

The Courtauld

# Duchy House A-Z guide 2020-21



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

Was this Guide Helpful?  
Have we missed something?

Let us know via  
[duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

During your tenancy period at Duchy House, your day-to-day point contact (Monday to Friday 09.30 am-17.30 pm) will be our Accommodation Manager Thaddeus Bebb.

On set days and times of the week, Thad will be available for you to book one to one slots with him. You will be able to discuss with Thad any concerns you have with regards to living in Duchy House or if you need to discuss any other matters, Thad will be available to assist you and or to put you in contact with other relevant members of staff in for example our Student Academic Services or Finance teams.

**Accommodation Manager: Thad Bebb**  
Email: [Thaddeus.Bebb@courtauld.ac.uk](mailto:Thaddeus.Bebb@courtauld.ac.uk)  
Tel: +44 (0)20 3947 7595  
+44 (0)7719 305771



# 1 Duchy House key contacts

**Accommodation Manager: Thad Bebb**  
Email: [Thaddeus.Bebb@courtauld.ac.uk](mailto:Thaddeus.Bebb@courtauld.ac.uk)  
Tel: +44 (0)20 3947 7595

**Duchy House Duty Mobile phone**  
(Monday to Friday 9.30 am–5.30 pm)  
Tel: +44 (0)7719 305771

**Resident Wardens**  
(Monday to Thursday 5.30 pm–9.30 am,  
Friday 5.30 pm to Monday 9.30)  
Tel: +44 (0)7941 967731

**Security Team**  
Email: [security@courtauld.ac.uk](mailto:security@courtauld.ac.uk)  
Tel: +44 (0)20 3947 7591

**Wellbeing Manager: Conrad Sackey**  
Email: [conrad.sackey@courtauld.ac.uk](mailto:conrad.sackey@courtauld.ac.uk)  
Tel: +44(0)20 3947 7662

**Counselling Support**  
Email: [counselling@courtauld.ac.uk](mailto:counselling@courtauld.ac.uk)  
or [wellbeing@courtauld.ac.uk](mailto:wellbeing@courtauld.ac.uk)

**Reporting Maintenance issues**  
Email: [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk)

**IT Support**  
(Monday to Friday 08.30 am to 17.30pm)  
Email: [support@courtauld.ac.uk](mailto:support@courtauld.ac.uk)  
Tel: +44 (0)20 3947 7766

**Students' Union President: Nancy Collinge**  
Email: [students.union@courtauld.ac.uk](mailto:students.union@courtauld.ac.uk)  
Tel: +44 (0)20 3947 7676

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

# 2 Introduction

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

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

The accommodation comprises of 64 study rooms located across four floors. Each floor has a communal kitchen and is equipped with one or two gas or electric cookers, microwaves and kettles. Each student will be allocated one kitchen cupboard which will be visible by their room number. The remaining kitchen space is communal and to be shared fairly.

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

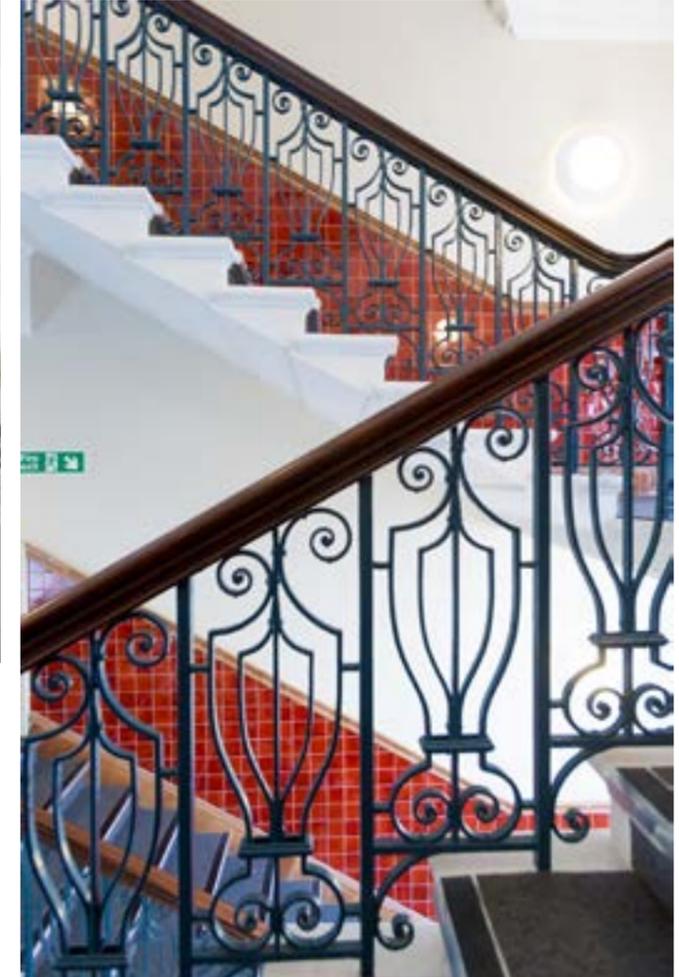
There is a free on-site laundry room (domestic washers and separate dryers) located on the lower ground floor complete with irons and ironing boards.

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

Each study room has a data socket for a PC/Mac and Wi-Fi access is available throughout the building. Both options provide internet access via The Courtauld's secure network.

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

CCTV covers the entrance lobby and central staircase and is monitored 24/7 by The Courtauld security team.



# 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 a number of tube stations and bus stops, providing easy access to travel in and around central London and its suburbs.

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

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

### Trains:

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

### Tube:

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

### Bus:

Bus stops (R and S) outside Somerset House are serviced by route numbers

1	Tottenham Court Road to Canada Water
4	Archway to Waterloo
6	From Willesden
9	From Hammersmith
11	Fulham Broadway to Liverpool Street
13	Golders Green to Aldwych
15	Leicester Square to Blackwall

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

Bus stop B in Lancaster Place is serviced by route numbers

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

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

### Cars and motorbikes:

There is no on-site parking available for cars or motorbikes. The nearest street with car parking spaces is Surrey Street, a five minute walk away.

Parking in Surrey Street costs (June 2020) is £4.90 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 8306). Please note Surrey Street is within the London Congestion Charging Zone which currently operates from 07.00 to 22.00 hours Monday to Sunday inclusive and the daily charge (June 2020) is £15 per day. Further details on how to pay this charge are available at this link.

## 3.2 Eating: Food shops and supermarkets

There are a number of coffee shop outlets (Café Nero, Pret-a-Manger, Starbucks 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 Hej coffee and Watchhouse (present your Courtauld ID/Access card to receive a discount).

(At present The Courtauld has no on-site catering facilities at Somerset House but, an Art Café is in the early stages

of concept design as part of the scheme that will support the reopening of The Gallery in summer 2021). A self-service snack bar is provided at The Courtauld 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 (c. ten minute' walk or c.five minute bus ride);
- **Tesco Metro:** Located in Covent Garden, Bedford Street (c. ten minute' walk);
- **Waitrose:** Located in the Brunswick Centre near Russell Square tube station (c. ten minute' bus ride);

### Mini Supermarkets:

- **Tesco Express:** Strand (c.20 meters from Duchy House);
- **Sainsbury's Local:** Located on Strand, heading west from Duchy House towards Trafalgar Square (c. 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: [www.thenorthbank.london/privilege-card/#results](http://www.thenorthbank.london/privilege-card/#results)

## 3.4 Gyms

There are several chains that operate nearby including: Fitness First, Gymbox, and Virgin Active. Cheaper alternatives include gyms run by local councils and the gym/pool operated by Student Central in Malet Street is run by the University of London with access available to all Courtauld students.

## 3.5 Local healthcare

All residents must register with a General Practitioner (GP) within five days of arrival. This will make accessing a health professional easier should you fall ill at any-time during your residency.

It is recommended that you register with the Gower Street Practice  
20 Gower Street  
London, WC1E 6DP  
T: 020 7467 6800  
[www.gowerstreetpractice.org.uk](http://www.gowerstreetpractice.org.uk)

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

It is a requirement of your Licence Agreement Addendum 2 - Covid-19 Item 5.1 that you keep The Courtauld informed of which medical practice you are registered with.

The nearest walk-in Health Centre is the Soho Walk-in Centre  
1 Firth Street  
London, W1D 3HZ  
T: 020 7534 6500  
[www.c.ch.nhs.uk](http://www.c.ch.nhs.uk)

The nearest Hospital providing emergency care is St. Thomas' Hospital  
Westminster Bridge Road  
London, SE1 7EH  
T: 020 7188 8801  
[www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)

The nearest Pharmacy to obtain prescriptions and other health care items is:  
• Boots the Chemists - Strand (located to the left of the main entrance to Duchy House).

Note: this store may relocate within the next 12 months to a location just 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 rooms plus access down to the laundry room.

You will be issued with your room key and an ID/Access Card when you check-in.

Please carry your ID/Access card with you at all times and if you lose it report this immediately to security via +44 (0)20 3947 7591 or/e-mail [security@courtauld.ac.uk](mailto:security@courtauld.ac.uk) to prevent anyone else from gaining access to Duchy House. Your ID/Access card should not be given to anyone else to use.

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

## 4.2 Accessibility

Main entrance doors leading into Duchy House:

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

### Accessibility within Duchy House:

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

- At the present time, none of the individual bathrooms

and or en-suites within the premises are adapted.

- At the present time, none of the communal kitchens within the premises have adapted work surfaces.
- At the present time, there is no accessible toilet 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 an individual or member of staff, 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 also Clause 2.7 of the Licence Agreement.
- Offensive or abusive behavior – see also Clause 2.3.4e of the Licence Agreement.
- Smoking, including the use of e-cigarettes – see also Clause 2.11 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 etc., whilst considered low level anti-social behaviour, will, if repeated, be treated the same as noise or any offensive behaviour.

## 4.4 Bathroom products (disposal of)

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

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

## 4.5 Bicycles

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

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

The following websites provide information for cyclists in London:

<http://lcc.org.uk/>  
<https://tfl.gov.uk/modes/cycling/>

## 4.6 Car parking

There is no on-site parking available for cars or motorbikes. The nearest car parking spaces are in Surrey Street, a five minute walk away. Parking in Surrey Street costs (June 2020) £4.90 per hour between 08.30 and 18.30 Monday to Saturday and the maximum stay is 4 hours. Pay-by-Mobile is accepted by calling 020-7125-9090, Text 07860-022-205 (Location ID 8306). Please note that this location is within the London Congestion Charging Zone which currently operates from 07.00 to 22.00 hours Monday to Sunday inclusive and the daily charge (June 2020) is £15 per day. Further details on how to pay this charge are available at this link.

Lancaster Place where the entrance to Duchy House is located is on double yellow lines meaning no parking on the street between 07.00 and 19.00 hours Monday to Saturday. Parking is permitted on Sunday, subject to no road closures, which sometimes happen in the locality due to national events and or celebrations that might be passing along the Strand and/or being held in nearby Trafalgar Square.

## 4.7 Closed circuit television (CCTV)

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

## 4.8 Check-in / check-out

Courtauld students can check-in from 14.00 hours on the date stated in the Licence Agreement. Check-out is by no later than 12.00 hours on the date stated on the Licence Agreement.

Due to Covid-19 and the requirement to manage arrivals in September 2020, the Accommodation Manager will be liaising with you to agree a date and time for you to check-in. We will be accepting check-in for international students from Monday 14 September 2020 (enabling you to quarantine for up to 14 days, and for resident UK students from 23 September 2020. The check-in timeslots will be between 10.00 and 13.00 and 14.00 to 17.00 Monday to Friday, though weekend check-ins will be accommodated where it is not practical for travel to be undertaken Monday to Friday and or to accommodate international flights.

Please note that whilst we are accommodating early check-ins from 14 September 2020, some maintenance work, may still be undertaken to prepare the premises fully for 25 September 2020 which is the date we ordinarily would have been working to under normal circumstances but we are aware of the requirement and need to support international arrivals earlier than normal this year.

## 4.9 Cleaning

Cleaning is normally scheduled between 10.00 and 14.00 Monday to Sunday (excluding Bank Holidays). Our contracted cleaning staff will clean all communal areas including the main staircase, landings, study room corridors and common rooms. In addition, the cleaning team will sweep and mop the communal kitchens and empty the kitchen bins. Ordinarily they do not however, do any washing up, but under current circumstances they will help with supporting keeping kitchen sinks and surfaces disinfected to help prevent the spread of Covid-19.

As a result of Covid-19, cleaning hours will be enhanced by an additional two hours per day until 18.00 hours Monday to Sunday (excluding Bank Holidays). This will enable increased frequency of cleaning and/or disinfection of common areas such as stair bannisters, door handles, shared shower rooms, kitchens etc. This enhanced cleaning provision will be kept under regular review as part of The Courtauld's wider review of risk assessments associated with Covid-19.

**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 the Covid-19 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 of their own study rooms and ensuring the communal areas, kitchen and common rooms are maintained in a clean state. Vacuum cleaners are provided for students to use in their study rooms. Room inspections will take place once a term to ensure the rooms are being maintained to an acceptable standard.

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

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

Black bins are for general waste (food and any other items that can't be recycled). For larger items, please take these direct to the refuse store on the ground floor (next to the lift).

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

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

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

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

## 4.10 Common Room Fee

A £20.00 common room fee has been levied to contribute towards events that will be organised by the Accommodation Manager, Resident Wardens or the Students' Union Office throughout the year. If you have suggestions or would like to plan an event for the whole hall, please discuss this with the Accommodation Manager or Resident Wardens as they can provide assistance/guidance.

## 4.11 Counselling

We provide confidential services for students experiencing difficulties with their wellbeing. We have three experienced Counsellors who will provide guidance on a range of issues.

### How counselling can help

Talking and thinking collaboratively with a professional counsellor often allows for more clarity and new perspectives which can lead to viewing and dealing with things differently. At times you may experience difficulties and emotional stress caused by loss, a breakdown of a relationship or other disruptive life events. This may affect your wellbeing and day to day life.

If you have concerns, we would advise that you speak to our Counsellors as soon as possible before the issues become serious. This is totally confidential services. Some reasons for seeking counselling:

- Depression and stress
- Relationship issues
- Traumatic incidents
- Bereavement and loss

Due to the Covid-19 outbreak, the Counselling team are working remotely via Zoom for as yet undetermined period of time.

### Drop-in sessions

- 20 min drop in sessions are available on Monday and Tuesday @ 15.00 & 15.30 and Wednesday @ 15.00
- To attend please come to the SAS Advice Desk (second floor, Vernon Square) email ([advice@courtauld.ac.uk](mailto:advice@courtauld.ac.uk)) at 14.45 as this is a first come first served service.

### Cancellations

- If you are unable to keep an appointment please inform us at least 24 working hours beforehand by e-mailing [counselling@courtauld.ac.uk](mailto:counselling@courtauld.ac.uk).

### Emergencies

- If you are in crisis: contact your GP, call Samaritans on 08457 90 90 90, call Nightline, or visit your nearest A&E.

The Courtauld has three dedicated Counsellors, Nancy Bell, Carla Preston and Ia Tollstam, normally based in the Counselling Room (Meeting Room 2), next to the Careers Room. They will listen and help you to understand how past experiences, worries about the future or lack of confidence may be affecting your life. Together you can

reflect on how you respond to life events and explore the way you relate to yourself and others.

**Contact:**

Appointments are available on Monday - Friday. You can make an appointment by emailing: [counselling@courtauld.ac.uk](mailto:counselling@courtauld.ac.uk).

## 4.12 Coronavirus – (Covid-19)

Because of the ongoing uncertainty caused by the Covid-19 pandemic and the likelihood that you will need to practice 'social distancing' during the Licence Period, The Courtauld has added some additional terms to the 2020/21 Licence Agreement, "Addendum 2 Covid-19" of your Licence Agreement. Additional information has also been added to this document 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 coronavirus and or required to self-isolate if you are contacted by the NHS Test and Trace service.

We are providing into each study room, hand sanitizer and anti-bacterial wipes for your personal use. A replenishment of these items will be provided once a term.

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

If you are an international student, you may have lots of questions about what the Covid-19 pandemic means for you. For instance, you may be concerned about your visa status, attendance monitoring, your accommodation or what happens with your tuition fees. We recommend that you keep in touch with us via the Accommodation Manager, Wellbeing Manager, and your Students' Union, who will be able to provide assistance specific to your situation. UKCISA have produced guidance to support UK international students, follow this link.

## 4.13 Council tax

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

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

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

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

## 4.14 Desk lamps

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

## 4.15 Electoral register

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

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

## 4.16 Electrical safety

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

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

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

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

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

## 4.17 Fire

Fire: In the event of the Fire Alarm sounding you must leave the premises and meet at the Assembly Point: Outside Caffè Nero. If you detect a fire and the alarm sounder cannot be heard you can activate this by pressing one of the red call points during your exit from the building (call points are located in the main staircase).

Alarm Testing: This takes place every Monday between 10.00am-11.00am. The alarm will sound in two stages (first the communal staircase, and then all areas including study rooms) for a maximum of 15 seconds during testing. If the alarm sounds for longer during this test period, or is activated more than once you should leave the building immediately.

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

Exits: The main fire exit is down the main stairs and out onto the street. Ensure you familiarise yourself with the location of your escape route upon arrival at Duchy House. It is vital that this exit is not blocked, or the corridor/

kitchen doors are not wedged open. The Assembly Point is to the left of the exit outside Caffè Nero where a Security Officer and/or Fire Officer will give further directions.

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

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

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

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

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

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

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

Please note that all fire alarm activations at Duchy House immediately result in the 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. Here is a video kindly produced by Roehampton University about how to stay safe in a hall of residence: [www.youtube.com/watch?v=JFzKlXmx1ac](https://www.youtube.com/watch?v=JFzKlXmx1ac)

## 4.18 First Aid

There are First Aid kits located on the landings by the lift. Resident Wardens are one-day first aid trained and members of security team are three-day first aid trained.

If you are unsure of a case of action out of office hours, please call the Resident Warden on duty, the Security team or phone 111 to speak to a staff member of the NHS.

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

## 4.19 Fridges

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

You should defrost your mini-fridge every 6-8 weeks to maintain optimum operation. When doing so, please leave the fridge tilted upwards to ensure water does not leak onto your carpet.

## 4.20 Guests

Under normal circumstances, you can have one overnight guest to stay with you at Duchy House at any one time, for a maximum of five nights. However, due to Covid-19, in order to provide a safe living environment and thus, to protect all residents against the possible spread of coronavirus (or any other epidemic or pandemic disease), and to adhere to the 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, until, The Courtauld otherwise confirms in writing, no Resident will be permitted to have a guest stay with them in The Accommodation. The Courtauld will keep this measure under review and if and when there can be a relaxation of this condition, Residents will be informed.

As and when overnight guests are permitted, should you wish to have an overnight guest you are required to first inform the Accommodation Manager via [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

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

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

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

## 4.21 Heating (radiators)

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

Each study room has radiators with an adjustable thermostatic valve. Your radiator will deliver heat when the system is activated.

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

## 4.22 Health and safety

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

## 4.23 Housekeeping

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

Vacuum cleaners, mops and buckets are supplied within kitchens on each floor. If you have any concerns, please contact [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk).

For communal areas please see cleaning above.

## 4.24 Inspections

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

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

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

## 4.25 Insurance

Personal items inside your study room are insured against fire, flood, theft and accidental damage by our partners Endsleigh. You can check what is covered in your policy or upgrade easily by visiting their website [www2.endsleigh.co.uk/personal/home-insurance/check-your-student-cover//](http://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 [www.immobilise.com/](http://www.immobilise.com/) which is a site you can register such items on, that in the event these items are lost or stolen and thus, found they can be returned to you.

## 4.26 Intercom

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

## 4.27 Internet/Wi-Fi

**\*\*Please note that you will be given your network login after attending the I.T. new user lecture during enrolment.**

Each room has a datapoint for wired connections and Wi-Fi access is available throughout the building. Both options provide internet access via The Courtauld network.

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

### **Duchy House Wi-Fi details:**

Network: Duchy House  
Password: Mondr1an

### **\*\*Temporary or Guest Network Access\*\***

For temporary wireless access, please use the visitor Wi-Fi login to access the internet. The guide can be found in your room or collected from the Facilities Office.

### **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.

If you have any problems, please contact the IT Service Desk on:  
support@courtauld.ac.uk or 020 3947 7766

## 4.28 Kitchens

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

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

- UniKitOut: [www.unikitout.com/collections/kitchen/](http://www.unikitout.com/collections/kitchen/)
- My Student Essentials [www.mystudentessentials.co.uk/product/luxury-student-kitchen-pack/](http://www.mystudentessentials.co.uk/product/luxury-student-kitchen-pack/)

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

### **A Few Tips:**

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

Due to Covid-19, we are advising Residents not to congregate in the kitchens but where possible to limit numbers to no more than 3-4 persons at any time. We ask that after using the kitchen facilities, that you wipe down surfaces.

## 4.29 Keys

You will have been issued with a key and ID/Access card to access the building and your study room upon arrival. You may also have been issued with a key to your shared shower room. If you do lose your key/s please report this via [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk) or the Resident Warden/Security out-of-office hours. If you need urgent assistance a member of the Security Team can help you get access to your study room.

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

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

## 4.30 Laundry room

This is located on the lower ground floor of Duchy House and comprises of domestic washing machines and dryers (which are free to use) together with ironing boards and irons.

Read the instructions on the machines carefully and do not force the machinery doors open.

If any problems arise with these machines please report to [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk).

In addition, should the machines malfunction mid-cycle, please contact [duchy.helpdesk@courtauld.ac.uk](mailto:duchy.helpdesk@courtauld.ac.uk) or the Duchy House duty phone for assistance. We request that doors on the machines are not forced to retrieve items as this can cause further damage which

## 4.31 Lift

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

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

## 4.32 Lighting

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

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

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

## 4.33 Linen

Normally residents must supply their own linen as well as duvets and pillows for their beds. However, due to Covid-19, we are helping to support international 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: [www.unikitout.com/collections/bedroom](http://www.unikitout.com/collections/bedroom)
- My Student Essentials: [www.mystudentessentials.co.uk/product/luxury-student-bedroom-pack/](http://www.mystudentessentials.co.uk/product/luxury-student-bedroom-pack/)

## 4.34 London nightline

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

## 4.35 Maintenance

Throughout the year we will conduct planned maintenance on services and appliance at Duchy House. In some cases, we will require access to your study room to perform this work. In every case the Accommodation Manager will aim to give you as much notice as possible by emailing you via your Courtauld e-mail account.

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

## 4.36 Mental Health

We know that experiencing mental health difficulties at university can feel overwhelming.

However there are lots of different types of support that might be available to you while you are study at The Courtauld and living in Duchy House. Student Mind offers a range of support programmes which you can read about here.

In addition, The Courtauld has a dedicated Wellbeing Manager who provides confidential, unbiased, non-judgemental listening service to students and signposts them to appropriate support services.

### How can the Wellbeing Manager help?

The Wellbeing Manager is a first point of call for students who are experiencing any form of personal, health, financial or welfare issues which may be affecting their studies. The Wellbeing Manager also provides guidance for students with a disability, mental or long-term health conditions. They can help students apply for Disabled Students Allowance (DSA), which may, for example, include the funding for a Mental Health Mentor. The Manager can also arrange for reasonable adjustments such as extra time in assessments and exams, access to specialist equipment and assistive software, library assistance in the form of extended book loans, assistance to locate and/or collect research materials, access to course materials in alternative formats and advocate special circumstances to be considered during periods of illness.

### Contact:

Students can either attend a drop in session or book an appointment at this address: [wellbeing@courtauld.ac.uk](mailto:wellbeing@courtauld.ac.uk)

We also have group of staff members trained as Mental Health First Aid Champions, there details are listed below:

### Mental Health First Aid Champions

Name	Building	Floor	Location
Conrad Sackey	Vernon Square	2nd Floor	SAS Office
Keeley Bowtell	Vernon Square	2nd Floor	SAS Office
Thaddeus Bebb	Somerset House/Duchy House	Lower Ground Floor	Facilities Office / Duchy House
Susan Horsfield	Vernon Square	Ground Floor	Reception
Yelena D'Attoma	Vernon Square	2nd Floor	SAS Office
Vicky Falconer	Vernon Square	Library	Library
Elara Shurety	Vernon Square	Library	Library
Abdul Arush	Somerset House/Duchy House	Lower Ground Floor	Facilities Office

## 4.37 Noise

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

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

## 4.38 No-Smoking Policy

Smoking or vaping 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 disciplinary action.

## 4.39 Personal safety

In general London is a very 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 locked 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 neighbours.

This video from the Suzie Lamplugh Trust offers a few pointers on how to stay safe when you are out and about: [www.videojug.com/film/how-to-stay-safe-on-a-night-out](http://www.videojug.com/film/how-to-stay-safe-on-a-night-out)

## 4.40 Pest control

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

## 4.41 Pets

No pets are allowed in Duchy House.

## 4.42 Portable Electrical Appliances

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

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

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

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

## 4.43 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 left in the communal post shelves which are located inside the entrance to Duchy House.

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. Any mail received for residents after they leave Duchy House will be returned to the sender if this is identifiable or confidentially destroyed.

The nearest Post Office is located c.5 minute walk from Duchy House on Aldwych close to the LSE (London School of Economics).

## 4.44 Recycling

There are bins in the Refuse Store where paper, glass and plastic can be separated and deposited.

## 4.45 Registering to vote

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

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

## 4.46 Rubbish

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

Do not leave rubbish in floor corridors or communal areas

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

## 4.47 Security

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

If you detect an unknown person within Duchy House contact the Duchy House Duty Mobile or Security immediately.

## 4.48 Shower

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

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

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

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

## 4.49 Sprinkler System

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

## 4.50 Student and academic services

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

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

## 4.51 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](http://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 2021 (July 2021 to mid-September 2021)

You have been issued with a License Agreement that provides for either 38-week or 41-week occupancy of your study room in Duchy House. However, you also have the opportunity to extend your contact subject to study room availability. If this is something you are interested in, please discuss with the Accommodation Manager from April 2021. Please note you may be required to move to a different room/room type due to commercial use of the building.

## 4.53 Television licence

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

- watch or record programmes as they're being shown on TV, on any channel
- watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.)
- download or watch any BBC programmes on iPlayer. This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

How much does a TV Licence cost? A standard TV Licence (June 2020) costs £157.50.

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 [www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1](http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1)

## 4.54 Tenancy deposit

The Tenancy Deposit is £200. This will be returned in full at the end of your License Agreement (normally late July) if your account balance (rent and/or charges) have been settled and there has been no damage to your study room following your departure or the communal areas for which you are liable. A list of charges applicable are given at Appendix 1.

To ensure the safe return of your Tenancy Deposit please get in touch with the Finance department prior to your check-out and ensure they have the correct bank details for the refund of your deposit. The Accommodation Manager or a member of the Finance Department will send you a reminder in June to confirm these details.

## 4.55 Towel Rail

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

## 4.56 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.

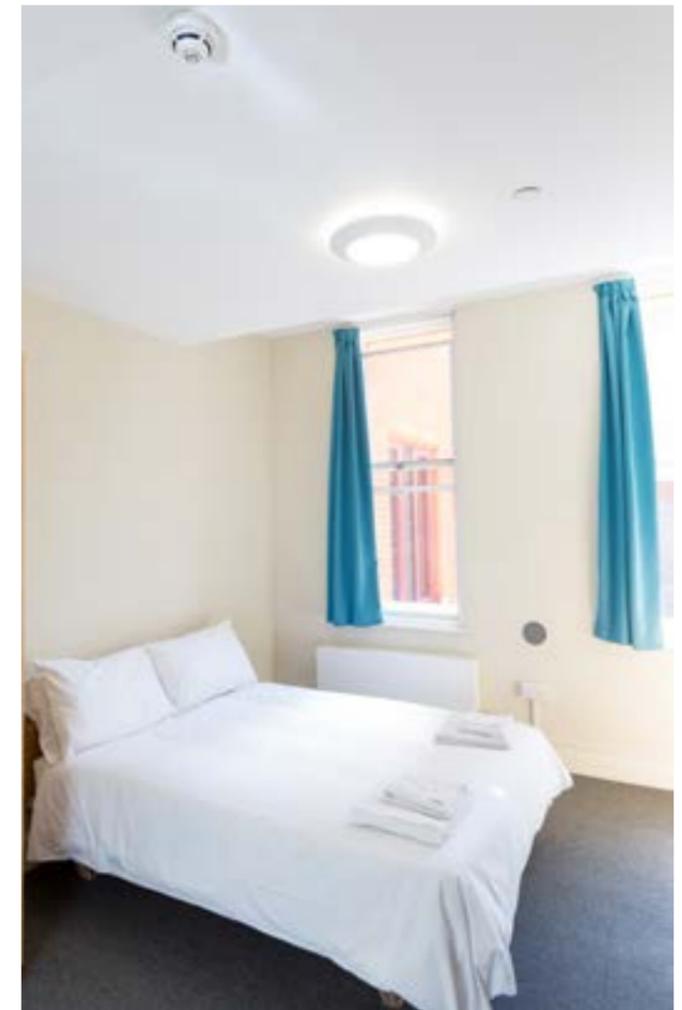
Level access to study rooms from the lift is provided on floors, two, three and fourth. Rooms on the first floor are not level access from lift.

### Main entrance doors leading into Duchy House

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

## 4.57 Window locks

We have fitted restrictors to the sash windows to limit their opening and there are window locks on the double glazed windows which have all been unlocked. 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.



# Appendix 1 Duchy House charges 2020/21

Administrative Charges* As per First Schedule of License Agreement	
Administration fee for Termination of License Agreement	£50.00
Declined payment	£25.00
Change of study room	£50.00
Termination of License Agreement	1 weeks rent
Evidence of Smoking in Study Room	£50.00
Keys*	
Loss of ID Access Card	£10.00
Loss of study room or bathroom key	£10.00
Study room items*	
Mattress - single	£80.00
Mattress - double	£120.00
Desk Lamp	£11.00
Mini-Fridge	£150.00
Curtains	£100.00
Chair	£85.00
Bedside unit (fixed centre shelf)	£50.00
Desk	£127.00
Wardrobe with mirror	£205.00
Under bed Storage Box	£50.00
Headboard	£19.00
Shower room*	
Shower unit head / hose / rail)	£10.00
Kitchen*	
Microwave	£56.00
Kettle	£19.00
Cleaning**	
Packing /removal of rubbish from study room	£50.00
Study room deep clean	£40.00
Redecoration of study room as a result of damage to walls	£200.00
Replacement of carpet to study room as a result of damage	£100.00

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

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

# Appendix 2 COVID-19

Because of the ongoing uncertainty caused by the Covid-19 pandemic and the likelihood that you will need to practice 'social distancing' during your stay at Duchy House, The Courtauld has added additional terms to the 2020/21 Licence Agreement, see "Addendum 2 Covid-19", the key points of which are reconfirmed below.

### As a resident of Duchy House you must:

1. Keep The Courtauld informed via e-mail at advice@courtauld.ac.uk of any changes to your personal mobile number, personal e-mail address, emergency contacts and or next of kin details including confirmation of which medical practice you are registered with.
2. Register with a Doctor at the Gower Street Practice or similar medical practice.
3. Follow the latest UK Government guidance on social distancing.
4. Adhere to the latest UK Government guidance on self-isolation should you display symptoms of COVID-19.
5. Comply with the UK Government's requirement to self-isolate in your room, if you are contacted via the NHS Test and Trace service.
6. Immediately self-isolate in your room and inform the Accommodation Manager and Wellbeing Manager via e-mail at duchy.helpdesk@courtauld.ac.uk and advice@courtauld.ac.uk if you display symptoms of COVID-19 or are contacted by the NHS Test and Trace service.
7. Respect the safety of The Courtauld's staff and other residents living in The Accommodation by making every reasonable effort to minimise the risk of the spread of COVID-19.
8. Abide by the obligations or procedures relating to preventing the spread of COVID-19 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.

### What you can expect from The Courtauld:

1. The Courtauld will continue to regularly assess the risk of the spread of COVID-19 in Duchy House keeping its Risk Assessment documentation up to date.
2. The Courtauld will make reasonable efforts via its contracted cleaning services provider to frequently clean and/or disinfect the common areas of Duchy House such as stair bannisters, door handles, shared shower rooms, kitchens etc. To achieve this, The Courtauld will via its outsourced cleaning service provider, provide into Duchy House, a cleaning operative between the hours of 10.00 and 18.00 Monday to Sunday inclusive excluding Public Bank Holidays. This provision will be kept under review as part of the continuing assessment noted under point one above.
3. The Courtauld will use its reasonable endeavours to ensure that our staff and residents who live in Duchy House abide by the latest social distancing advice and practices.
4. In the event of you reporting a need to self-isolate, The Courtauld's Accommodation Manager and or Wellbeing Manager will make contact with you within twenty-four hours and they put in place a support package and they will keep in regular contact with you during your period of self-isolation.

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

The Courtauld is aware some international students may need to quarantine for up to 14 days on arrival into the UK. To accommodate this requirement, we are allowing international students to check-in from 14.00 hours on Monday 14 September 2020. No Accommodation Fee will be charged for the quarantine period.

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

For all international arrivals you must complete an online form providing the UK Government with details about your journey to the UK and contact details before you travel. **This includes if you're travelling from a country or territory where you do not have to self-isolate when you arrive in the UK.** If you do not complete the form before you arrive in the UK, it might take you longer to enter the UK. You cannot submit the form until 48 hours before you're due to arrive in the UK.

You must complete the form online. When you arrive at the UK border you'll need to show either:

- a printed copy of the document attached to your confirmation email
- the document attached to the confirmation email on your phone

Border Force officers will use the QR code at the top of the document to check you have completed the form successfully. The government will use the information you give to contact you if you or someone you've travelled with develops coronavirus (COVID-19) symptoms.

To complete the form, you need access the gov.uk website using this link:

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>.

The form contains a number of questions about your journey to the UK, in addition it also asks you to confirm:

1. The address you'll be staying at for your first 14 days in the UK

Please state as follows:

**\*Your name\***

Duchy House - Room **\*Your Room Number\***  
The Courtauld Institute of Art  
2-4 Lancaster Place (133 Strand)  
London  
WC2R 1HG  
United Kingdom

2. Details of someone who can be contacted if you get ill while you're in the UK

Please state as follows:

**Accommodation Manager: Thaddeus Bebb**  
**Email: Thaddeus.Bebb@courtauld.ac.uk**  
**Tel: +44 (0)20 3947 7595**

**During your period of quarantine,  
The Courtauld will:**

1. Provide you with bedlinen comprising duvet, pillows, sheets, duvet cover. A clean supply of bedlinen will be provided after seven days. Clean supplies will be left outside of your study room. Please leave dirty linen in the plastic bag provided and place outside of your study room door for collection.

2. Provide you with a basic supply of food items for your 14 days of quarantine to enable you to cook meals.

3. The Accommodation Manager or Wellbeing Manager will make contact with you throughout the quarantine period via e-mail or telephone to check on your wellbeing.

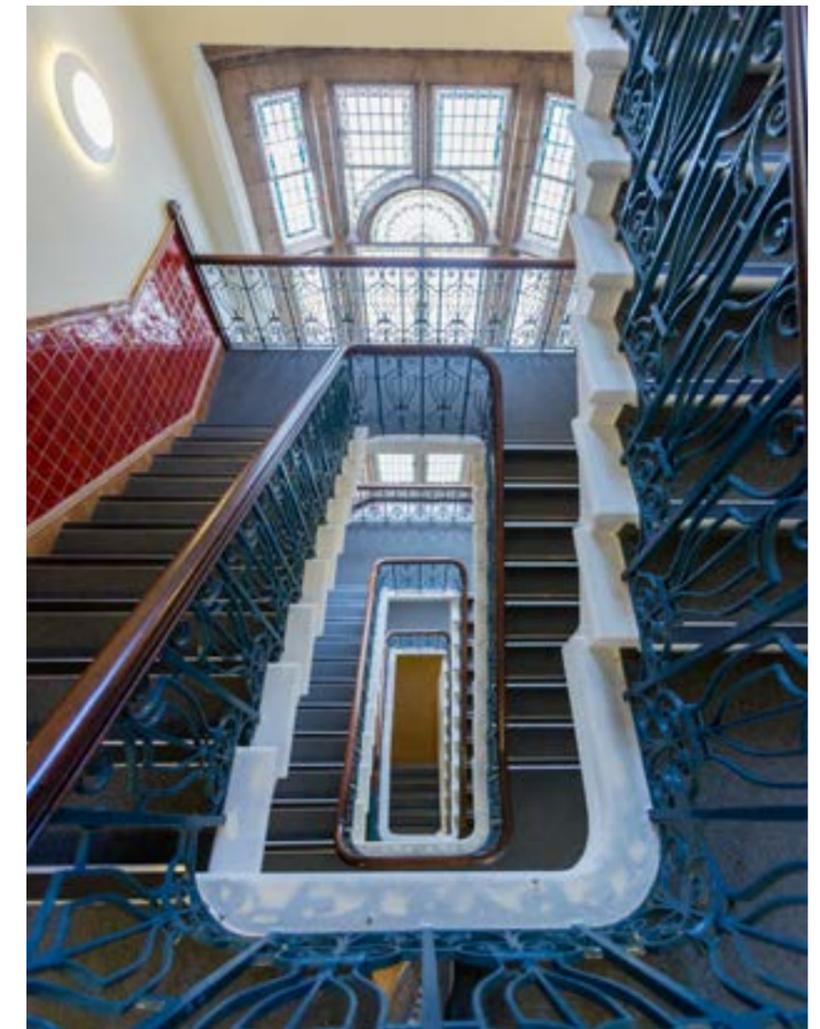
In addition to the information provided with reference to Covid-19 at Points 3.5, 4.7, 4.8, 4.10, 4.18 and 4.28 of this Accommodation Handbook, the additional information below outlines how The Courtauld anticipates assisting and supporting you whilst living in Duchy House, should you become unwell with coronavirus and or are required to self-isolate should you be contacted by the NHS Test and Trace service. These arrangements will be kept under review but of course may be subject to change at short-notice.

1. The Accommodation Manager or Wellbeing Manager will ensure you have a
  - a. Sufficient supply of bottled water to keep yourself hydrated;
  - b. Sufficient essential food items - enabling others to prepare simple meals for you;
  - c. Sufficient supply of clean bed-linen;

2. The Accommodation Manager or Wellbeing Manager will
  - a. Check-in with you daily Monday to Friday via a phone call;
  - b. Inform the Resident Wardens so that they can check-in with you via a phone call at weekends (Saturday, Sunday and Public Holidays);If you are assigned a study room with a shared

shower room, and you become unwell with coronavirus confirmed, we will ask you subject to availability to move into a self-contained ensuite room. This is to support you during the period self-isolation and prevent the possible spread of the virus to others and to protect others who would be sharing the shared shower room.

In the event that two or more residents on the same floor become unwell at the same time with coronavirus confirmed, it may be necessary to quarantine all residents on that floor and or part of it. We are continuing to review this scenario and the implications and what measures would need to be taken were this situation to occur and thus, at the time of preparation of this handbook we are seeking external advice on how best to support this situation should it occur.



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