](https://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 contracts include Winter, Spring and Summer breaks. 39 week and 40 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](https://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](https://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](https://careers.lse.ac.uk)



## Vacation 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 [lsebreaks.co.uk/Home.aspx](https://lsebreaks.co.uk/Home.aspx) 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**	Rosebery Hall	Sidney Webb House	urbanest Westminster Bridge
<b>Bedrooms</b>									
Single size mattress (unless otherwise stated)	✓	✓	✓	S/Q	✓	✓	✓	Q	S/Q
Pillow	✓	✓	✓	✓	✗	✓	✓	✗	✗
Duvet	✓	✓	✓	✓	✗	✓	✓	✗	✗
Duvet cover	✗	✗	✗	✗	✗	✗	✗	✗	✗
Pillow cover	✗	✗	✗	✗	✗	✗	✗	✗	✗
Towels	✗	✗	✗	✗	✗	✗	✗	✗	✗
Sheets	✗	✗	✗	✗	✗	✗	✗	✗	✗
Wi-Fi in room	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Cleaning*</b>									
Bathroom cleaned	T	W	D	D	✗	D	D	✗	✗
Kitchen cleaned	D	W	D	W	W	D	D	F	✗
Kitchens (where available)	C	SC	C	SC	SC	C	C	SC	SC
Refrigerator	✓	✓	✓	✓	✓	✓	✓	✓	✓
Freezer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Microwave	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electric cooker (oven)	✗	✓	✗	✓	✓	✗	✗	✓	✓
Hob	✓	✓	✓	✓	✓	✓	✓	✓	✓
Kettle	✓	✓	✓	✓	✗	✓	✓	✗	✗
Toaster	✓	✓	✓	✓	✗	✓	✓	✗	✗
Cutlery / cookware	✗	✗	✗	✗	✗	✗	✗	✗	✗
<b>Study Facilities</b>									
Quiet study rooms	✓	✗	✗	✗	✗	✗	✓	✓	✓
Computer room	✓	✓	✓	✓	✓	✓	✓	✓	✗
<b>Leisure Facilities</b>									
Common room	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bar	✗	✗	✗	✗	✗	✗	✗	✗	✗
Snooker / pool table	✓	✓	✓	✓	✗	✓	✓	✓	✗
Table Tennis/Ping Pong Table	✓	✗	✓	✓	✓	✓	✗	✓	✓
Communal television(s)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gym/workout space	✗	✗	✗	✗	✗	✗	✗	✓	✓ <sup>†</sup>
<b>Other</b>									
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*
<b>Bedrooms</b>					
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	✓	✓	✓	✓	✓
<b>Cleaning</b>					
Bathroom cleaned	✓	✓	✓	✓	✓
Kitchen cleaned	✓	✓	✓	✓	✓
<b>Kitchens (where available)</b>					
	C	C	C	C	SC/C
Refrigerator	✓	✓	✓	✓	✓
Freezer	x	x	x	x	✓
Microwave	✓	✓	✓	✓	✓
Electric cooker (oven)	x	x	x	x	✓
Hob	✓	x	x	x	✓
Kettle	✓	✓	✓	✓	✓
Toaster	x	x	x	x	✓
Cutlery / cookware	x	x	x	x	x
<b>Study Facilities</b>					
Quiet study rooms	✓	x	✓	✓	✓
Computer room	x	x	x	x	x
<b>Leisure Facilities</b>					
Common room	✓	✓	✓	✓	✓
Bar	x	x	x	x	x
Snooker / pool table	✓	✓	✓	✓	✓
Communal television(s)	✓	✓	✓	✓	✓
<b>Other</b>					
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

We uphold the values of equality of respect and opportunity, as set out in the School's 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](https://lse.ac.uk/equitydiversityinclusion), see our blog, and follow us on Twitter [@EDI\\_LSE](https://twitter.com/EDI_LSE)

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

Values	Principle	Examples
Mutual acceptance	Recognising and accepting difference	Awareness/respect for cultural difference (eg, related to eating; drinking; religious observance; dress)
Respect	For the individual, irrespective of sex, sexuality, age, gender identity, ethnicity, religion, disability  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 <a href="https://lse.ac.uk/reportit">lse.ac.uk/reportit</a>  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.

## Sharers are jointly responsible for keeping their room clean and tidy

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-19, please ensure that you take a COVID-19 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 Residential Services Office without notice to the remaining resident.

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



# Student conduct

## Penalties which may be applied by the Warden

The Warden of the hall can apply penalties when offences have been committed. Below is some guidance to students on the range of penalties they can expect. However, the severity of a given offence is hard to define and penalties will vary depending on individual circumstances.

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

Offence	Penalty
<b>Section 1: Minor</b> (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.).
<b>Section 2: Medium</b> (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><b>Section 3: Unacceptable</b></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><b>Section 4: Serious</b></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](https://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 £3	urbanest Westminster Bridge High Holborn Rosebery Hall and Bankside House
Room Key Card	£3 £3 £3 £3	Carr-Saunders Hall High Holborn Passfield Hall Rosebery Hall
Cor key	£20	Butler's Wharf
Room card	£5 £5 £5	Carr-Saunders Hall High Holborn Passfield
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, 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 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, your £140 security deposit will be retained to cover cleaning costs.



# 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](mailto:faithcentre@lse.ac.uk)

**Web:** [lse.ac.uk/faithcentre](https://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](mailto:ssc.advice@lse.ac.uk)

**Web:** [lse.ac.uk/ssc](https://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](mailto:su.advice-centre@lse.ac.uk)

**Office:** SAW 3 (3rd floor SAW Swee Hock)



# 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



## 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 to take your learning beyond the classroom. Find out more at [our website](#), where you can [book your place on a workshop](#), check out our [online resources on Moodle](#), or book a [one-to-one appointment](#) to speak with an LSE LIFE study adviser. Or just drop by at our reception desk on the ground floor of the Library.

Signing up for [the LSE LIFE weekly update](#) is the easiest way to stay up to date with the workshops, one-to-one advice, and resources to help you do well with your studies and make the most of personal and professional development opportunities.

To find out more come to LSE LIFE visit [lse.ac.uk/lselife](https://lse.ac.uk/lselife).

## Support for PhD students

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

## Resources for learning

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

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](mailto: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](https://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 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.



- 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.





# 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 break 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:

- i 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
- ii Providing accommodation that is in close proximity and has good transport links to the School
- iii Providing clear and accurate information about prices, facilities, and services
- iv Allocating and offering spaces fairly and as close to a student's preferences as availability permits
- v Offering accommodation and providing assistance to students with medical requirements and other support needs
- vi Providing pastoral support for student residents as part of our Residential Life programme
- vii Providing healthy, good quality food with vegetarian, vegan and halal options
- viii Building a #SustainableLSE 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
- ix Meeting the Universities UK/Guild HE Code of Practice for the Management of Student Housing.



## To deliver on this commitment, we will:

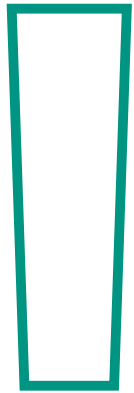
- i Actively seek customer feedback on the experience of our service, to determine that we are delivering the level of service as promised in our charter
- ii Embrace customer feedback and any changes that help shape and improve our services
- iii Respond to all enquiries, feedback and complaints quickly and efficiently
- iv 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
- v Ensure that our staff are trained to mediate, bringing a quick and successful resolution to all complaints
- vi 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:

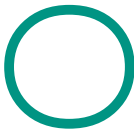
Providing us with feedback on your experience and, in the case that you are not satisfied with our service, letting us know where we fell short of your expectations and how we can improve.

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](https://lse.ac.uk/residentialservices)**, ask a member of staff or email **[residencesandcatering.complaints@lse.ac.uk](mailto:residencesandcatering.complaints@lse.ac.uk)**



**Make sure you  
get familiar  
with the Terms  
and Conditions  
of Residence!**



**[Click here to read.](#)**



**Also available**

A range of high quality  
and Superior rooms,  
studios and apartments  
all year round.

# Vacation accommodation

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)\*

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