

The Courtauld

Duchy House A-Z guide 2022–23



Contents

1.	Duchy House Key Contacts	5	4.27	Internet / Wi-Fi	18
2.	Introduction	6	4.28	Kitchens	18
3.	Local Information	8	4.29	Keys	19
3.1.	Travel	8	4.30	Laundry Room	19
3.2.	Eating - Food Shops and Supermarkets	8	4.31	Lift	19
3.3.	Shopping	9	4.32	Lighting	19
3.4.	Gyms	9	4.33	Linen	19
3.5.	Local Healthcare	9	4.34	London Nightline	20
4.	A-Z of Information	10	4.35	Maintenance	20
4.1	Access	10	4.36	Mental Health	20
4.2	Accessibility	10	4.37	Noise	21
4.3	Anti-Social behavior	10	4.38	No-Smoking Policy	21
4.4	Bathroom products (disposal of)	11	4.39	Personal Emergency Evacuation Plan (PEEP)	21
4.5	Bicycles	11	4.40	Personal Safety	21
4.6	Car parking	11	4.41	Pest Control	21
4.7	Closed Circuit Television (CCTV)	11	4.42	Pets	21
4.8	Check-In / Check-Out	12	4.43	Portable Electrical Appliances	22
4.9	Cleaning	12	4.44	Post and Parcels	22
4.10	Common Room Fee	13	4.45	Recycling	22
4.11	Counselling	13	4.46	Registering to Vote	22
4.12	Coronavirus (Covid-19)	13	4.47	Rubbish	22
4.13	Council Tax	14	4.48	Security	23
4.14	Desk Lamps	14	4.49	Shower	23
4.15	Electoral Register	14	4.50	Sprinkler System	23
4.16	Electrical Safety	14	4.51	Student and Academic Services	23
4.17	Fire	15	4.52	Student Oyster Cards	23
4.18	First Aid	16	4.53	Summer 2021 (July 2021 to mid-September 2021)	23
4.19	Fridges	16	4.54	Television License	24
4.20	Guests	16	4.55	Tenancy Deposit	24
4.21	Heating (radiators)	17	4.56	Towel Rail	24
4.22	Health and Safety	17	4.57	Wheelchair Lift	24
4.23	Housekeeping	17	4.58	Window Locks	24
4.24	Inspections	17	5.	Appendix 1 - Duchy House Charges	26
4.25	Insurance	17		Appendix 2 - Covid-19	27
4.26	Intercom	18			

We look forward to welcoming you to Duchy House.

Was this Guide Helpful?
Have we missed something?

Let us know via
duchy.helpdesk@courtauld.ac.uk

During your tenancy period at Duchy House, your day-to-day point contact (Monday to Friday 09:30 am - 17:30 pm) will be our Accommodation Manager. On set days and times of the week, the Accommodation Manager will be available for you to book one to one meetings with them.

You will be able to discuss with the Accommodation Manager any concerns you have with regards to living in Duchy House or if you need to discuss or need advice on wellbeing matters, they will be available to assist you and or to put you in contact with other relevant members of staff in for example our Wellbeing Team, Student Academic Services or Finance teams.

Accommodation Manager

Email: duchyhelpdesk@courtauld.ac.uk

Tel: +44 (0)20 3947 7595 / +44 (0)7719 305771



1 Duchy House key contacts

Accommodation Manager -Thad Bebb
Email: duchy.helpdesk@courtauld.ac.uk
Tel: +44 (0)20 3947 7595

Duchy House Duty Mobile phone
(Monday to Friday 09:30 am – 17:30 pm)
Tel: +44 (0)7719 305771

Security Team
Email: security@courtauld.ac.uk
Tel: +44 (0)20 3947 7757 / 020 7836 7305

Wellbeing Manager - Karina Nolan
Email: wellbeing@courtauld.ac.uk

Counselling Support
Email: counselling@courtauld.ac.uk
or wellbeing@courtauld.ac.uk

Reporting Maintenance issues
within either your room or the shared facilities
Email: duchy.helpdesk@courtauld.ac.uk

IT Support
(Monday to Friday 09:00 am to 17:00pm)
Email: ITSD@courtauld.ac.uk

Students' Union President
Email: students.union@courtauld.ac.uk
Tel: +44 (0)20 3947 7676

Contents Insurance
provided via Endsleigh – if you have a claim
Email: endsleigh.co.uk/claim-centre
Tel: +44 (0)333 234 1688

2 Introduction

Situated in central London and only a two-minute walk from The Courtauld's Somerset House premises, or a 25-30 minutes' walk from Vernon Square, Duchy House is located on the junction of the Strand and Waterloo Bridge and across the road from the vibrant and bustling Covent Garden. Excellent travel links make Duchy House easy to get to, with 5 underground stations less than 800 meters from the property and several bus routes operating nearby.

The building dates from c.1897 and Duchy House was converted in 2009/10 to provide student accommodation exclusively for The Courtauld.

The accommodation comprises of 64 study rooms located across four floors. Each floor has a small communal kitchen and these are equipped with one or two gas or electric cookers, microwaves and kettles. Cupboard space is limited and because of varying cupboard sizes, there may not necessarily be sufficient for each resident to be assigned their own cupboard, so residents share the facilities as they deem appropriate.

Forty-one study rooms have en-suite facilities comprising of a shower, hand-basin and toilet; three study rooms have external dedicated shower rooms and the remaining twenty study rooms share a shower room (one per two study rooms).

There is a free to use on-site laundry room (domestic washers and separate dryers) located on the lower ground floor complete with irons and ironing boards. (Note, access to the Lower Ground floor is via stairs only, there is no lift access to this level.)

Each study room is furnished with a single or double bed, bedside cabinet, desk with lamp and chair, wardrobe with mirror, bookshelf, notice board, mini-fridge and under bed storage.

Each study room has a data socket for a PC/Mac and Wi-Fi access is available throughout the building. Wi-Fi is available via the eduroam network. Ethernet cables and USB adapters are available upon request in an outage.

The main entrance is on the ground floor and accessed by your allocated ID/Access card. There is also an intercom to each study room. Once inside the entrance lobby, a central stairs or a lift takes residents up to the floors and each floor divides into two "wings" with card access to each corridor. Please note the intercom acts as a doorbell only and you are unable to permit entry or speak to the individual at the door. Therefore, we recommend you only attend the front door when you are expecting a visitor or a delivery.

CCTV covers the main entrance doors externally, the internal entrance lobby and central staircase and is monitored 24/7 via the security control room located within the North Block of Somerset House.



3 Local information

Duchy House is within walking distance of several London attractions including: Somerset House, the River Thames, Covent Garden, Trafalgar Square, Piccadilly Circus, Leicester Square, South Bank, Royal Festival Hall, Adelphi Theatre and lots more.

3.1 Travel

Within Zone 1, Duchy House is conveniently located and in an area referred to as the Museum Mile, given the proximity to the Museums and Art Galleries in and around Trafalgar Square (a 10-15-minute walk away). Duchy House is in close proximity to a number of tube stations and bus stops, providing easy access to travel in and around central London and its suburbs.

Duchy House is also located within 20 minutes of 5 mainline stations with services running to other cities within the UK as well as to Continental Europe via Paris and Brussels.

London airports are also within easy reach via the mainline stations.

Trains:

- The nearest mainline station is [Charing Cross](#) (0.6 miles) (a 10-15 minute walk or a short bus ride along the Strand), with [Waterloo](#) station also nearby. [Euston](#), [Kings Cross](#) and [St. Pancras International](#) stations are approximately 15-20 minutes away by taxi or bus.

Tube:

- The nearest underground station is [Temple](#) station (Zone 1) (0.2 miles) serviced by the District and Circle lines. There is no step free access from the platforms to the ticket hall which is at street level.
- Other nearby tube stations are [Covent Garden](#) (0.3 miles) (Piccadilly line); [Charing Cross](#) (0.6 miles) (Bakerloo and Northern lines); and [Embankment](#) (0.4 miles) (Bakerloo, Circle, District and Northern lines).

Bus:

[Bus stops \(R and S\) outside Somerset House are serviced by route numbers](#)

1	Tottenham Court Road to Canada Water
4	Archway to Waterloo
6	From Willesden
9	From Hammersmith

11	Fulham Broadway to Liverpool Street
13	Golders Green to Aldwych
15	Leicester Square to Blackwall
23	Westbourne Park to Liverpool Street
26	Hackney Wick to Waterloo
59	Kings Cross to Streatham Hill
68	Euston to West Norwood
76	Tottenham to Waterloo
87	Wandsworth to Aldwych
91	Crouch End Broadway to Trafalgar Square
168	Hampstead Heath to Old Kent Road
171	Catford to Holborn
172	Brockley Rise to St. Pauls
188	North Greenwich to Russell Square
243	Waterloo to Wood Green
341	County Hall to Northumberland Park
521	Waterloo to Tower Gateway

[Bus stop B in Lancaster Place is serviced by route numbers](#)

139	West End Green to Waterloo
176	Penge to Tottenham Court Road

The [River Bus Service](#) can be taken to Embankment and Savoy piers.

Cars and motorbikes:

There is no on-site parking available for cars or motorbikes. The nearest street with car parking spaces (five) is [Surrey Street](#) (WC2R 2NS), a five minute walk away. Parking in Surrey Street costs (May 2021) is £5.10 per hour between 08:30 and 18:30 Monday to Saturday and the maximum stay is four hours.

Pay-by-Mobile is accepted by calling 020-7125-9090, Text 07860-022-205 (Location ID 8406). Please note Surrey Street is within the London Congestion Charging Zone which currently operates from 07:00 to 22:00 hours Monday to Sunday inclusive and the daily charge (May 2021) is £15 per day. Further details on how to pay this charge are available at this [link](#).

3.2 Eating – food shops and supermarkets

There are a number of coffee shop outlets (Leon, Café Nero, Pret-a-Manger, etc.) adjacent to and/or within a five-minute walk of Duchy House. There are also a number of food outlets to be found in Somerset House, such as E10 Café (South Block), Pennethorne's (New Wing),

3.5 Local healthcare

WatchHouse (East Wing), Terrace Bar (seasonal) and The Courtauld's own Art Café, open from 10:00 to 18:30 Monday to Sunday. (Present your Courtauld ID/Access card to receive a discount at all of these outlets).

Courtauld students can also access Chapters catering facilities provided by Kings College London in their Kings Building Level 2 located across the quad from our Somerset House premises. Chapters offers a variety of delicious and sustainably sourced food including freshly made sushi, cold-pressed juices and a porridge station, open Monday to Friday 08:30 to 17:30. This area can be used as a study space outside of the lunch period.

A self-service snack bar is provided at The Courtauld's Vernon Square campus.

There are several local food shops and supermarkets:

Larger Supermarkets:

- **Sainsbury's** – Located on Kingsway opposite Holborn tube station (cica. ten minute' walk or cica. Five-minute bus ride);
- **Tesco Metro** – Located in Covent Garden, Bedford Street (cica. ten minute' walk);
- **Waitrose** – Located in the Brunswick Centre near Russell Square tube station (cica. ten minute' bus ride);

Mini Supermarkets:

- **Tesco Express** – Strand (cica.20 meters from Duchy House);
- **Sainsbury's Local** – Located on Strand, heading west from Duchy House towards Trafalgar Square (cica. seven minute' walk);

3.3 Shopping

The Strand has several shops including high street brands. Covent Garden is also only a five minutes' walk away. Additionally, the shopping districts of Oxford Street, Regents Street and Bond Street are all within a 20 – 25-minute walk or short bus ride.

You may wish to apply for a North Bank Privilege card to receive exclusive offers and discounts across a range of retail, food and drink, leisure and fitness outlets within the neighbourhood : <https://thenorthbank.london/privilege-card/#results>

All residents **must** register with a General Practitioner (GP) and you will be asked to complete this is part of your registration process. This will make accessing a health professional easier should you fall ill at any-time during your residency including help and support with COVID or other vaccinations. It is recommended that you register with the Gower Street Practice - 20 Gower Street - London - WC1E 6DP - Telephone 020 7467 6800 - Website www.gowerstreetpractice.org.uk/.

To register as a new student please follow this [link](#), where you will find the relevant Registration Form and Patient Health Check Forms to complete.

It is a requirement of your Licence Agreement Addendum 2 – COVID Item 5.1 that you keep The Courtauld informed of which medical practice you are registered with.

The nearest walk-in Health Centre is the Soho Walk-in Centre located at 1 Firth Street - London - W1D 3HZ - Telephone: 020 7534 6500 - website - www.clch.nhs.uk/

The nearest Hospital providing emergency care is St. Thomas' Hospital - Westminster Bridge Road - London - SE1 7EH - Telephone 020 7188 8801 - Website - www.guysandstthomas.nhs.uk

You can also get medical help via **NHS 111 Online (111.nhs.uk)**. 111 online can tell you

- Where to get help for your symptoms, if you're not sure what to do
- How to find general health information and advice
- Where to get an emergency supply of your prescribed medicine
- How to get a repeat prescription

The nearest Pharmacy to obtain prescriptions and other health care items is:

- Boots the Chemists -located just a few meters past Tesco Express on the Strand.

4 A-Z of information

4.1 Access

There is a secure card access system for the main front door and for corridors leading to all study bedrooms plus access down to the laundry room at Lower Ground floor level.

You will either be issued in-person with your room key and an ID/Access Card when you first check-in or these items will be left in an envelope within your assigned room.

Please carry your ID/Access card with you at all times whilst on Courtauld premises and if you lose it report this immediately to security via +44 (0)20 3947 7757 or / e-mail security@courtauld.ac.uk **to prevent anyone else from gaining access to Duchy House.** Your ID/Access card should not be given to or left for anyone else (including fellow residents) to use.

Student and Academic Services – Advice Desk (located on Second Floor, Vernon Square) issue new and replacement student ID/Access cards (there may be a charge for issuing a replacement ID/Access card).

4.2 Accessibility

Main entrance doors leading into Duchy House:

- Entrance into Duchy House is via Lancaster Place which has a small threshold but otherwise provides step free access from the street directly into the premises.
- There is a double leaf set of doors, the left hand door is held closed with the right hand door opening inwards (push).
- The door is heavy.
- The opening width of the doorway is c.800mm wide.
- Upon entry, there is an accessible platform providing access to a half landing from where level access to a lift is available. The platform is able to accommodate a maximum weight of 630Kg.

Accessibility within Duchy House:

- There is a lift (internal dimensions 1300 mm by 1000 mm) which serves the Ground Floor half landing, First, Second, Third and Fourth floors. The lift does not serve the Lower Ground floor where the laundry room is located. The lift has a mirror to aid reversing out of the lift. The lift has an audible announcer. The controls for the lift are within reach of a wheelchair user. Lighting in the lift is bright. The lift controls have no tactile markings.

- Access to rooms on the first floor are not step free access from the lift and or staircase landing.
- At the present time, none of the individual bathrooms and or en-suites within the premises are adapted. However, any person who requires use of a wheelchair to aid their movement, will be assigned a large double ensuite room on the second or third floors.
- At the present time, none of the communal kitchens within the premises have adapted work surfaces.
- At the present time, there is no accessible toilets within the premises.
- There is no Braille signage within the premises.

4.3 Anti-social behaviour

Anti-social behaviour, whether a general disturbance or directed towards a fellow resident, member of staff or neighbour, will not be tolerated at Duchy House. Examples include (but are not restricted to):

- Noise or any sound likely to cause disturbance (especially at night) – see Clause 2.7 of the Licence Agreement.
- Offensive or abusive behavior – see Clause 2.3.4 e of the Licence Agreement.
- Keeping or using illegal drugs – see Clause 2.3.4 b of the Licence Agreement.
- Smoking, including the use of e-cigarettes or the burning of incense – see Clause 2.11 of the Licence Agreement.
- Displaying posters or placards in windows of The Room or common parts of The Accommodation – see Clause 2.3.4 g of the Licence Agreement.

Such behaviour is a breach of your License Agreement and may result in disciplinary action and termination of the Licence as specified under Clause 5 of the Licence Agreement.

Note that not participating in maintaining a clean environment (especially in communal areas), slamming doors, displaying posters / placards in windows of The Room or common parts of The Accommodation etc., whilst considered low level anti-social behaviour, will, if repeated, be treated the same as noise or any offensive behaviour.

4.4 Bathroom products (disposal of)

Please do not flush sanitary products down the toilet. Please use the bins in the shower room to dispose of these items, having first placed items for disposal in a plastic bag.

Please ensure plugholes to handbasins and shower trays are not blocked by hair or other debris when using these. Repeated blockages could result in a charge to resolve.

For those Residents who are assigned a shared communal shower room, you must not leave any personal possessions in the shower cubicle in order to safeguard against those items being touched by others. All items must be placed in the wall cabinets provided in the communal shower room or retained in your room. This is to ensure that Residents sharing and The Courtauld's cleaning staff do not come into contact with items whilst cleaning the communal shower room (which will be cleaned daily). This is of particular importance in regards helping to prevent the spread of Coronavirus or any other epidemic or pandemic disease.

4.5 Bicycles

We do not allow bicycles to be stored in your room or the common parts of Duchy House. The nearest bicycle racks are on the traffic island opposite Duchy House. There are also cycle racks located within Somerset House in the West Service Yard accessible from the Embankment entrance (please ask the Accommodation Manager for further details). Any bicycles found in the building will be removed.

London Cycle Hire Scheme bicycles are also available within 30 meters (on Wellington Street).

The following websites provide information for cyclists in London:

<http://lcc.org.uk/>

<https://tfl.gov.uk/modes/cycling/>

4.6 Car parking

There is no on-site parking available for cars or motorbikes. The nearest car parking spaces are in Surrey Street, a five minute walk away. Parking in Surrey Street (WC2R 2NS) costs (May 2021) £5.10 per hour between 08:30 and 18:30 Monday to Saturday and the maximum stay is 4 hours. Pay-by-Mobile is accepted by calling 020-7125-9090, Text 07860-022-205 (Location ID 8406). Please note that this location is within the London Congestion Charging Zone which currently operates from 07:00 to 22:00 hours Monday to Sunday inclusive and the daily charge (May 2021) is £15 per day. Further details on how to pay this charge are available at this [link](#).

Lancaster Place where the entrance to Duchy House is located is on double yellow lines meaning no parking on the street between 07:00 and 19:00 hours Monday to Saturday. Parking is permitted on Sunday, subject to no road closures, which sometimes happen in the locality due to national events and or celebrations that might be passing along the Strand and/or being held in nearby Trafalgar Square.

Note, works are currently taking place along the Strand from Aldwych to Waterloo Bridge, to create the new public pedestrian realm, this project is set for completion in late 2022.

4.7 Closed circuit television (CCTV)

CCTV is in operation in the common parts at Duchy House and is monitored by the Courtauld Security team. There are cameras on each of the landings and outside the main entrance. Further details about The Courtauld's CCTV Policy can be viewed via The Courtauld policies page [link here](#).

4.8 Check-in / check-out

Courtauld students can check-in from 10:00 hours on the date stated in the Licence Agreement. Check-out is by no later than 12:00 hours on the date stated on the Licence Agreement.

Due to the premises location and to ensure limited congestion for residents moving in, the Accommodation Manager will liaise with you to agree a date and time for you to check-in. We will be accepting check-in for UK and international students from w/c 12 September 2022. The check-in timeslots will be between 10:00 and 13:00 and 14:00 to 17:00 Monday to Friday. Weekend check-ins will also be accommodated for international students where it is not practical for travel to be undertaken Monday to Friday and or to accommodate international flights.

Please note that whilst we are accommodating early check-ins from w/c 12 September 2022, some maintenance work, may still be undertaken to prepare the premises fully for full occupation from w/c 19 September 2022 which is the date we ordinarily would have been working to but we are aware of the requirement and need to support some UK and international arrivals earlier than normal as we all continue to adjust and adapt to the post COVID

4.9 Cleaning

Cleaning is normally scheduled between 10.00 and 16.00 Monday to Sunday (excluding Bank Holidays). Our contracted cleaning staff will clean all communal areas including the main staircase, landings, study room corridors and common rooms. In addition, the cleaning team will sweep and mop the communal kitchens and empty the kitchen bins (daily). Ordinarily they do not however, do any washing up, but they will help with supporting keeping kitchen sinks and surfaces disinfected to help prevent the spread of Coronavirus and or other viruses.

As a result of COVID, cleaning hours have been enhanced by an additional two hours per day until 18:00 hours Monday to Sunday (excluding Bank Holidays). This is to enable increased frequency of cleaning and/or disinfection of common areas such as stair bannisters, door handles, shared shower rooms, kitchens etc. This

enhanced cleaning provision will be kept under regular review as part of The Courtauld's wider review of risk assessments associated with COVID.

Note: Whilst The Courtauld agrees to provide daily cleaning services in Duchy House you will accept that where any circumstances beyond the control of The Courtauld which are in any way connected to a COVID outbreak or similar pandemic make it impossible or unreasonably difficult, or contrary to any law or official guidance to continue to clean Duchy House, The Courtauld may suspend the cleaning service for so long as considered reasonably necessary. Should this situation, occur The Courtauld will provide you with sufficient cleaning materials for you to undertake the cleaning normally performed by others, until such time as the service can be resumed.

Residents are responsible for cleaning of their own study rooms and ensuring the communal areas, kitchen and common rooms are maintained in a clean state. Vacuum cleaners are provided for students to use in their study rooms. Room inspections will take place (with prior notice) once a term to ensure the rooms are being maintained to an acceptable standard.

You should regularly empty your study room and ensuite rubbish (in bags) and place in the bins provided in the refuse store on the ground floor next to the lift. You should not use the kitchen bins to deposit rubbish from your study room. Please ensure your rubbish bag is tied securely and no items are leaking.

Blue bins are for recycling only. Please ensure you check that items can be deposited in these before throwing away rubbish.

Black bins are for general waste (food and any other items that can't be recycled).

For larger items, please take these direct to the refuse store on the ground floor (next to the lift).

Any specialist and/or non-domestic waste (e.g. electronic items or furniture) that you may wish to discard at the end of your tenancy, please contact duchy.helpdesk@courtauld.ac.uk to assist with removal. Please note, we may have to levy a charge (refer to Appendix 1).

The communal areas will be inspected daily with study rooms inspected at least per term. For more details, please see inspections below.

Do not leave rubbish in corridors (these are protected fire escape routes) or communal areas.

Please respect our neighbours and the local environment and do not throw rubbish from windows and or dispose of cigarette butts on the pavement outside of the entrance to the property.

4.10 Common room fee

A £20.00 common room fee has been levied to contribute towards social events that resident can organise with support from the Accommodation Manager or the Students' Union Office throughout the year. If you have suggestions or would like to plan an event for your floor and or the whole hall, please discuss this with the Accommodation Manager or the Students' Union Office as they can provide assistance/guidance.

4.11 Counselling

The Counselling service provides confidential sessions for students experiencing emotional difficulties that may be impacting their wellbeing and emotional life.

How counselling can help:

Talking and thinking collaboratively with a professional counsellor can allow for more clarity and different perspectives on what is happening in your life. It is common at times to experience difficulties and emotional stress caused by, but not limited to, loss, the end of a relationship, family dynamics and life transitions.

If you feel that anything is affecting your mental health and wellbeing please do get in touch. We are here to support you.

Appointments and locations:

You can self-refer by emailing counselling@courtauld.ac.uk

Appointments are currently available on Mondays, Wednesdays and Thursdays and these will normally be face-to-face at Vernon Square, but there is the option to arrange for remote sessions with your assigned counsellor.

If you are unsure if counselling is the right option for your please contact Wellbeing@courtauld.ac.uk to discuss your options and the best way to find the support your need.

Emergencies

If you are in crisis: contact your GP, call [Samaritans](https://www.samaritans.org/) on 08457 90 90 90, call [Nightline](https://www.nightline.org.uk/), or visit your nearest [A&E](#).

4.12 Coronavirus – (Covid-19)

Whilst we hope the main impacts of the COVID pandemic have passed, you may if there were to be an outbreak of COVID in the hall be required to 'socially distance' from others during the Licence Period. The Courtauld has added some additional terms to the 2022/23 Licence Agreement, "Addendum 2 COVID-19" of your Licence Agreement. Additional information has also been added to this handbook at Appendix 2 to provide you with information on how we will assist and support you whilst living in Duchy House, should you become unwell with COVID and or required to self-isolate.

We are providing into each study room, hand sanitizer, anti-bacterial wipes and face coverings for your personal use. A replenishment of some of these items may be provided as deemed necessary and in-line with UK Government guidance.

We will provide into each study room, (subject to supplies) one pack of COVID-19 Self-Test (Rapid Antigen Test) home testing kits. Each pack contains seven testing kits, which means you will have a sufficient supply of test kits to self-test every 3-4 days during the initial weeks of the Autumn Term. If your test result is positive you must report this to covid@courtauld.ac.uk.

Hand-sanitizer units are also provided by the lift on each floor landing and in each common room and these will be kept replenished.

If you are an international student, you may have questions about what the implications of the COVID pandemic means for you. For instance, you may be concerned about your visa status, attendance monitoring, your accommodation or what happens with your tuition fees. We recommend that you keep in touch with us via the Accommodation Manager, Wellbeing Manager, and your Students' Union, who will be able to provide assistance specific to your situation. UKCISA have produced guidance to support UK international students, follow this [link](#).

We acknowledge you may have concerns about future lockdowns and the financial implications of signing a Licence Agreement. With this in mind, we draw your attention to Clauses 5.11 and 5.18 of your Licence Agreement which outline how we will support you should you be impacted by any future lockdown restrictions.

4.13 Council tax

If you live in university halls i.e. Duchy House, or in a house where everyone is classed as a full-time student for Council Tax purposes, you will be exempt from paying Council Tax.

You will usually be considered a full-time student for Council Tax purposes if:

- you attend a university or college course lasting for at least one academic year - as long as you attend for at least 24 weeks out of the year and study for at least 21 hours per week during term time, or
- you're under 20 and your course leads to a qualification up to (but not above) A level standard or equivalent - as long as it lasts for more than three months and involves more than 12 hours of study per week

You may be required to obtain proof of student status to be made exempt from council tax. Should this be required, you will be contacted via your Courtauld email address.

4.14 Desk lamps

Each study room is provided with two desk lamps and bulbs. If the bulb "fails" during your stay please contact duchy.helpdesk@courtauld.ac.uk for a replacement bulb.

4.15 Electoral register

We may be asked by local or national institutions to provide details of persons living in Duchy House in order to comply with our legal requirements as landlords.

Where your details are passed to the local electoral services team we will automatically opt you out of the edited register unless you choose otherwise.

4.16 Electrical safety

Please ensure all electrical items brought into Duchy House are rated to be used at UK voltages safely (that's 240V).

When using an appliance which draws a large current (i.e. hairdryer) please turn off other appliances first as this can help prevent the circuit tripping in your study room.

If your circuit does trip (you lose power to your sockets) please contact the Duchy House Duty Mobile number or duchy.helpdesk@courtauld.ac.uk.

Mains Adaptors - Please ensure when using a mains adaptor to plug in a device from abroad that you purchase/use an adaptor with an inbuilt fuse. Some foreign adaptors are supplied without a fuse and these are often faulty and can trip the power circuit in your study room. Adaptors bought in the UK should only be used.

We may, upon seeing a dangerous appliance, unplug and remove items that we deem may pose a risk of fire / electrical shock. We will inform you if this occurs.

4.17 Fire

Fire: In the event of the Fire Alarm sounding you must leave the premises and meet at the Assembly Point:

Outside Caffè Nero. If you detect a fire and the alarm sounder cannot be heard you can activate this by pressing one of the red call points during your exit from the building (call points are located in the main staircase).

Alarm Testing: This takes place every **Monday between 09:30am - 10.00am**. The alarm will sound in two stages (first the communal staircase, and then all areas including study rooms) for a maximum of 15 seconds during testing. If the alarm sounds for longer during this test period, or is activated more than once you should leave the building immediately.

Drills: These will be conducted during the year and will be coordinated by the Accommodation Manager. At least one such drill will take place each term.

Exits: The main fire exit is down the main stairs and out onto the street. Ensure you familiarise yourself with the location of your escape route upon arrival at Duchy House. It is vital that this exit is not blocked, or the corridor/kitchen doors are not wedged open. The Assembly Point is to the left of the exit outside Café Nero where a Security Officer and/or Fire Officer will give further directions.

Fire Doors: The fire doors leading into each wing on every floor are alarmed. The alarm will sound approximately 20 seconds as these cannot be kept open due to fire regulations. Should the alarm sound, please close the door and the alarm will stop.

Fire Extinguishers: These are positioned in the corridors and in some communal kitchens of Duchy House. Please do not tamper with them or use them to wedge open doors.

For your safety, and to prevent alarm activations, please adhere to the following:

There is **no smoking or vaping** allowed anywhere in the premises. Should you be found to be or have smoked in the accommodation, disciplinary action will be taken as this is a breach of your Licence Agreement. Further details about The Courtauld's Smoking Policy can be viewed via The Courtauld policies page, link [here](#).

Ensure you supervise all cooking as it is taking place and sufficiently vent the kitchen by ensuring the fan is on and/or the windows are open. Please note kitchen doors are fire doors and must be kept closed except for entry and exit of the kitchen.

No incense, candles or naked flames of any description, including electronic devices such as e-cigarettes, are permitted to be used in study rooms.

Under no circumstances cover the integrated smoke detector on the ceiling of your study room.

Please note all fire alarm activations at Duchy House are linked to 24-hour Alarm Receiving Centre which may result in the London Fire Brigade attending the accommodation.

It is important that you are aware of the risks that might affect you and your fellow residents. The principle concern is fire safety.

Tip 1 Stay safe in the kitchen

More than half of all fires are started in the kitchen, so it is vital that appropriate care is taken when cooking especially if you have been drinking!

The effects of a fire starting in a kitchen can be very damaging and costly.

Tip 2 Avoid candles and cigarettes

Whilst one may like candles and incense to make their room homely such items pose a significant fire risk.

Candles themselves cause more than 5 fires every day.

The burning of candles, tea-lights or incense is not permitted in Duchy House.

If you want to have candles in your room use battery powered candles only.

Tip 3 Turn off electrical items

Electrical fires can spread rapidly and can cause severe damage to wiring before being noticed. You can help reduce this risk by turning off any electrical items that you will are not using or do not need to be left on charge for example overnight.

Check your electrical cables for any damage, wear and tear and the plug is secured to the cable. If a wire is frayed, damaged in any way or is not connected to the plug securely, do not use the electrical item.

Tip 4 Check safety equipment

Overloading sockets is a big no go, never overload electrical sockets or electrical adaptors. Take particular caution with extension leads/adaptors and high powered items like kettles, heaters, hair dryers and irons to ensure they do not exceed the maximum current rating stated.

Where you are using equipment from overseas i.e. equipment with a non-standard UK plug, only use UK approved plug adaptors to connect your equipment.

4.18 First aid

There are First Aid kits located on the landings by the lift. If you require First Aid assistance, please call 020 3947 7757 and a member of the security team will be contacted to attend. Alternatively call NHS 111 to speak to a staff member of the NHS.

In the case of serious injury, please contact the emergency services via 999 and notify security team an emergency service will be attending the accommodation.

In the event you need to attend and remain in hospital, please arrange to get a message to the Accommodation Manager via duchy.helpdesk@courtauld.ac.uk, so that one, we are aware of your whereabouts and two; to ensure that next of kin have been informed.

4.19 Fridges

Mini-fridges are provided in each study room. There is a control dial in each mini-fridge to regulate refrigeration. This dial has been set between 3-4 which is the optimum level for the mini-fridges.

We recommend you defrost your mini-fridge every 6 – 8 weeks (i.e. twice a term) to maintain optimum operation. When doing so, please leave the fridge tilted upwards to ensure water does not leak onto your carpet.

4.20 Guests

Unless advised otherwise you can have one overnight guest to stay with you at Duchy House at any one time, for a maximum of five nights.

If a COVID outbreak were to occur in the premises, Residents will not be permitted to guests stay with them in the Accommodation. This will be necessary in order to provide a safe living environment and thus, to protect all residents against the possible spread of Coronavirus (or any other epidemic or pandemic disease), and to adhere to any UK Government's advice on maintaining social distancing and all other advice and measures in connection with containing the disease and reducing the spread of the disease. If this measure were necessary to adopt The Courtauld will keep it under review and if and when there can be a relaxation of the condition, Residents will be informed.

Should you wish to have an overnight guest you are requested to inform the Accommodation Manager via duchy.helpdesk@courtauld.ac.uk at least 24-hours in advance with the following information:

- Name of guest
- Period of stay (arrival and departure date)
- Your name
- Your room number

The requirement to notify is for the purposes of health and fire safety only, because in the event of an incident we have to be able to confirm who was or is residing in the premises.

Please note that overnight guests must be housed within your study room and not in any of the communal areas. Please be reminded of dual-occupancy regulations as stated in section 2.3 of your Licence Agreement.

All guests (whether overnight or visiting during the day) when onsite are the responsibility of the host (Duchy Resident). The resident should be onsite while the guest is within Duchy House.

4.21 Heating (radiators)

A centralised heating system is installed at Duchy House and is automatically controlled by thermostats in the building. The heating for all study rooms will become active when the average internal temperature across the building drops below 21°C.

Each study room has a radiator with an adjustable thermostatic valve. Your radiator will deliver heat when the central heating is activated.

The heating is normally switched on from mid-to-late October through to early-to-late April, exact dates being weather dependent.

The Accommodation Manager will always announce inspections in advance via your Courtauld e-mail address and by displaying a notice on the notice board in the main entrance of Duchy House and on each landing. Room inspection dates are also noted on the wall planner in each study room.

After your study room inspection, you will receive a copy of the inspection document listing the areas inspected and any issues that require a follow up visit. Please note that any fault/defect that is deemed to be caused by the resident may be liable to the damage charges listed in Appendix 1.

4.22 Health and safety

Please stay safe in the building by using all facilities as intended. If you notice anything that is damaged or a potential risk, please report via duchy.helpdesk@courtauld.ac.uk.

4.23 Housekeeping

Please ensure you keep your study room clean and tidy at all times, by regularly removing rubbish. In particular, do not leave food items permanently unwrapped either on the floor or on work surfaces anywhere within the building, as this could attract pests (such as mice).

Vacuum cleaners, mops and buckets are supplied within kitchens on each floor. If you have any housekeeping concerns, please contact duchy.helpdesk@courtauld.ac.uk.

For communal areas please see cleaning above.

4.24 Inspections

Study room inspections will take place at least once a term (with prior notice). They occur to ensure everything in your study room is working normally and to catch maintenance issues before they become major problems. You can always report any maintenance issues you may have via duchy.helpdesk@courtauld.ac.uk.

4.25 Insurance

Personal items inside your study room are insured against fire, flood, theft and accidental damage by our partners Endsleigh. You can check what is covered in your policy or upgrade easily by visiting their website <https://www2.endsleigh.co.uk/personal/home-insurance/check-your-student-cover//>

Visit the review cover link to:

- Check what is covered.
- Check key exclusions and limitations.
- Check the policy excess.
- Check how to make a claim, extend and personalise your cover.

It is important to find out exactly what you are covered for as you may find that the contents cover is not sufficient and you need to extend it to protect all of your possessions both in and outside of your room.

Endsleigh also cover bikes and instruments, so it would be worth reviewing what additional cover they can offer.

Your mobile phone, laptop, bike and similar items are valuable. We recommend you look at <http://www.immobilise.com/> which is a site you can register such items on, that in the event these items are lost or stolen and thus, found they can be returned to you.

4.26 Intercom

There is an Intercom system outside the main entrance connected to phones within each study room (except Room 1C). Guests/Visitors can scroll using the up and down arrows find your study room number and then press the bell button which will buzz in your study room. This system acts as a doorbell, and therefore you cannot communicate or grant entry via the intercom. If you have any issues with the Intercom system, please contact duchy.helpdesk@courtauld.ac.uk

4.27 Internet/wi-fi

****Please note that you will receive your Courtauld network login details via email during enrolment.**

Each room has a datapoint for wired connections and Wi-Fi access is available throughout the building.

Prior to connecting device(s) to The Courtauld Wi-Fi residents will need to update their password via www.office.com. Please sign in using your Courtauld email address and password.

Duchy House Wi-Fi details:

Network: eduroam
Username: Courtauld Username
e.g. c1234567@courtauld.ac.uk
Password: Courtauld Password

If there is a short-term interruption to Wi-Fi service (24-36 hours) you should request an ethernet cable or USB adapter from IT Support in the first instance. For long term interruptions (36 hours or more) IT will seek to provide other means of Wi-Fi connectivity where practical.

Any costs incurred for alternative Wi-Fi service (i.e. mobile phone tariffs) without prior approval will not be reimbursed.

Network Access - Datapoints (Wired Connectivity)

You will need an ethernet cable to connect your device to the wired network. If your laptop does not have a network port on it then you will need to purchase a USB network adapter.

The Wi-Fi service has varying connection speeds dependent on your location, device capability and overall usage throughout the building.

Any issues with the Wi-Fi connection or wired network issues should be logged with The Courtauld IT Service Desk via support@courtauld.ac.uk for investigation.

4.28 Kitchens

Gas or electric cookers, microwaves and kettles are supplied within kitchens.

Duchy House residents must supply their own cutlery, crockery and cooking utensils. You can make arrangements for kitchen packs to be ordered and delivered and placed in your room on arrival. There are various suppliers able to offer this service, examples being:

- UniKitOut - <https://www.unikitout.com/collections/kitchen/>
- My Student Essentials <https://www.mystudentessentials.co.uk/product/luxury-student-kitchen-pack/>

There are storage cupboards available to residents to store food within each kitchen.

A Few Tips:

- Ensure the gas and/or electric hobs are switched off after use.
- Ensure open food stuffs are stored in sealed containers.
- Do not pour fat, other insoluble liquids or food items down the sinks.

We recommend residents not to congregate in the kitchens but where possible to limit numbers to no more than 3-4 persons at any time. We ask that after using the kitchen facilities, that you wipe down surfaces.

4.29 Keys

You will have been issued with a key and ID/Access card to access the building and your study room upon arrival. You may also have been issued with a key to your shared shower room. If you do lose your key/s please report this via duchy.helpdesk@courtauld.ac.uk If you need urgent assistance a member of the Security Team can help you get access to your study room, please call them on 020 3947 7757.

There may be a charge levied for key/ID/Access card replacement. (See charges in Appendix 1).

Study room door handles – Please note your study room door handle is configured in such a way as the inside handle will open the lock in an emergency i.e. if you lock your study room using the snip from the inside then every time you push the door handle down the lock will disengage.

4.30 Laundry room

This is located on the lower ground floor of Duchy House and comprises of domestic washing machines and dryers (which are free to use) together with ironing boards and irons. Please note the laundry room can only be accessed via stairs there is no lift access to this level.

The machines provided are standard domestic machines which should be familiar to you. Do not force the machinery doors open.

If any problems arise with these machines please report to duchy.helpdesk@courtauld.ac.uk.

In addition, should the machines malfunction mid-cycle, please contact duchy.helpdesk@courtauld.ac.uk. We request that doors on the machines are not forced open to retrieve items as this can cause further damage.

4.31 Lift

The lift runs between the Ground and Fourth Floor. It has a maximum load 630Kg or maximum capacity of 8 people. Please do not overload it.

If the lift does breakdown please remain calm and press the alarm button within the lift car which will automatically connect you to The Courtauld Security Team and, if there is no answer, the lift maintenance service provider.

4.32 Lighting

The lighting in all communal areas (except common rooms) comes on automatically when they sense movement. The same applies in your en-suite, shared shower rooms and communal kitchens.

To assist with saving further energy please ensure you switch your study room lighting off when the room is not occupied.

We are required to periodically test the emergency lighting system and the Accommodation Manager will provide confirmation of when this testing will be carried out. During the period of testing, which can last up to three hours, normal lighting is dimmed with only the emergency lights remaining on.

4.33 Linen

Normally residents must supply their own linen as well as duvets and pillows for their beds.

However, we are able to support students, with providing duvets and pillows and an initial supply of bedlinen on arrival. There will be no charge levied for these items.

There is an Argos located a short walk down the Strand, where duvets and bedlinen can be purchased. Alternatively, you can make arrangements for bed-packs to be ordered and delivered and placed in your room on arrival. There are various suppliers able to offer this service, examples being:

- UniKitOut - <https://www.unikitout.com/collections/bedroom>;
- My Student Essentials <https://www.mystudentessentials.co.uk/product/luxury-student-bedroom-pack/>

4.34 London nightline

London Nightline is an independent registered charity with the vision that every student in London feels supported throughout their university experience, however that may look for them. London Nightline aims to offer a peer-led student support service and works to make students aware of the service. London Nightline's core function is its confidential listening support and information service for students based both in and outside of London that study or live with our affiliated institutions. Open between 6pm-8am during term time, Nightline is accessible throughout the night when normal counselling and welfare services are often unavailable. If you want to talk to a London Nightline volunteer with no time pressure you can call (+44) 0207 631 0101, or Text 07717 989 900 or e-mail: listening@nightline.org.uk. Further details about London Nightline can be found [here](#).

4.35 Maintenance

Throughout the year we will conduct planned maintenance on services and appliance at Duchy House. In some cases, we will require access to your study room to perform this work. Where access to rooms is required, we will arrange access between the hours of 10:00 and 18:00 (Monday to Friday). In every case the Accommodation Manager will aim to give you as much notice as possible by emailing you via your Courtauld e-mail account.

We aim to provide a safe, clean and comfortable living environment during your stay at Duchy House. If you do notice any problems please email: duchy.helpdesk@courtauld.ac.uk.

If our maintenance staff need to access your room for maintenance purposes, please respect social distancing and if necessary, please temporarily vacate the room, when our maintenance staff are in your room.

4.36 Wellbeing:

The Wellbeing team is a first point of call for students who are experiencing:

- Personal difficulties
- Welfare/safety concerns
- Students who what declare or/and get guidance about the support available for a mental health condition
- Students who what declare or/and get guidance about the support available for a health condition/physical disability
- Students who what declare or/and get guidance about the support available for Neurodiversity (e.g. Dyslexia, ADHD)
- Students who are experiencing financial hardship.
- Students who would like to find out more about Reasonable adjustments for a condition/disability
- Students who need guidance about how to apply for Disability Students Allowance (DSA)

Contact:

Students can book an appointment at this address: wellbeing@courtauld.ac.uk

The Wellbeing team is not a crisis service. If you are experiencing a crisis, please contact:

Your GP

Call [Samaritans](#) on 08457 90 90 90

Call [Nightline](#)

Westminster The Single Point of Access open 24 hours a day, seven days a week, 365 days a year. You can call this service on 0800 0234 650 or email cnw-tr.spa@nhs.net

Typetalk: 18001 0800 0234 650 (24 hours a day, seven days a week, 365 days a year)

Or visit your nearest [A&E](#).

4.37 Noise

It is important that all residents respect each other and are aware of the impact that their actions may have on others. With respect to this please ensure that there is no disruptive noise or loud music played especially between the hours of 11pm to 8am Monday to Sunday inclusive.

The position of Duchy House, adjacent to a main road inevitably means some traffic noise may be heard internally. We have installed secondary glazing in all study rooms to mitigate against this.

4.38 No-smoking policy

Smoking or vaping or the burning of incense is not permitted anywhere in Duchy House in accordance with The Courtauld's Smoking Policy which can be viewed [here](#). If you wish to smoke or vape please leave the building to do so. Anyone found to be smoking or vaping in their room may face a fine and disciplinary action.

4.39 Personal emergency evacuation plan (PEEP)

If you have a mobility disability, are hard of hearing and or have any other form of disability that might make it difficult for you to hear and or to evacuate the building safely in the event of a fire alarm, please disclose this information ideally prior to arrival at The Accommodation, so that our Accommodation Manager can liaise with you and arrange for you to complete a Personal Emergency Evacuation Plan so that we can review and discuss with you a plan that ensures we provide appropriate support and thus, ensure your safety whilst living in Duchy House.

4.40 Personal safety

In general London is a safe city, however like in all cities pickpockets and opportunist criminals operate throughout. We advise all those at Duchy House to ensure they do not unnecessarily display valuable equipment when both entering and exiting the building and **always** ensure the main door is both closed and secure when entering and leaving the building.

In addition, you should not wedge open communal doors for the safety and security of both yourself and your fellow residents.

This video from the Suzie Lamplugh Trust offers a few pointers on how to stay safe when you are out and about:

www.suzylamplugh.org/Pages/Category/personal-safety-and-lone-working

4.41 Pest control

The Courtauld has arranged for monthly inspections of our pest control measures. Baits are located throughout the building and in other high risk areas such as the communal kitchens. We ask that you do not touch or move the baits within the building. Please report any issues with pests via duchy.helpdesk@courtauld.ac.uk.

Residents have a responsibility to ensure that communal kitchens, common study rooms and your study rooms are kept clean and tidy so as not to attract pests.

4.42 Pets

No pets are allowed in Duchy House, except where a resident is registered with a disability they may keep an assistance pet where The Courtauld has received prior written notification of this requirement and approved the arrangement.

4.43 Portable electrical appliances

All electrical appliances brought into Duchy House should be capable of passing a Portable Appliance Test (PAT). If during study room inspections a device is deemed to have failed a visual inspection, we may request to test this item to ensure it is safe to use within the building.

If you plan to bring electrical equipment, please ensure that all items are British Standard approved. If any item fails testing it may pose a fire risk and will therefore be removed. All study rooms are fitted with a sufficient number of electrical sockets and thus, there should be no requirement to use electrical adaptors.

If you are arriving from overseas and thus, are bringing portable electrical items with you, please note only UK approved conversion adaptors can be used for electrical items with a non-UK three pin plug.

No electrical heaters or oil filled radiators (unless Courtauld issued) are allowed and, if found, will be immediately removed.

4.44 Post and parcels

The Courtauld is the main postal address for all post at Duchy House. Please use the address stated below together with your name for all postage and parcels:

Your name

Duchy House - Room *Your Room Number*
The Courtauld Institute of Art
Somerset House
London
WC2R 0RN
United Kingdom

Mail sent to this address will be either available to collect from our reception in Somerset House or it will be brought to the accommodation and left outside your study room door by our portering staff (Monday to Friday).

If you are expecting mail which you have to sign for, please leave your collection details with reception staff and ensure you are available to collect this.

Please ensure you redirect all your mail before leaving Duchy House. We are unable to store any mail or redirect this for you after you leave. Any mail received for residents after leaving Duchy House will be returned to the sender if this is identifiable or confidentially destroyed.

The nearest Post Office is located five-minute walk from Duchy House on Aldwych close to the LSE (London School of Economics).

4.45 Recycling

There are bins in the Refuse Store room next to the lift on the ground floor where paper, glass and plastic can be separated and deposited.

4.46 Registering to vote

Students eligible to vote may be able to register at their term-time address. So wherever you are on election day, you can have your say.

Registering is easy - All you need to do is contact the Electoral Registration Officer via the local council (Westminster City Council) at your term-time address.

4.47 Rubbish

Please ensure your bedroom bin and bathroom bins are emptied regularly. Rubbish should be securely tied off within plastic bags (to prevent leaking) and placed in the Refuse Store which is next to the Ground Floor lift in the lobby.

Do not leave rubbish in floor corridors or communal areas

Please respect our neighbours and the local environment and do not throw rubbish from windows.

4.48 Security

When you leave your study room please ensure you lock your study room door behind you (this does not occur automatically). In particular, ensure that the Main Entrance door is closed and has locked behind you when you leave. Never admit anyone into Duchy House whom you do not know either in person.

If you detect an unknown person within Duchy House contact Security immediately.

4.49 Shower

Showers are operated by two dials inside the shower: the larger outer dial controls the flow of the water and the inner small dial controls the temperature.

To raise or lower the shower head, press the grey button on the left of the shower bracket holding the shower head.

Communal showers will be checked periodically by our housekeepers daily to ensure these are kept clean and tidy. Residents with en-suites are individually responsible for keeping these clean.

If you notice your shower water is not running away, then there is likely to be a build-up of hair which is causing a blockage. This needs to be cleared as soon as possible so please report to the duchy.helpdesk@courtauld.ac.uk.

4.50 Sprinkler system

Sprinkler system heads are located in the ceilings of some study rooms. These would be activated in the event of a fire. These devices must not be covered up. If there is a fault with these please report to duchy.helpdesk@courtauld.ac.uk.

4.51 Student and academic services

Student and Academic Services operate the Advice Desk located on the Second Floor of Vernon Square. Student and Academic Services can assist you should you have any queries relating to:

- Council Tax
- Finances
- Student Travel Card
- Welfare / Medical Services (i.e. Counselling, General Medical Practitioner etc.)
- Assessments, examinations and extenuating circumstances
- Programme administration issues
- Visas

4.52 Student oyster cards

The Student Oyster Card is available to anyone above 18 and in full time education. It can be purchased on the Transport for London website (www.tfl.gov.uk) and will be sent out to you once The Courtauld has confirmed that you registered to study. Do not worry if it takes a while to arrive, especially at the beginning of the academic year. In the meantime, you can buy a standard Oyster Card from any tube station or local shop with the Oyster sign, or alternatively you can pay using a contactless-enabled credit/debit card.

4.53 Summer 2023 (July 2023 to mid-September 2023)

You have been issued with a License Agreement that provides for a 40 week occupancy of your study room in Duchy House ending on 24 June 2023. , At the time of producing this handbook we cannot confirm if there will be an opportunity to extend contracts beyond 24 June 2023. If this is something, we can offer we will confirm in April 2023.

4.54 Television licence

Duchy House does not have a communal Television License. If you are planning to watch television in your study room, make sure you are covered by a valid licence. The law says you need to be covered by a TV Licence to:

- watch or record programmes as they're being shown on TV, on any channel
- watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.)
- download or watch any BBC programmes on iPlayer.

This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

How much does a TV Licence cost? A standard TV Licence (May 2021) costs £159.

You may be covered by your parents' licence. If you think you are, please check that all of the following are true before telling us you don't need one:

- Your out-of-term address (parents' address) is covered by a TV Licence
- AND you only use TV receiving equipment that is powered solely by its own internal batteries
- AND you have not connected it to an aerial or plugged it into the mains.

For further information see <https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

4.55 Tenancy deposit

The Tenancy Deposit is **£200**. To streamline our accounting processes, we will deduct this amount off your Term 3 Accommodation Fee invoice. However, the return of the Tenancy Deposit in this way will not release you from being liable for payment of any outstanding balance on your account (rent and/or charges) or for any costs arising from damage to your study room, that will be inspected upon your departure. A list of damage charges, are given at Appendix 1.

4.56 Towel rail

Each en-suite and/or shower room has a heated towel rail which is switched on from the labeled low level switch in your study room or immediately outside the study room in the communal corridor. To help save energy please ensure you switch it off after use.

4.57 Wheelchair lift

There is an accessible platform lift in the entrance lobby for use by wheelchair users only who may need assistance from the entrance lobby to the ground floor lift. The platform is able to accommodate a maximum weight of 300kg.

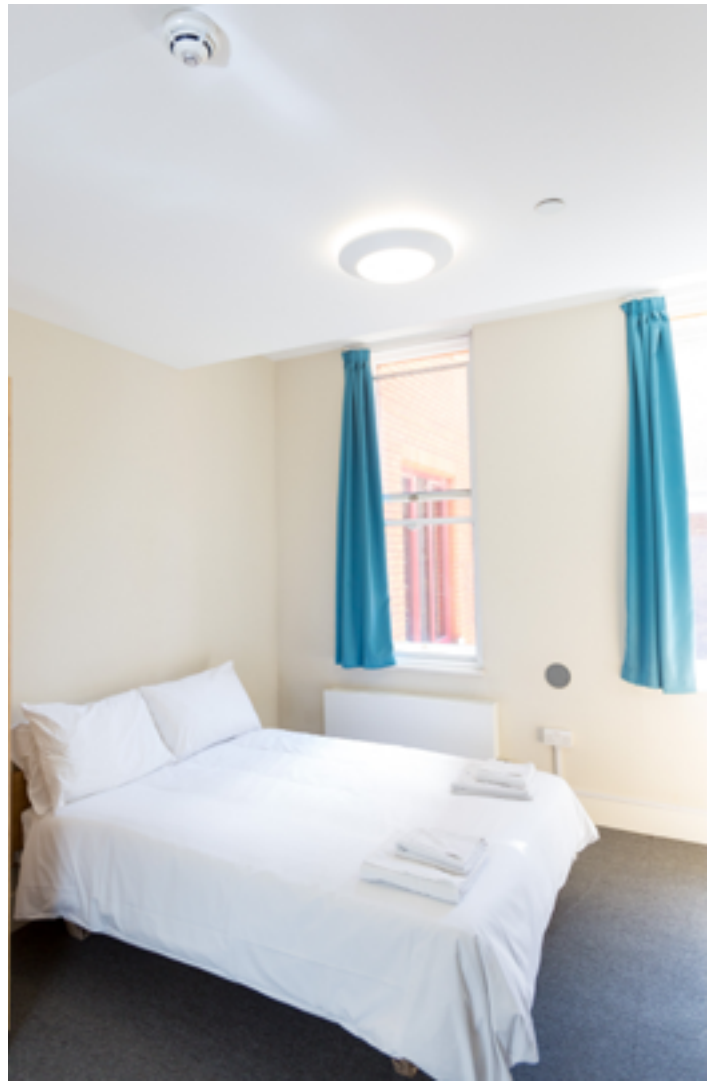
Level access to study rooms from the lift is provided on floors, two, three and fourth. Rooms on the first floor are not level access from lift.

Main entrance doors leading into Duchy House

- Entrance into Duchy House is via Lancaster Place which has a small threshold but otherwise provides step free access from the street directly into the premises.
- There is a double leaf set of doors, the left hand door is held closed with the right hand door opening inwards (push).
- The door is heavy.
- The opening width of the doorway is c800mm wide.
- Upon entry, there is an accessible platform providing access to a half landing from where level access to a lift is available. The platform is able to accommodate a maximum weight of 330kg.

4.58 Window locks

Restrictors are fitted to all sash windows to limit their opening for safety reasons and these must not be removed. The bottom sash of windows in rear facing study rooms are covered with an opaque film. This has been fitted to protect your privacy from the neighbouring properties. We recommend for the purposes your wellbeing and when you have guests in your study room, that you ensure the window is partially opened to facilitate ventilation.



Appendix 1

Duchy House charges 2022/23

Administrative Charges* As per First Schedule of License Agreement	
Administration fee for Termination of License Agreement	£50
Declined payment	£25
Change of study room	£50
Termination of License Agreement	One weeks' rent
Evidence of Smoking in Study Room	£100
Keys*	
Loss of ID Access Card	£10.00
Loss of study room or bathroom key	£10.00
Study room items*	
Mattress - single	£80.00
Mattress - double	£120.00
Desk Lamp	£11.00
Mini-Fridge	£150.00
Curtains	£100.00
Chair	£85.00
Bedside unit (fixed centre shelf)	£50.00
Desk	£127.00
Wardrobe with mirror	£205.00
Under bed Storage Box	£50.00
Headboard	£19.00
Shower room*	
Shower unit head / hose / rail)	£10.00
Kitchen*	
Microwave	£50.00
Kettle	£25.00
Cleaning**	
Packing /removal of rubbish from study room	£50.00
Study room deep clean	£65.00
Redecoration of study room as a result of damage to walls	£600.00
Replacement of carpet to study room as a result of damage	£450.00

*Please note the above list is not exhaustive and is an outline of the costs that may be encountered. We reserve the right to charge for any for damage or cleaning not mentioned on this list that is not a result of normal wear and tear as per your License Agreement.

**Dependent upon firm quote for works needed, costs stated are estimates.

Appendix 2 COVID-19

Whilst we hope the main impacts of the COVID pandemic have passed, you may if there were to be an outbreak of COVID in the hall be required to 'socially distance' during your stay at Duchy House, The Courtauld has added additional terms to the 2022/23 Licence Agreement, see "Addendum 2 COVID", the key points of which are reconfirmed below.

As a resident of Duchy House you must:

1. Keep The Courtauld informed via e-mail at advice@courtauld.ac.uk of any changes to your personal mobile number, personal e-mail address, emergency contacts and or next of kin details including confirmation of which medical practice you are registered with.
2. Register with a Doctor at the Gower Street Practice or similar medical practice.
3. Follow UK Government's guidance on social distancing and other appropriate COVID safe measures if reintroduced.
4. Adhere to UK Government guidance on self-isolation should you display symptoms of COVID.
5. Comply with the UK Government's requirement to self-isolate in your room, if mandated.
6. Immediately self-isolate in your room and inform the Accommodation Manager via e-mail at covid@courtauld.ac.uk and advice@courtauld.ac.uk if you display symptoms and or test positive for COVID.
7. Respect the safety of The Courtauld's staff and other residents living in The Accommodation by making every reasonable effort to minimise the risk of the spread of COVID or other similar virus.
8. Abide by the obligations or procedures relating to preventing the spread of COVID which are set out in this Accommodation Handbook (including any additional information that you may be provided with during your period of occupancy).
9. Follow any special procedures relating to living in Duchy House which you are notified about, including instructions provided on posters displayed around Duchy House and or which are communicated to you via e-mail or verbally.
10. Follow any reasonable instructions given by a member of The Courtauld's staff relating to how to practice social distancing or self-isolation or any other preventative or safety measures whilst living in Duchy House.
11. If asked complete Lateral Flow Device testing.
12. Report to positive test results to covid@courtauld.ac.uk.

What you can expect from The Courtauld:

1. The Courtauld will continue to regularly assess the risk of the spread of COVID in Duchy House keeping its Risk Assessment documentation up to date.
2. The Courtauld will make reasonable efforts via its contracted cleaning services provider to frequently clean and/or disinfect the common areas of Duchy House such as stair bannisters, door handles, shared shower rooms, kitchens etc. To achieve this, The Courtauld will via its outsourced cleaning service provider, provide into Duchy House, a cleaning operative between the hours of 10:00 and 18:00 Monday to Sunday inclusive excluding Public Bank Holidays. This provision will be kept under review as part of the continuing assessment noted under point one above.
3. The Courtauld will use its reasonable endeavours to ensure that our staff and residents who live in Duchy House abide by the social distancing advice and practices where applicable.
4. The Courtauld will provide a COVID-19 Self-Test (Rapid Antigen Test) testing kit into your room prior to your arrival. In the event of a COVID outbreak and the need to implement a period of testing, The Courtauld will source and thus, pay for testing kits
5. In the event of you reporting a need to self-isolate, The Courtauld's Accommodation Manager will make contact with you within twenty-four hours and a support package will be put in place and they will keep in regular contact with you during your period of self-isolation.
6. In the event you do have to isolate as result of a positive test, you will receive (subject to providing evidence of the positive test result) a payment of £15 per day of isolation (maximum payment £150) to support you with arranging meal deliveries.

Whilst The Courtauld could outline information about social distancing and changes to everyday life, we recognise this information could become outdated. We therefore encourage you as a resident of Duchy House to periodically keep up-to-date by checking official NHS sites such as:

Self-isolation and treating coronavirus symptoms
Testing and Tracing for coronavirus

As the time of this handbook going to print (March 2022) we understand there are quarantine restriction required of international travelers on their arrival into the UK. Should this position change prior to September 2022, the Accommodation Manager will liaise with international students to review and support your arrival into Duchy House.

Where early arrivals need to be facilitated, no Accommodation Fees will be charged for those arriving early.

The Accommodation Manager will liaise with you following the return of your signed Licence Agreement and Tenancy Deposit payment to agree your arrival date and time. The check-in timeslots will be between 10:00 and 13:00 and 14:00 to 17:00 Monday to Friday, though weekend check-ins will be accommodated for international students where it is not practical for travel to be undertaken Monday to Friday and or to accommodate international flights.

If a quarantine is applicable for international students, The Courtauld will:

1. Provide you with bedlinen comprising duvet, pillows, sheets, duvet cover. A clean supply of bedlinen will be provided after seven days. Clean supplies will be left outside of your study room. Please leave dirty linen in the plastic bag provided and place outside of your study room door for collection.
2. Provide you with a basic supply of food items for your quarantine period to enable you to cook meals.
3. The Accommodation Manager will make contact with you throughout the quarantine period via e-mail or telephone to check on your wellbeing.

In addition to the information provided with reference to COVID at Points 3.5, 4.7, 4.8, 4.10, 4.18 and 4.28 of this Accommodation Handbook, the additional information below outlines how The Courtauld anticipates assisting and supporting you whilst living in Duchy House, should you become unwell with Coronavirus and or need to self-isolate. These arrangements will be kept under review but of course may be subject to change at short-notice.

1. The Accommodation Manager will ensure you have a
 - a. Sufficient supply of bottled water to keep yourself hydrated;
 - b. Sufficient essential food items – enabling others to prepare simple meals for you;
 - c. Sufficient supply of clean bed-line;
2. The Accommodation Manager will
 - a. Check-in with you daily Monday to Friday via a phone call;
 - b. Will arrange for you to receive (subject to providing evidence of the positive test result) a payment of £15 per day of isolation (maximum payment £150) to support you with arranging meal deliveries.

If you are assigned a study room with a shared shower room, and the person you share with is required to self-isolate, we will temporarily ask you to make use of an alternative shower room, to ensure that you are not using the same facilities as the person isolating.

In the event that two or more residents on the same floor become unwell at the same time with Coronavirus confirmed, it may be necessary to quarantine all residents on that floor. If this situation occurred, we will take advice from Westminster City Council's Public Health team to understand what measures would need to be implemented to ensure the wellbeing and safety of other residents. This may require you to participate in testing.

**Duchy House
133 Strand
London
WC2R 1HG**