

# COURTAULD



## Duchy House Handbook and A-Z Guide

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## We look forward to welcoming you to Duchy House.

During your tenancy period at Duchy House, your contact (Monday to Friday 09:30 - 17:30) is your Accommodation Manager. The Accommodation Manager is available in person and/or by email should you wish to raise any concerns or issues you may have while living at Duchy House. If you need to discuss or need advice on wellbeing matters, they will also 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 team.

Accommodation Manager

Email: [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

Tel: +44 (0)7719 305786

## Key Contacts

Accommodation Manager

Email: [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

Tel: +44 (0)7719 305786

Security Team

E-Mail: [security@courtauld.ac.uk](mailto:security@courtauld.ac.uk)

Tel: +44 (0)20 3947 7757 / 020 7836 7305

Wellbeing Manager

Email: [wellbeing@courtauld.ac.uk](mailto:wellbeing@courtauld.ac.uk)

Counselling Support

E-Mail: [counselling@courtauld.ac.uk](mailto:counselling@courtauld.ac.uk) or [wellbeing@courtauld.ac.uk](mailto:wellbeing@courtauld.ac.uk)

Reporting Maintenance issues within either your room or the shared facilities E-Mail: [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

IT Support (Monday to Friday, 09:00 to 17:00) E-Mail:

[ITSD@courtauld.ac.uk](mailto:ITSD@courtauld.ac.uk)

Students' Union President

E-Mail: [students.union@courtauld.ac.uk](mailto:students.union@courtauld.ac.uk)

# 1. Introduction

A two-minute walk from Somerset House and a 25-30 minutes' walk from Vernon Square, Duchy House sits at the junction of The Strand and Waterloo Bridge, just minutes from the vibrant and bustling Covent Garden. Excellent travel links make our premises an ideal Central London accommodation, with five Underground stations within walking distance and several bus routes operating nearby.

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

The premises offers 63 bedrooms located across four floors. Each floor has a small communal kitchen, equipped with electric induction hobs, microwaves, kettles, toasters, fridge and freezer. Cupboard space is limited and because of varying cupboard sizes, there may not necessarily be sufficient space for each resident to be assigned their own cupboard, so residents share the facilities fairly and as they deem appropriate.

50 bedrooms have their own en-suite (41 within the room and 9 located outside). Ensuites comprise of a shower, hand-basin, and toilet. The remaining 13 bedrooms share a shower room (1 per 2 bedrooms).

Laundry facilities are available on-site and are operated by an external service provider WashCo. The laundry room is located on the ground floor adjacent to the lift. The current charge per wash cycle is £2.50 and per dry cycle is £1.50. The service can only be paid for using a phone application or credit/debit card. Charges are set by the service provider and may be subject to change on an annual basis.

Each bedroom is furnished with a single or double bed, bedside cabinet, desk and chair, wardrobe with mirror, bookshelf, noticeboard, mini-fridge and desk lamp and desk fan.

Eduroam Wi-Fi access is available throughout the building, you can connect to the network using your Courtauld Credentials.

The main entrance is on the ground floor and accessed by your allocated ID/Access card. Once inside the entrance lobby, the central staircase or lift takes residents up to the floors. Each floor divides into two “wings”, with card access to each corridor.

CCTV covers the main entrance external doors, the internal entrance lobby, and central staircase. The CCTV is monitored 24/7 via our on-site security control room located in Somerset House.

## 2. Local Information

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

### 2.1. TRAVEL

Duchy House is situated within Zone 1 of the Underground network; an area referred to as the Museum Mile, given its population of Museums and Art Galleries, most notably those around Trafalgar Square. Subsequently, several Underground stations are close-by to the premises, providing easy access to central London and its suburbs. Duchy House is also located less than half an hour from five mainline stations, with services running to other cities within the UK, as well as central Europe via Paris and Brussels. Various London airports can also be easily reached via the mainline stations.

There are various mobile apps which can help students new to the area navigate

their surroundings, such as Google Maps, Citymapper, and the TFL app.

#### 2.1.1. Trains

The nearest national rail 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 20 minutes away by taxi, bus, or tube.

#### 2.1.2. Underground

The nearest Underground station is Temple station (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, serviced by Piccadilly line); Charing Cross (0.6 miles, serviced by Bakerloo and Northern lines); and Embankment (0.4 miles, serviced by Bakerloo, Circle, District, and Northern lines).

### **2.1.3. Bus**

Many of the bus routes to Duchy House have been affected by the pedestrianization of The Strand outside Somerset House. Therefore, we advise all our students to download the aforementioned apps for up-to-date travel information.

The River Bus Service can be taken to Embankment and Savoy piers.

### **2.1.4. Cars and Motorbikes**

There's no car parking at Duchy House, and very little on-street parking nearby. The nearest street with car parking spaces is [Surrey Street \(WC2R 2NS\)](#), which provides five parking spaces a five-minute walk away. Please note, Surrey Street is within the London Congestion Charging Zone which currently operates on seven days a week. Further details on how to pay this charge are available at this [link](#).

## **2.2. EATING**

### **2.2.1. Cafés**

There are several coffee shops (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 refreshment.

Somerset House also houses various food outlets, including 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. If you present your Courtauld ID/Access card, you can receive a discount at all these outlets.

### **2.2.2. University Facilities**

Courtauld students can also access King's College London's catering facilities at their Strand campus, including [Chapters](#). Located on Level 2 of the King's Building, just across the quad from our own Somerset House, Chapters offers a variety of delicious and sustainably sourced food, including sushi, cold-pressed juices, and a porridge station. Open Monday to Friday, 08:30 to 17:30, the space also doubles as a study area outside the lunchtime period.

At Vernon Square, students have access to an onsite branch of Frequency Coffee, providing food and drinks suitable for both breakfast and lunch.

### 2.2.3. Supermarkets

#### *Larger Supermarkets*

Sainsbury's – Located on Kingsway opposite Holborn Underground station (10-minute walk or 5-minute bus ride)

Tesco Metro – Located in Covent Garden, Bedford Street (10-minute walk)

M&S food hall - Southampton Street (4- minute walk), down The Strand and on the right-hand side

#### Mini Supermarkets

Tesco Express – The Strand (roughly 20 meters from Duchy House);

Sainsbury's Local – The Strand, heading west from Duchy House towards Trafalgar Square (7-minute walk)

## 2.3. SHOPPING

The Strand and Covent Garden are only a five minutes' walk away and boast a variety of high-end and Highstreet brands. Additionally, the shopping districts of Oxford Street, Regents Street, and Bond Street are all within a 20 – 25-minute walk or a short bus ride.

## 2.4. GYMS

There are several chains that operate nearby (The Gym Group, Fitness First, Gymbox, and Virgin Active) which often provide deals for students.

With a King's College London campus card, students at The Courtauld have access to King's Sports & Wellness gym facilities. Nearest to Duchy House is their Strand premises, located in Bush House.

## 2.5. LOCAL HEALTHCARE

All residents must register with a General Practitioner (GP), and you will be asked to complete this as part of your student registration process. Doing so will make accessing a healthcare professional easier should you fall ill during your residency, including help and support with vaccinations. It is recommended that you register with Gower Street Practice.

Gower Street Practice  
20 Gower Street  
London  
WC1E 6DP  
Telephone: 020 7467 6800  
Website: [www.gowerstreetpractice.org.uk/](http://www.gowerstreetpractice.org.uk/)

To register as a new student, please click [here](#) for the Registration Form and Patient Health Check Forms.

The nearest walk-in Health Centre is the Soho Walk-in Centre.

1 Frith Street London W1D 3HZ  
Telephone: 020 7534 6500  
Website: [Soho NHS Walk-in Centre - NHS](#)

The nearest Hospital providing emergency care is St. Thomas' Hospital. St Thomas' Hospital  
Westminster Bridge Road  
London  
SE1 7EH  
Website: [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)

You can also get medical help via [NHS 111 Online \(111.nhs.uk\)](http://NHS 111 Online (111.nhs.uk)). 111 online offers advice on:

- Where to get help for your symptoms, if you're unsure on how to treat yourself
- 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.

## 2.6. INFECTIOUS DISEASES

As a university student you are at an increased risk of contracting some viruses or diseases. It is important you read the below to know the symptoms and how to protect yourself. Although outbreaks at university are not so frequent, they do happen.

### 2.6.1. Meningitis

Meningococcal disease can progress rapidly, so it's essential that you are alert to the signs and symptoms of meningococcal meningitis and septicaemia which can include a fever, headache, rapid breathing, drowsiness, shivering, vomiting and cold hands and feet. Septicaemia can also cause a characteristic rash that does not fade when pressed against a glass. Students are particularly at risk of missing the early warning signs of meningitis because they can be easily confused with other illnesses such as a bad cold, flu or even a hangover. That's why it's vital that, if a friend goes to bed unwell, you check on them regularly and don't hesitate to seek medical help by contacting their GP or calling NHS 111 if they have these symptoms or you're concerned about them. This could save their life."

You can find out more about meningitis, including details about the meningitis vaccine on the [NHS website](#).

Measles is a very viral infection that starts with cold like symptoms accompanied by small white spots in the mouth and a rash which usually occurs a few days after the cold like symptoms. The rash starts on the face and behind the ears, then spreads throughout the body. Measles can lead to other serious problems if it spreads through the body. The best way to protect yourself is by having both doses of the MMRV or MMR vaccine. Please refer to the [NHS website](#) on measles for more information on symptoms, vaccine and how to protect yourself.

## 3. A-Z Information

### 3.1. ACCESS

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

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

Please always carry your ID/Access card whilst on Courtauld premises, and do not pass on your ID/Access card for friends or fellow students to use. If you lose your card, please contact security immediately via +44 (0)20 3947 7757 or / e-mail [security@courtauld.ac.uk](mailto:security@courtauld.ac.uk).

Doing so will help us prevent anyone else from gaining access to Duchy House.

If you lose your ID/Access Card, please speak to the Reception Staff at the Reception Desk of Vernon Square. They will be able to print you a new card, with your original photo. In the meantime, the Security Team at Somerset House can issue a Temporary Access Card, until the card with your photo is printed.

### 3.2. ACCESSIBILITY

#### 3.2.1. Duchy House Main Entrance

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, and the right-hand door is a push-door opening inwards.

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

Our lift (internal dimensions 1300mm x1000mm) serves the Ground Floor half landing, First, Second, Third, and Fourth floors. The lift controls do not have tactile markings. However, the lift has a mirror to aid reversing out of the doors, an audible announcer, and all controls are within reach of a wheelchair user. Lighting in the lift is also bright.

Access to rooms on the First floor is not step free from either the lift and or the 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 additional assistance should contact The Accommodation Manager for specific queries.

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.

## **3.3. 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 License as specified under Clause 5 of the License Agreement.

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

You are living in a community. It is important that all residents are aware of those living around them, and how their behaviour can impact others and their environment.

### **3.4. BATHROOM PRODUCTS DISPOSAL**

Please do not flush sanitary products down the toilet. The bins in the shower room should be used 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 assigned a shared communal shower room, you should not leave items in the shower cubicle unnecessarily. All items should be placed in the wall cabinets provided in the communal shower room or retained in your bedroom.

### **3.5. BICYCLES**

Bicycles, scooters, and battery-powered transport devices are not permitted to be stored in bedrooms or communal areas 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 of the premises. on Wellington Street.

The following websites provide information for cyclists in London:

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

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

### **3.6. CAR PARKING**

There's no car park at Duchy House, and very little on-street parking nearby. See ['Travel'](#) for more information.

### **3.7. 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, [here](#).

### **3.8. CHECK-IN / CHECK-OUT**

Students can check-in from midday on the date stated in the Licence Agreement. Check-out is by no later than midday on the date stated in the Licence Agreement.

Due to the location of Duchy House, and to ensure limited congestion for residents moving in, the Accommodation Manager will liaise with you to agree your arrival date and time slot. The check-in timeslots will be between 12:00 and 14:00, 14:00 and 16:00 and 16:00 - 18:00 on the September arrival weekend.

We are aware of the requirement and need to support earlier arrival dates for some UK and international students due to flight availability. We can accommodate some early arrivals by arrangement only in the days before your Licence commences. Please note that some maintenance work may still be underway to prepare the premises for full occupation ahead of the Licence start date.

### **3.9. CLEANING**

Our cleaning staff will clean all communal areas including the main staircase, landings, bedroom corridors, and common rooms. In addition, the cleaning team will sweep and mop the communal kitchens and empty the kitchen bins according to the service schedule displayed. Cleaning staff do not wash up student owned items, and we expect students to keep surfaces and sinks as

clear as possible to facilitate cleaning.

Residents are responsible for cleaning their own bedrooms 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 rooms.

Room inspections will take place (with prior notice) at least once a semester to ensure the rooms are being maintained to an acceptable standard. The communal areas will be inspected daily. For more details, please see '[Inspections](#)'.

You should regularly empty your room and en-suite rubbish (in bags) and place them in the bins provided in the Refuse Store. You should not use the kitchen bins to deposit rubbish from your bedroom. Please ensure your rubbish bag is tied securely, and no items are leaking. The bins are labeled. Please ensure you check that items can be deposited in these before throwing away rubbish.

General waste bins are for 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).

For 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](mailto:duchy.helpdesk@courtauld.ac.uk) to assist with removal. Please note, we may have to levy a charge (see Appendix 1).

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

Please respect our neighbours and the local environment by not throwing rubbish from windows or disposing of cigarette butts on the pavement outside of the property's entrance.

### **3.10. 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
- you're under 20 and your course leads to a qualification up to (but not above) A Level standard or equivalent - if 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.

### **3.11. DESKLAMPS**

Each bedroom is provided with two desk lamps and bulbs. If the bulb "fails" during your stay, please contact [Duchy.helpdesk@courtauld.ac.uk](mailto:Duchy.helpdesk@courtauld.ac.uk) for a replacement.

### **3.12. ELECTORAL REGISTER**

We may be asked by local or national institutions to provide details of persons living in Duchy House 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.

### **3.13. ELECTRICAL SAFETY**

Please ensure all electrical items brought into Duchy House are rated to be used at UK voltages safely (240V). Items that do not meet the requirements or pose hazards will be removed.

When using an appliance which draws a large current (i.e. hairdryer), please turn off other appliances first as this can help prevent circuit tripping in your bedroom. If your circuit does trip (you lose power to your sockets), please contact [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

### **3.13.1. Mains Adaptors**

When using a mains adaptor to plug-in in a device from abroad, please ensure that you purchase or use an adaptor with an inbuilt fuse. Some non-UK adaptors supplied without a fuse are often faulty. As a result, they can trip the power circuit in your bedroom. Therefore, only adaptors bought in the UK can be used.

Upon seeing an appliance that we deem may pose a risk of fire or electrical shock, we may unplug and remove the item and inform the Resident.

## **3.14. FIRE**

### **3.14.1. Fire**

In the event of the Fire Alarm sounding, you must leave the premises and meet at the Assembly Point: outside Leon and Crown Café, in the pedestrianized section of the Strand. Here, a Security Officer and/or Fire Officer will give further directions. If you detect a fire and the alarm sounder cannot be heard, you can activate the alarm by pressing one of the red call points during your exit from the building. The call points are located on the main staircase.

### **3.14.2. Alarm Testing**

This takes place every Monday, 09:30 – 10:00. The alarm will sound in two stages. First, the communal staircase, and then all areas including bedrooms. All will last 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.

### **3.14.3. Drills**

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

#### **3.14.4. Exits**

The main fire exit is down the main staircase and onto the street. Ensure you familiarise yourself with the escape route upon arrival at Duchy House. It is vital that this exit is not blocked, and the corridor and kitchen doors are not wedged open.

#### **3.14.5. Fire Doors**

All fire doors leading into each wing are alarmed. Wedging the door open will trigger the alarm, which will sound for approximately 20 seconds. Due to fire regulations, these doors cannot be kept open. Should the alarm sound, close the door and the alarm will stop.

#### **3.14.6. Fire Extinguishers**

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

#### **3.14.7. Safety**

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

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

Ensure all cooking is actively supervised and that the kitchen is sufficiently ventilated by turning the fan on and opening the windows. Please note, the kitchen doors are fire doors and must be kept closed except for entry and exit to the kitchen.

##### *Avoid candles and cigarettes*

No incense, candles, tea-lights, or naked flames of any description, including electronic devices such as e-cigarettes, are permitted to be used anywhere on the premises. If you would like to have candles in your room, we suggest battery powered candles only.

There is no smoking or vaping allowed anywhere in the building. Doing so is a breach of your Licence Agreement, and disciplinary action will be taken should you be found to be smoking or have smoked in the accommodation.

Further details about The Courtauld's Smoking Policy can be viewed via The Courtauld policies page, [here](#).

Under no circumstances should a Resident cover the integrated smoke detector on the ceiling of their bedroom.

### *Turn off electrical items*

Electrical fires can spread rapidly and can cause severe damage to wiring. You can help reduce this risk by turning off any electrical items that you will not be using, or which do not need to be left charging for a prolonged period.

Please regularly check your electrical cabling for damage, and ensure the plug is secured to the cable. If a wire is frayed, or not connected to the plug, please do not use the item.

### *Check safety equipment*

Please never overload electrical sockets or electrical adaptors.

Take caution with extension leads, adaptors, and high-powered items like kettles, heaters, hair dryers, and irons to ensure that they do not exceed the maximum current rating stated.

Where you are using equipment from abroad with a non-standard UK plug, please only use UK plug adaptors.

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

No e-bikes or e-scooters are permitted to be kept in bedrooms or within communal areas of the premises. They are deemed a fire hazard due to risks arising from malfunctioning lithium-ion batteries.

All fire alarm activations at Duchy House are linked to a 24-hour Alarm Receiving Centre. If activated, the London Fire Brigade will attend the accommodation automatically.

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

### **3.15. FIRST AID**

There are First Aid kits located in the landings by the lifts on each floor. 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 111 to speak to an NHS staff member.

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

In the event you need to attend and remain in hospital, please arrange to inform the Accommodation Manager via [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk). Doing so will make us aware of your whereabouts, ensure that your next of kin have been informed.

### **3.16. FRIDGES**

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

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.

### **3.17. GUESTS**

Unless otherwise advised, you can have one overnight guest to stay with you at Duchy House at any one time, for a maximum of five nights. Should you wish to have an overnight guest, we politely ask that you inform us via e-mail on [duchy.helpdesk@courtauld.ac.uk](mailto: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

We ask you to notify us for the purposes of health and fire safety. In the event of an incident, we will be able to accurately advise the emergency services on who is present on the premises.

Overnight guests must stay in your bedroom and not in the communal areas. Please be reminded of dual-occupancy regulations as stated in section 2.3 of your Licence Agreement.

All onsite guests, whether staying overnight or visiting during the day, are the responsibility of the host (Duchy House Resident). Therefore, the resident should be onsite while the guest is in Duchy House.

### **3.18. HEATING AND RADIATORS**

Duchy House has a centralised heating system that comes on three times a day.

Each bedroom has a radiator with an adjustable thermostatic valve. Your radiator will deliver heat when the central heating is on.

Each bathroom is fitted with heated towel rail, you can activate it by switching on the control panel and selecting the desired time in hours (1-5).

The heating is normally switched on at the end of October through to the beginning of April, although this is weather dependent.

### **3.19. 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](mailto:duchy.helpdesk@courtauld.ac.uk)

### **3.20. HOUSEKEEPING**

Please ensure you always keep your bedroom clean and tidy, by regularly removing rubbish. Do not leave food items uncovered or stored incorrectly anywhere in the building, as this could attract pests, such as mice. Food not being consumed or out of date should be disposed of in the bins provided.

Vacuum cleaners, mops, and buckets are supplied in the kitchens on each floor. If you have any housekeeping concerns, please contact

### **3.21. INSPECTIONS**

Bedroom inspections will take place at least once a semester. We conduct these checks to ensure everything in your bedroom is working normally and to catch maintenance issues before they become major problems. If you have any maintenance issues at any point, please contact [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

The Accommodation Manager will always give advance notice of inspections by e-mail.

After your 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 or defect that is deemed to be caused by the resident may be liable to the damage charges listed in Appendix 1.

### **3.22. INSURANCE**

Personal items inside your bedroom are insured against fire, flood, theft, and accidental damage by our content insurers. However, it's recommended you review The Courtauld's insurance policies to understand what is protected. Certain possessions, such as some high-value items, may not be covered by the standard policy. If you have items that are not covered, it is your responsibility to purchase additional insurance to protect them inside and outside your bedroom.

Endsleigh, our contents insurers, also cover bikes and instruments. Therefore, investigating their policies will help determine what additional coverage they can offer for these items.

If any damage or loss occurs to your possessions, the Accommodation manager can assist you in submitting a claim. However, due to Data Protection, The Courtauld will no longer be party to your claim once it is submitted. The claim will be personal to you, and consequently all correspondence and agreements on the settlements will be between you and the insurer.

If your possessions are lost, to ensure they are returned to you, we recommend registering them with Immobilise. As the UK's national property register, they help the police identify the owners of recovered items. For more information, please see <http://www.immobilise.com/>

### **3.23. INTERNET/Wi-Fi**

Wi-Fi access is available throughout the building, our provider is Eduroam. Students can access the network using their Courtauld login details. Anyone that doesn't have their log in details upon arrival can use Courtauld Visitors network by making a free account.

### **3.23.1. 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), request an ethernet cable or USB adapter from IT Support.

For long term interruptions (36 hours or more) IT will 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.

## **3.24. KITCHENS**

### **3.24.1. Utensils**

Electric hobs, microwaves, air fryers, toasters, kettles, pots and pans are supplied within kitchens. However, residents must supply their own cutlery and utensils. All our hobs are induction, so if you are purchasing additional crockery, please check that it is compatible before purchase.

Please respect other by ensuring that the pots and pans are cleaned after each use. Any faults or damages with the pots and pans supplied by us should be reported to should be reported to [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

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

#### A Few Tips:

Ensure electric hobs are switched off after use.

Ensure open food and other perishables are stored in sealed containers.

Do not pour fat, insoluble liquids, or food items down the sinks.

The kitchens are small, and all spaces such as the surfaces, cupboards, fridges, and freezers must be shared fairly. We ask that after using the kitchen facilities, the kitchen sinks and surfaces are cleared and ready for the next user.

### 3.25. KEYS

You will have been issued with a key and ID/Access card to access the building and your bedroom upon arrival. You may also have been issued with a key to your shared shower room. If you lose your key/s, please report the loss at [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

If you need urgent assistance, a member of the Security Team can help you gain access to your study room. Please call them on 020 3947 7757.

Just as with ID/Access Cards, there may be a charge levied for key replacement (See charges in Appendix 1).

The bedroom door handles are configured so that the inside handle opens the lock in case of an emergency. If you lock your bedroom using the snib from the inside, pushing the door handle down will disengage the lock.

### **3.26. LAUNDRY ROOM**

The laundry room is located on the ground floor, to the left of the lift. It is equipped with commercial washers and dryers operated by a third-party service provider, WashCo.

The current charge is £2.50 per wash cycle and £1.50 per dry cycle. As the service is operated by an external service provider, prices may be subject to change on an annual basis. Cash is not accepted at this time.

If any issues arise with the machines, including malfunctions during a cycle, please report them to [Duchy.Helpdesk@courtauld.ac.uk](mailto:Duchy.Helpdesk@courtauld.ac.uk). Please do not attempt to force machine doors open to retrieve items, as this may cause further damage and may result in liability for repair costs.

### **3.27. LIFT**

The lift runs between the Ground and Fourth Floor. It has a maximum load of 630Kg, and a maximum capacity of 8 people. To prevent operational errors, please do not overload the lift.

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

### **3.28. LIGHTING**

Apart from the common rooms, the lighting in all communal areas, en-suites, and shared bathrooms is triggered by automatic sensors which detect movement.

To help us save energy, please switch your bedroom lighting off when the room is not occupied.

We periodically test the emergency lighting system, and the Accommodation Manager will notify you when testing is carried out. Test periods can last up to three hours, during which all normal lighting is dimmed, and only the emergency lights remain on.

### 3.29. LINEN

Duvet and pillows will be provided for you. Alternatively, you can order bed-packs to be delivered and placed in your on arrival. there are various suppliers able to offer this service including

UniKitOut - <https://www.unikitout.com/collections/bedroom;>

My Student Essentials - <https://studentessentials.co/collections/student-bedroom-starter-kit-uni-bedding-essentials-uk/products/uni-luxury-student-bedding-pack>

### 3.30. LONDON NIGHTLINE

London Nightline is an independent registered charity supporting students in London throughout their university experience, however that may look for them.

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 18:00 – 08:00 during term time, Nightline is accessible when normal counselling and welfare services are often unavailable.

If you want to talk to a London Nightline volunteer you can [call \(+44\) 0207 631 0101](tel:+442076310101), Text 07717 989 900 or e-mail: [listening@nightline.org.uk](mailto:listening@nightline.org.uk). Further details about London Nightline can be found [here](#).

### 3.31. MAINTENANCE

Throughout the year we will conduct planned maintenance on services and appliances. In some cases, we may require access to your bedroom to perform this work. Where access to rooms is required, we will arrange access between 10:00 and 18:00, Monday to Friday.

In every case, the Accommodation Manager will aim to give you at least 7 working days notice 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](mailto:duchy.helpdesk@courtauld.ac.uk)

### **3.32. NOISE**

At Duchy House, we want to foster a community where every resident upholds respect for one another and remains mindful of the impact their actions may have on others. Therefore, please ensure that there is no disruptive noise or loud music, particularly between the hours of 23:00 – 08:00, Monday to Sunday.

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

### **3.33. NO-SMOKING POLICY**

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

### **3.34. PERSONAL EMERGENCY EVACUATION PLAN (PEEP)**

If you have a mobility disability, are hard of hearing, or have any other condition that may affect your ability to hear or evacuate safely during a fire alarm, please ensure this is declared on the application form. Accommodation Manager will schedule a meeting with you to help you complete a Personal Emergency Evacuation Plan (PEEP) so that we can provide appropriate support and ensure your safety whilst living in Duchy House.

Should you experience any accidents while living at Duchy causing any impairment, this can include any temporary impairments please let us know so that we can make relevant adjustments so that you can evacuate safely.

### **3.35. PERSONAL SAFETY**

While London is a generally safe city, it is important to stay vigilant as pickpockets and opportunist criminals can be found in any urban area. We advise all Duchy House residents to avoid displaying valuable valuables when entering or exiting the building. In addition, we ask that you ensure the main door is closed and secure when you enter or leave. Please do not wedge open the main door, or any doors to communal areas.

The below article by King's College covers how to stay safe on a night out

<https://halls.lse.ac.uk/story/27378165/how-to-stay-safe-on-a-night-out>

### **3.36. PEST CONTROL**

The Courtauld has arranged for monthly inspections of our pest control measures. Baits are in high-risk areas throughout the building, such as the communal kitchens. We ask residents to not touch or move any of the baits within the building.

Please report any issues with pests at [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk).

Residents have a responsibility to ensure that communal kitchens, common rooms, and bedrooms are kept clean and tidy to prevent pests.

### **3.37. PETS**

No pets are allowed in Duchy House. However, residents with a registered disability may keep an assistance pet, provided this and all relevant information was declared when submitting the application for accommodation and the Courtauld has fully assessed and approved the arrangement.

### **3.38. PORTABLE ELECTRICAL APPLIANCES**

All electrical appliances brought into Duchy House should be able to pass a Portable Appliance Test (PAT) and must be British Standard approved.

If a device found during a bedroom inspection does not fit this standard, we may request to conduct further testing to ensure it is safe to use within the building. An item may fail testing if it is deemed a fire risk and will therefore be removed.

All bedrooms are fitted with several electrical sockets, reducing the need for residents to provide their own electrical adaptors.

If you are arriving from overseas and are planning to bring portable electrical items with you, please note that 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 are allowed, unless they are issued by the Courtauld. If found, these items will be immediately removed.

### 3.39. POST AND PARCELS

The Courtauld's premises at Somerset House is the primary postal address for all post at Duchy House. Please use the address stated below 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

If not collected from the Somerset House reception desk, all mail sent to this address will be transferred to Duchy House and left outside your bedroom by our portering staff, from Monday to Friday.

If you are expecting mail which needs signing for, please leave your collection details with our reception staff at Somerset House.

Once you have left Duchy House, please ensure you redirect your mail to your new address. We are unable to store or redirect mail to you, so any post received for previous residents will be returned to the sender or confidentially destroyed.

The nearest Post Office is the Aldwych Post Office, just a five-minute walk from Duchy House.

### **3.40. RECYCLING**

Recycling bins are in the Refuse Store, which is next to the Ground Floor lift. Please use these bins to separate and deposit paper, glass, and plastic, rather than disposing of them in the general waste.

### **3.41. REGISTERING TO VOTE**

Students eligible to vote can register at their term-time address. Each year, the council requests we update information and confirm the names of UK residents. Once this information is updated, you should receive a letter from the council confirming your eligibility to vote. In an event where the council did not ask us for an update, please contact the Electoral Registration Officer to register to vote.

### **3.42. RUBBISH**

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

Do not leave rubbish in corridors or communal areas.

Please respect our neighbours and the environment by not throwing rubbish from the windows onto the street.

### **3.43. SECURITY**

When you leave your bedroom, please ensure the door is locked behind you. Doing so will require your key, as our bedroom doors do not lock automatically.

However, our Main Entrance door is equipped with an automatic lock. All residents must ensure the door is securely closed when they leave.

Never admit anyone into Duchy House whom you do not know.

Please be advised that usually line yards are given based on colours, yellow is for students, purple for visitors or contractors and green for Courtauld staff.

If you detect an unknown person within Duchy House, please contact the Security Team immediately.

### **3.44. SHOWER**

Showers are operated by two dials inside the shower: the larger, outer dial controls the flow of the water, and the inner, smaller 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 daily by our housekeepers to ensure they are clean and tidy. However, residents with en-suites are individually responsible for them clean.

To help prevent clogged drains, please remove hairs from the drain after every shower. If you experience any further issues despite this, please report them to [Duchy.Helpdesk@courtauld.ac.uk](mailto:Duchy.Helpdesk@courtauld.ac.uk).

### **3.45. SPRINKLER SYSTEM**

Our sprinkler system heads are in the ceilings of some bedrooms. In the event of a fire, these will be activated. Therefore, they must not be touched or covered up. If you notice a fault, please report the issue to [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

### **3.46. STUDENT AND ACADEMIC SERVICES**

Student and Academic Services (SAS) operate an Advice Desk, which currently operates from the second floor of Vernon Square (though maybe relocated to the main reception from September 2026). The Advice Desk, provides advice on a range of student related matters. Separately the Accommodation Manager will be available in Duchy House at varying times during the week and will be able to provide advice and support on accommodation matters as well as an initial triage support regarding Wellbeing.

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

### **3.47. STUDENT OYSTER CARDS**

The Student Oyster Card is available to anyone above the age of eighteen and in full-time education. The card can be purchased on the Transport for London website ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and will be sent out to you once The Courtauld has confirmed your student status. Your card may take a while to arrive, especially at the beginning of the academic year.

Alternatively, Railcards can be linked to an Oyster account, providing you with a 30% discount on off-peak travel. You will need to purchase a standard Oyster card from TFL's website or an Underground station and ask a member of staff to connect your Railcard with your Oyster at a ticket machine.

Not all Underground stations offer this service, so we recommend seeking assistance at a larger station. The nearest ones are Charing Cross, Leicester Square, and Picadilly Circus.

Otherwise, you can pay using a contactless-enabled credit/debit card.

### **3.48. SUMMER ACCOMMODATION**

We are pleased to be able to offer a small number of rooms to those residents who may wish to stay at Duchy House over the summer. You may apply for an extension from the end of your tenancy in June up to and including the first week of September. Request for extensions must be submitted by end of February.

Given the demand for rooms booked by external individuals, may have to move rooms in the first week of June. For more information, please contact [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

### **3.49. TELEVISION LICENCE**

Duchy House does not have a communal Television Licence. If you are planning to watch television in your room, make sure you are covered by a valid licence.

The law says you need to be covered by a Television Licence to watch certain programmes and channels.

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

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

### **3.50. LICENCE BOOKING FEE**

To secure your room, we request a Pre-Payment Fee of £450 on the return of your signed Licence Agreement. The pre-payment will be offset against the first Accommodation Fee instalment due in October following your September arrival.

### **3.51. TOWEL RAIL**

All en-suites and shower rooms have a heated towel rail. These can be switched on by a labeled, low-level switch, placed either in your bedroom or immediately outside the bathroom in the communal corridor. The switch allows you to select the time for which the radiator will be on for (1-5 hours)

To help us save energy, please ensure you switch the radiator off after use.

### **3.52. WELLBEING**

The Wellbeing team is a first point of call for any of the following:

- Personal difficulties
- Welfare/safety concerns
- Declaring and receiving guidance for a mental health condition
- Declaring and receiving guidance for a physical health condition or physical disability
- Declaring and receiving guidance for Neurodiversity (e.g. Dyslexia, ADHD)
- Students who are experiencing financial hardship
- Information about Reasonable Adjustments for a condition/disability
- Guidance applying for the Disability Students Allowance (DSA)

### 3.52.1. Contact

Students can book an appointment by contacting [wellbeing@courtauld.ac.uk](mailto:wellbeing@courtauld.ac.uk)

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

- Your GP
- [Samaritans](#) on 08457 90 90 90
- [Nightline](#) on 020 7631 0101
- Typetalk: 18001 0800 0234 650 (24 hours a day, seven days a week, 365 days a year)
- Your nearest [A&E](#).

The Single Point of Access, a referral service for mental health, is open 24 hours a day, seven days a week, 365 days a year. You can call this service on [0800 0234 650](tel:08000234650) or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

### 3.52.2. Counselling

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

How counselling can help:

Talking and thinking collaboratively with a professional counsellor can provide clarity and different perspectives on what is happening in your life. It is common at times to experience 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.

You can self-refer by emailing [counselling@courtauld.ac.uk](mailto:counselling@courtauld.ac.uk)

Face-to-face appointments at Vernon Square are currently available on Mondays, Wednesdays, and Thursdays, but remote sessions can be organised with your assigned counsellor.

If you are unsure if counselling is the right option for you, please contact [Wellbing@courtauld.ac.uk](mailto:Wellbing@courtauld.ac.uk) to discuss your options and the best way to find support.

### **3.53. WHEELCHAIR LIFT**

In the Duchy House main entrance, there is an accessible platform lift for wheelchair users to access the Ground floor lift. The platform can accommodate a maximum weight of 630kg.

There is level access from the lift to bedrooms on the Second, Third, and Fourth floor. Rooms on the First floor do not have level access from the lift.

For further information, please see '[Accessibility](#)'

### **3.54. WINDOW LOCKS**

For your safety, all sash windows are fitted with restrictors to limit their opening. These restrictors must not be removed. Furthermore, the bottom sash for the rear-facing bedroom windows is covered with an opaque film, to protect your privacy from neighbouring properties. Tampering with the window restrictors, or removing the notice on the window may result in fines and disciplinary action.

Was this Guide Helpful? Have we missed something? Let us know via [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

## APPENDIX 1 – Duchy House Charges

Administrative Charges*	
As per First Schedule of Licence Agreement	
Termination of License Agreement	
Administration Fee plus one weeks' rent	£ 50.00 + 1 weeks' rent
Evidence of Smoking in Study Room	£ 250.00
Keys*	
Loss of ID Access Card	£ 10.00 per card
Loss of study room or bathroom key	£ 15.00 per key
Study room items*	
Mattress - single	£ 108.00
Mattress - double	£ 144.00
Desk Lamp	£ 11.00
Mini-Fridge	£ 150.00
Curtains	£ 140.00
Chair	£ 85.00
Bedside unit	£ 50.00
Desk	£ 160.00
Wardrobe with mirror	£ 205.00
Under bed Storage Box	£ 50.00
Headboard	£ 19.00
Shower room*	
Shower unit (head / hose / rail)	£ 20.00
Kitchen*	
Microwave	£ 50.00
Kettle	£ 25.00
Cleaning**	
Packing / removal of rubbish from study room	£ 50.00
Study room deep clean	£ 75.00
Redecoration of study room as a result of damage to walls	£ 800.00
Replacement of carpet to study room as a result of damage	£ 450.00

\*Please note the above list is not exhaustive and is an estimate of the costs for replacement and/or repair. We reserve the right to charge for any damage or cleaning not mentioned on this list, that is not a result of normal wear and tear as per your Licence Agreement.

\*\*Dependent upon detailed quote for works needed, therefore costs stated are estimates.