

The Courtauld

Duchy House A-Z guide



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We look forward to welcoming you to Duchy House.

We trust this guide is helpful.

If we have missed something or you have further questions about Duchy House, let us know via duchy.helpdesk@courtauld.ac.uk

During your tenancy period at Duchy House, your day-to-day point contact will be our **Accommodation Officer**.

You may raise any concerns you have with regards to living in Duchy House or if you need to discuss or need advice on wellbeing matters, the Accommodation Officer will be available to assist you and or to put you in contact with the most appropriate colleague in our Wellbeing Team, Student Academic Services or Finance teams.

To contact the Accommodation Officer
E-mail: duchy.helpdesk@courtauld.ac.uk



1 Duchy House key contacts

Accommodation Officer
Email: duchy.helpdesk@courtauld.ac.uk
Mobile: +44 (0) 7719 305771

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

Wellbeing Manager
Email: wellbeing@courtauld.ac.uk

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

Maintenance
Any defects in your room or the
common areas can be reported to
Email: duchy.helpdesk@courtauld.ac.uk

IT Support
Any issues with accessing Wi-Fi on your devices
can be reported to Email: ITSD@courtauld.ac.uk

Students' Union President
Email: students.union@courtauld.ac.uk

Contents Insurance
Provided via Endsleigh - if you need to make a claim
visit: endsleigh.co.uk/claim-centre

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 the Vernon Square campus, 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 students studying at The Courtauld.

The accommodation comprises 63 study rooms located across four floors. Each floor has a small communal kitchen, and these are equipped with induction hobs, microwaves, toasters 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 rooms have their own en-suite facilities comprising of a shower, hand-basin and toilet; four study rooms have external dedicated shower rooms, and the remaining twenty study rooms share a shower room (one per two 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 small double bed, bedside cabinet, desk with lamp and chair, wardrobe with mirror, bookshelf, notice board and mini-fridge.

Free Wi-Fi access is available throughout the building. Wi-Fi is available via the eduroam network.

The main entrance is on the ground floor and accessed by your allocated ID/ Access card. There is also an intercom in each study room. Once inside the entrance lobby, a central stair 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 to the front door when you are expecting a visitor or a delivery.

CCTV covers the main entrance door externally, the internal entrance lobby and central staircase and is monitored 24/7 via The Courtauld's security control room located within the North Block of Somerset House which is staffed 24/7. No CCTV cameras are in any other communal spaces of the premises.

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 from London St. Pancras stations.

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:

- The nearest Bus stops are located on Aldwych just a two-minute walk from Duchy House and these service many route numbers out to the suburbs.

River Bus:

- 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 (July 2024) **£5.80 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).
- Note Surrey Street is within the London Congestion Charging Zone which currently operates from 07:00 to 18:00 hours Monday to Friday inclusive and 12:00 to 18:00 Saturday and Sunday and Bank Holidays. The daily charge (July 2024) is £15 if you pay in advance or on the same day, or £17.50 by midnight of the third day after travel. 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 where you can pick up a coffee and other light refreshments. There are also a number of food outlets to be found in Somerset House, such as E10 Café (South Block), Pennethorne's (New Wing), 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, catering for breakfast, lunch and everything in between, open Monday to Friday 08:30 to 17:30. This area can be used as a study space outside of the lunch period.

A Coffee Bar is provided at The Courtauld's Vernon Square campus.

There are several local food shops and supermarkets close by. Some of the main chains are:

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);

A number of cafés, fast food outlets and restaurants are also located along the Strand, Southbank, and in Covent Garden.

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>

3.4 Gym

As registered student of The Courtauld you can access King's Sport & Wellness Strand Gym - 57 Aldwych, London WC2B 4PA - [website link](#)

There are also several chains that operate nearby including:

- Fitness First - 6 Bedford Street, Covent Garden, London WC2E 9HD - [website link](#)
- Virgin Action - Shell-Mex House, 80 The Strand, London WC2R 0DT - [website link](#)

3.5 Local Healthcare

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 accessing vaccinations. It is recommended that you register with the Gower Street Practice - 20 Gower Street - London - WC1E 6DP - Telephone 020 7467 6800 - Website 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 that you keep The Courtauld informed of which medical practice you are registered with via your student record in SITS.

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](#)

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

The main reception at the Vernon Square campus issue new and replacement student ID/Access cards.

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 can 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 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, vaping, 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 any type of personal hygiene products down the toilets. Please use dispose of these items via the normal waste stream, 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 are advised 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 of particular importance in regards helping to prevent the spread of virus i.e. Coronavirus or any other epidemic or pandemic disease.

4.5 Bicycles

We do not allow bicycles including e-bikes or e-scooters 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 Officer for further details). Any bicycles, e-bikes or e-scooters 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 street with car parking spaces (five) is [Surrey Street](#) (WC2R 2NS), a five-minute walk away. Parking in Surrey Street costs (July 2024) £5.80 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).

Note Surrey Street is within the London Congestion Charging Zone which currently operates from 07:00 to 18:00 hours Monday to Friday inclusive and 12:00 to 18:00 Saturday and Sunday and Bank Holidays. The daily charge (July 2024) is £15 if you pay in advance or on the same day, or £17.50 by midnight of the third day after travel. 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 nearby in Trafalgar Square.

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](#).

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 (unless there is a signed agreement in place to extend the tenancy period).

Due to the premises location and to ensure limited congestion for residents moving in, the Accommodation Officer will liaise with you to agree a date and time for you to check-in.

Moving in weekend is 14/15 September 2024, and to manage arrivals we request that you select a preferred arrival date and time slot, see options below.

- Saturday 14 September 2024 – 10:00 to 14:00; or 14:00 to 18:00
- Sunday 15 September 2025 – 10:00 to 14:00; or 14:00 to 18:00

We are aware if you are an international student you may need to arrive earlier for the purposes of obtaining and completing relevant documentation to study in the UK and thus, we can accept some early international arrivals from w/c 9 September 2024 by prior agreement.

Please note that whilst we can accommodate some early check-ins from w/c 9 September 2024, we are carrying out some essential maintenance works in the premises and thus, up to 13 September 2024, there may be disruptions to hot water services.

4.9 Cleaning

Cleaning is normally scheduled between 10.00 and 16.00 Monday to Saturday (excluding Sunday's and Bank Holidays). Our contracted cleaning staff will clean all communal areas including the main staircase, landings, study room corridors, common rooms and the those shower rooms which are shared. 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.

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 pandemic outbreak 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 their own study rooms and ensuite and for ensuring the communal areas, kitchen and common rooms are maintained in a clean and tidy state. Vacuum cleaners are provided (one per floor) for students to use in their study rooms. Room inspections will take place (with prior notice) once a semester to ensure rooms are being maintained to an acceptable standard. We can by agreement to payment of additional charge arrange for ensuite rooms to be cleaned weekly or monthly by agreement. If you are interested in this service, please e-mail duchy.helpdesk@courtauld.ac.uk

You should regularly empty your study room and en-suite rubbish (in bags) and place it 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.

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 for the disposal of bulky items (refer to Appendix 1).

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

Do not leave rubbish in corridors (these are protected fire escape routes) or communal areas i.e. the common rooms.

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 Counselling and Wellbeing Service

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 Wellbing@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](http://www.samaritans.org) on 08457 90 90 90, call [Nightline](http://www.nightline.org.uk), or visit your nearest [A&E](#).

4.11 Coronavirus – (Covid-19) or Similar Pandemic Disease

Whilst the impact of the COVID pandemic has passed, you may if there were to be an outbreak of COVID or similar pandemic disease in Duchy House be required to 'socially distance' from others during the Licence Period. The Courtauld has added some additional terms to the 2024/25 Licence Agreement, "Addendum 2 COVID-19 or similar pandemic disease" to 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 or a similar pandemic disease and are required to self-isolate.

We acknowledge you may have concerns were a lockdown to occur and the financial implications of having signed 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.

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](http://www.samaritans.org) on 08457 90 90 90, call [Nightline](http://www.nightline.org.uk), or visit your nearest [A&E](#).

4.12 Council tax

Whilst living in Duchy House as full-time registered student at The Courtauld, you will be exempt from paying Council Tax. If you terminate your Licence Agreement and move to alternative accommodation exemption from paying Council Tax may not apply.

4.13 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.

4.14 Electoral Register

The Courtauld may be asked by local or national organizations 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.

4.15 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.

4.16 Fire Safety

Fire: In the event of the Fire Alarm sounding, you must leave the premises and meet at the Assembly Point: **Outside Crown Café (pedestrian area)**. 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 Officer. At least one such drill will take place each semester.

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 right of the exit outside Crown Cafe (pedestrian area) 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](#).

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 not use 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.

Please watch this [video](#) on Fire Safety in Halls of Residence

4.17 Fire 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 the 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 Officer 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.

4.18 Fridges and Freezers

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.

Undercounter fridges are also provided in the communal kitchens, including undercounter freezers in the second and third floors.

4.19 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 pandemic outbreak were to occur in the premises, Residents will not be permitted to have 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 the 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 Officer 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.

4.20 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.

We do not advocate the use of electric heaters in rooms, though in the event these are necessary due a fault with local heating, electric heaters will be supplied.

4.21 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

4.22 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 are supplied on each floor. If you have any housekeeping concerns, please contact duchy.helpdesk@courtauld.ac.uk.

For communal area cleaning including shared shower rooms please see cleaning above.

4.23 Inspections

Study room inspections will take place at least once a semester (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.

The Accommodation Officer 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.

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.

4.24 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.

4.25 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

4.26 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.

4.27 Kitchen and Cooking Equipment

Induction hobs, air fryer, microwaves, toaster and kettles are supplied in each kitchen.

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 - unikitout.com/collections/kitchen;
- My Student Essentials 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 electric hobs and other electrical appliances 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.

4.28 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.

4.29 Laundry Room

This is located on the lower ground floor of Duchy House and comprises of five domestic washing machines and five 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 machine 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.

4.30 Lift

The lift runs between the half landing at 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.

4.31 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 Officer 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.

4.32 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 - unikitout.com/collections/bedroom;
- My Student Essentials mystudentessentials.co.uk/product/luxury-student-bedroom-pack/

4.33 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. 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](#).

4.34 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 Officer 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, they will make their presence known to you on arrival should you be in. Maintenance staff will not work in rooms with doors closed, and on completion of maintenance, should you not be present, rooms will be left with doors closed and locked.

4.35 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.

4.36 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 Officer can liaise with you and arrange for you to complete a Personal Emergency Evacuation Plan (PEEP) 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.

4.37 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:

[videojug.com/film/how-to-stay-safe-on-a-night-out](https://www.videojug.com/film/how-to-stay-safe-on-a-night-out)

4.38 Pest Control

The Courtauld has arranged for monthly inspections of Duchy House to be completed to monitor for pest activity. 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.

4.39 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.

4.40 Portable Electrical Appliances

All electrical appliances brought into Duchy House must be capable of passing a Portable Appliance Test (PAT). If during study room inspections a device is deemed to fail 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.

4.41 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).

If you need to set up a UK Banking Account or to set up registrations for anything else do not use the delivery address stated above for personal Bank Accounts etc., instead please state the following as your term time address:

Your name
Duchy House - Room *Your Room Number*
133 Strand (2-4 Lancaster Place)
London
WC2R 1HG
United Kingdom

4.42 Pre-payment

A Pre-Payment Fee of **£450** is payable on return of your signed Licence Agreement to secure your room. This pre-payment will be offset against the first Accommodation Fee instalment due on or before 25 October 2024. Further details about the Pre-payment are outlined in your Licence Agreement.

4.43 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.

4.44 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).

4.45 Rubbish

Please ensure your bedroom bin and bathroom bin 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.

4.46 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 want to verify a persons identity ask to see their ID/Access cards. For your information, students are issued with yellow branded Courtauld lanyards, staff green, and visitors/contractors purple.

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

4.47 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. We can arrange cleaning of these on a weekly or monthly basis subject to acceptance of an additional charge.

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.

4.48 Smoking And Vaping

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.

4.49 Sprinkler System

Sprinkler system heads are located in the ceilings of some study rooms. This must not be tampered with or covered over. The sprinkler head may activate in the event of a fire.

4.50 Student And Academic Services

Student and Academic Services operate the Advice Desk located on the Second Floor at the Vernon Square campus. 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

4.51 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.

4.52 Summer 2025 (June 2025 To Mid-September 2025)

You have been issued with a License Agreement that confirms a 38 week tenancy ending on 31 May 2025. If you would like to extend your stay into or for the whole of the summer period i.e. from June through to mid-September 2025, this option is available subject to signing a separate agreement. Where extensions are agreed to these will normally be charged at the same day-rate as per your License Agreement except for those occupying double rooms where there will be an uplift in your day-rate unless you agree to move to a single occupancy room. Where extensions are confirmed, payment will be required in full unless a re-payment schedule has been agreed by 30 May 2025.

Note: Graduation Day for 2024/25 is 23 July 2025.

4.53 Television Licence

Duchy House does not have a communal Television Licence. 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 tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1

4.55 Towel Rail And Timer Switches

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. The switches operate on a timer and you can set the towel rail to be on between 1 and a maximum of 5 hours at a time. Operate press the switch to the desired setting. We have installed these timers to help with conserving energy usage and thus, our carbon footprint.

4.56 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](http://www.samaritans.org) on 08457 90 90 90

Call [Nightline](http://www.nightline.org.uk)

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](#).

4.57 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.

Appendix 1 - Duchy House Charges 2021/22

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.

Note: We planning to our some remedial works to and redecoration of the windows externally in the summer of 2025, and thus, anticipate from April 2025, to have scaffolding erected to the front façade of the building to facilitate these works commencing from June 2025.

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	£20.00
Study room items*	
Mattress - single	£150.00
Mattress - double	£185.00
Desk Lamp	£15.00
Mini-Fridge	£150.00
Curtains	£100.00
Chair	£85.00
Bedside unit (fixed centre shelf)	£115.00
Desk	£195.00
Wardrobe with mirror	£300.00
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	£900.00
Replacement of carpet to study room as a result of damage	£500.00

* 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

Whilst we hope the main impacts of the COVID pandemic have passed, you may if there were to be an outbreak of COVID or similar pandemic virus in Duchy House be required to 'socially distance' during your stay at Duchy House, The Courtauld has added additional terms to the 2024/25 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 your student record in SITS 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 safe measures if reintroduced.
4. Adhere to UK Government guidance on self-isolation these be imposed.
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 Officer via e-mail at duchy.helpdesk@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 minimize the risk of the spread of any pandemic virus.
8. Abide by the obligations or procedures relating to preventing the spread of any pandemic virus 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 testing and evidence if asked.
12. Report positive test results to duchy.helpdesk@courtauld.ac.uk.

What you can expect from The Courtauld:

1. The Courtauld will continue to regularly assess the risk of the spread of any pandemic viruses 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 Saturday inclusive excluding Sundays' and Public Bank Holidays. This provision will be kept under review as part of the continuing assessment noted under point one above.
3. Should they be introduced, 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. In the event of a COVID or similar pandemic viral outbreak occurring in Duchy House and the need to implement a period of testing either voluntary or if instructed by a public health body, 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 Officer or member of the Wellbeing Team 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.

**Duchy House
133 Strand
London
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