

**LEE ABBEY
LONDON**



*You're so
welcome*

**RESIDENTS' HANDBOOK
2021/22
Version 1**

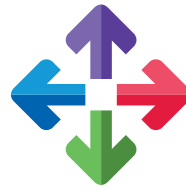


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Residents' Handbook

2021-22



LEE ABBEY LONDON

WELCOME

Dear Resident,

Welcome to Lee Abbey London. Our hope is that this place will feel like a home for you during the length of your stay and that you will be comfortable and happy here. You will be sharing this home with approximately thirty members of a Christian Community who staff, clean, maintain and pray for this house.

Our desire is to provide an environment where you can relax, make friends, experience different cultures and enjoy the city of London while you study and accomplish your goals. In order for everyone to have an enjoyable experience of living here, we must be considerate of each other's needs. The guidelines and rules outlined in this handbook are designed to enable us all to live in harmony with each other.

As Christians we firmly believe that Jesus Christ, God's only Son came into this world to reveal God the Father's unconditional love for each of us. Our mission here at Lee Abbey is to express God's love through acts of service and kindness to every guest and through friendship to share our lives together. Our hope is that you will encounter God's presence in this place and experience for yourself, His changing and saving love.

Please read this handbook carefully as it contains all you need to know about living here with us. If you need any further information or help, please ask at Reception.

We look forward to meeting you during your stay here. If you would like to talk to any of the leadership team privately, either about your residence, or on any personal matter, please contact Reception to arrange an appointment.

We pray that God will help you in your course work and exams and grant you success in all you do.

With every good wish,

Chris Barry
Acting Director



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YOUR STAY

THE LEE ABBEY COMMUNITY IN LONDON

Beginnings

Lee Abbey London was founded in 1964 to provide a home from home and suitable accommodation in a friendly family atmosphere for students coming to London from all around the world. Over fifty years later the purpose is still the same.

Lee Abbey Movement

The name Lee Abbey originally came from a large country house and estate on the north coast of Devon in the south west of England. In that beautiful setting, a group of Christians from within the Church of England (Anglican) founded a retreat centre where people could go for spiritual and physical refreshment. This work began in 1946 and still continues today. Some of those involved in founding and leading Lee Abbey in Devon became acutely aware of the difficulties experienced by young people coming from overseas to study in London.

Many were forced to live in expensive and overcrowded accommodation. One defining characteristic of the Christian faith is caring for others, including giving hospitality. This was the motive that led to the setting up of Lee Abbey London in 1964. Lee Abbey in London has always been a non-profit making charity and depends almost entirely on the fees paid by those who stay here.

Lee Abbey Community

The Christian Community who manage Lee Abbey London is made up of:

- A Leadership Team who administrate and lead the Community
- House & Servery Team responsible for cleaning the house and serving meals
- A Facilities & Maintenance Team who look after the building and the garden
- An Office Team who handle bookings, accounts and staff Reception

Many of the Community members are of a similar age group and experience to the students living here, and usually stay for one year. Some are recent graduates or are interrupting a university course to gain wider experience. A few have just left school and will soon be going to a university in their own countries. The Community come from many nationalities, and from widely different Christian traditions. We all work and worship together, united in our desire to serve God and our guests.

Our Values

Love

We love God and others, keeping Christ at the centre and trusting that all things are possible in his strength. We make it a priority to keep our spiritual passion alive, seeking to grow deeper in relationship with God.



Service

We aim to reveal God's kindness and generosity through working with, and serving others, with excellence. We choose to extend God's welcome to whoever we meet, to show our spirit of adventure, love of life and thankfulness.



Respect

We aim to honour others by living with integrity, in an open and honest way. We refuse to engage in gossip, judgmental attitudes or criticism. Instead, we choose to forgive and seek reconciliation, just as we have been forgiven by Christ.



Our Lee Abbey Community values can be summed up as follows:

CONTENTS

WELCOME	2
YOUR STAY	3
THE LEE ABBEY COMMUNITY IN LONDON	3
Beginnings	3
Lee Abbey Movement	3
Lee Abbey Community	3
Our Values	4
CONTENTS	5
DEFINITIONS AT LEE ABBEY	8
COMMUNITY LEADERSHIP TEAM AT LEE ABBEY	9
YOUR STAY	10
1. BOOKINGS, PAYMENTS AND DEPOSITS	10
1.1 Basis of Stay	10
1.2 Bookings	10
1.3 Deposits and Notice	10
1.4 Payment of Fees	11
1.5 TransferMate	12
1.6 Eligibility	12
1.7 Summer Holiday Bookings	13
1.8 Start of Term	13
1.9 Final Departure	13
1.10 Complaints Procedure	13
2. LOCATION AND COMMUNICATION	15
2.1 Reception	15
2.2 Night Time Emergency & Building Security	15
2.3 Mail	15
2.4 Fire Alarm Test	16
2.5 Making and Receiving Telephone Calls	16
2.6 Lee Abbey WiFi and Broadband	16
2.7 Visitors	17
2.8 Deliveries	17

3. MEALS	18
3.1 Meal Times	18
3.2 Guests	19
3.3 Packed Meals	19
3.4 Formal Dinners	19
3.5 Menu	19
3.6 Meals which you bring in from outside	19
LIVING TOGETHER	20
4. BEHAVIOUR	20
4.1 Disciplinary Procedure	20
4.2 Language and Relationships	24
4.3 The Community	25
4.4 Smoking	25
4.5 Controlled Drugs	25
4.6 Alcohol	25
4.7 Graffiti	25
4.8 Noise	25
4.9 Musical Instruments	26
4.10 Dress	26
4.11 Front Porch and Steps	26
4.12 Litter	26
4.13 Trading and Business	27
4.14 Suggestions	27
5. YOUR ROOM	28
5.1 Access to your Room	28
5.2 Use of your Room	28
5.3 Fire Alarm	29
5.4 Security and Insurance	29
5.5 Bedding	30
5.6 Cleaning	30
5.7 Pictures and Posters	31
5.8 Laptop Computers	31
5.9 Other Electrical Equipment	31
5.10 Furniture	32
5.11 Maintenance	32
5.12 Roofs and Balconies	32
5.13 Safety in rooms	32
5.14 Television Licences	32
5.15 Windows	32

6. PUBLIC AREAS	33
6.1 Dining Room	33
6.2 Front Lounge	33
6.3 Garden	33
6.4 Cafe/Garden Room	34
6.5 Music Practice	34
6.6 Games Room	34
6.7 House Kitchen	34
6.8 Study Room	35
6.9 Bathrooms, Showers and Toilets	35
7. OTHER FACILITIES	36
7.1 Coffee Bar	36
7.2 Electric Iron	36
7.3 Residents' Overnight Guests	36
7.4 Laundry	37
7.5 Photocopying/printing	37
7.6 Bicycles	37
8. SOCIAL ACTIVITIES	38
9. HEALTH AND WELLBEING	38
9.1 If You Are Ill	39
9.2 Doctors	39
9.3 Hospitals	40
9.4 Dentists	40
9.5 Mental Health & Well-Being	41
10. FIRE INSTRUCTIONS	43
11. INSURANCE AND SECURITY	44
12. SAFEGUARDING	44
13. USEFUL ADDRESSES AND TELEPHONE NUMBERS	45
14. CHRISTIAN WORSHIP	46

The information in this booklet may be subject to change at any time.

DEFINITIONS AT LEE ABBEY

The following definitions may be helpful:

- **RESIDENT (Student):**
A full-time student at a recognised educational institution in London, or undertaking a period of work experience or training as an integral part of their course. Current written evidence of eligibility is required and the minimum period of stay is the entire academic year totalling 39 weeks.
- **TRANSIT/SUMMER GUEST:**
Any other visitors booked in to stay for a period of up to five weeks, including those who are students.
- **LONG-TERM SUMMER GUEST:**
In exceptional cases we may be able to accommodate someone who is not a student as a short-term visitor for a period of more than five weeks.
- **COMMUNITY MEMBERS:**
A properly accredited member of the Lee Abbey London Christian Community either live-in or live-out.
- **ASSOCIATE COMMUNITY MEMBERS:**
A short-term member of the Lee Abbey London Christian Community who joins our team for 1-4 weeks at a time.
- **DAY VISITORS:**
Any person legitimately signed in as a visitor of someone who is currently booked in to stay here, and not booked overnight. They must leave the building by 23:00.

ALL WHO STAY HERE INDEPENDENTLY MUST BE AT LEAST 18 YEARS OLD.

COMMUNITY LEADERSHIP TEAM AT LEE ABBEY

Please feel free to talk to any of the following senior members of staff regarding any issues you have. We will do our best to help.

Chris Barry (Acting Director, HR Manager, Hospitality Services Manager) cbarry@leeabbeylondon.com

- Anything related to your Lee Abbey London experience, Joining the community, Financial difficulties, Internet access, Catering & Food

Martyn Burt (Accountant) mburt@leeabbeylondon.com

- Deposit refunds, Money matters

Abraham Isah (Facilities Manager) aisah@leeabbeylondon.com

- Building projects, Statutory Compliances, Health & Safety, Major Repairs & Redecoration

Tim Pfeiffer (Accommodation Manager, Hospitality Services Manager) tpfeiffer@leeabbeylondon.com

- Bookings, Payments, Deposits, Room allocations, Social activities, Housekeeping

Karen Roach (Fundraising & Communications & Manager) kroach@leeabbeylondon.com

- Fundraising, Website Updates, Social Media Channels, Advertising & Marketing, Safeguarding

Olive Pohlmann (Housekeeper) opohlman@leeabbeylondon.com

- Cleaning of public areas, Room checks

Marius Olivier (Head of Maintenance) molivier@leeabbeylondon.com

- Minor repairs, Redecoration

Jenny Cayo (Accounts Assistant & Reception Team Leader) jcayo@leeabbeylondon.com

- Money matters

YOUR STAY



1. BOOKINGS, PAYMENTS AND DEPOSITS

1.1 Basis of Stay

All who stay at Lee Abbey do so on a “Resident’s Licence”. Lee Abbey is a *specified institution* under the terms of schedule 1 of the **Housing Act 1988** and cannot therefore provide an Assured Tenancy to those who stay here.

This means you may not allow someone else to occupy your room when you are away from Lee Abbey yourself but still paying fees. Lee Abbey may terminate your residency and take possession of your room (following our published procedures) should you fail to pay your fees or fail to keep Lee Abbey’s rules as explained in this handbook.

1.2 Bookings

Dates for the 2021-2022 academic year consisting of 39 weeks are as follows:

From Saturday, 18 September 2021 until Saturday, 18 June 2022

The minimum period of stay is one academic year. Residents who wish to leave Lee Abbey during the academic year will be responsible to pay their fees in full for the entire academic year.

1.3 Deposits and Notice

When offered a place, each Resident is required to pay a deposit of 4 week’s fees in order to secure their booking and this is kept by Lee Abbey for the duration of your stay. The minimum booking is for the entire academic year totalling 39 weeks. If you arrive after the start of the academic year or if you depart before the end of the academic year, you will be charged for the entire academic year totalling 39 weeks.

Upon arrival you will be issued with a welcome pack which includes an “Arrival Room Check Form” where you can report any problems with your room. **This should be returned to Reception within 24 hours of arrival.** Any problems reported will be verified by the Housekeeper and used as a reference when checking the state of your room at departure. Lee Abbey will take all reasonable steps to rectify any problems as quickly as possible.

Lee Abbey reserves the right to use all or part of your deposit to pay for:

- Fee increases due to failure to provide current written evidence of eligibility e.g. a letter from your college.
- Fees arrears, or lack of the proper notice of departure.
- Outstanding bills – photocopies, social activities.
- Damage – to your room (over and above normal wear and tear), missing furniture or fittings, and any damage to Lee Abbey property anywhere. Lee Abbey reserves the right to hold people jointly responsible for damage. If damage is noticed or reported during your residency at Lee Abbey, you will be invoiced for the repair. If the damage is reported very near your departure date, or on departure, the cost of repair will be deducted from your deposit.
- Additional cleaning and or disposal of rubbish if your room is left in an unacceptable state upon departure.
- Keys – If you lose your keys or fail to return your keys to Reception on the day of your departure, a deduction of £20 will be made.
- Meal Card - If you lose your meal card a deduction of £20 will be made.

If you decide to leave Lee Abbey during the academic year, any advanced fees payments will be non-refundable and your deposit will be forfeited. If you are asked to leave at short notice because of your behaviour Lee Abbey reserves the right to withhold all or part of your deposit.

Before your final departure, the Accommodation Manager will send you a form asking how you would like your deposit to be returned. It will not be possible to refund your deposit without returning this form and failure to complete the required details legibly will delay the refund of your deposit. Deposits are not returned in cash. (Please note that bank charges may be deducted from the amount you receive if you request a bank transfer.)

In straightforward cases deposit refunds are normally processed within two weeks after the end of the academic year or your final departure date. If you have caused damage, or left fees unpaid, it will take longer to return any balance. You are responsible for leaving a forwarding address. Tenancy deposit protection arrangements do not apply, but Lee Abbey London is responsible for the safe return of your deposit.

1.4 Payment of Fees

All fees payments must be made in advance. We do not accept payment of accommodation fees in cash and our preferred method of payment is by bank transfer or credit card. If you pay your

fees for the full academic year in advance, you will be eligible for a £50.00 discount. If you are not able to do this, please pay according to the following schedule:

- 16 weeks' fees due before the start of the academic year on 18 September 2021
- 16 weeks' fees due before 8 January 2022
- 7 weeks' fees due before 30 April 2022

If you are paying for your accommodation fees through a scholarship, student loan or stipend, please provide documentation to the Accommodation Manager. **If you have any difficulties regarding fees payments you should make an appointment to see the Accommodation manager to discuss the matter immediately. Do not wait until you are in arrears with your payments.** It is your responsibility to ensure that your fees are always paid on time, and to forward invoices to your parents or a third party if they are paying your fees. There is a charge of £20 if your bank does not honour cheques made payable to Lee Abbey.

Disciplinary procedures may apply for those who fail to pay accommodation fees on time, or fail to pay fees in full and may result in the termination of your residency. Your fee payment record will be taken into account if you reapply to stay at Lee Abbey for the next academic year.

1.5 TransferMate

TransferMate offers a fast and secure way to send payments globally at no cost to the payer or the payee by using a simple 3 step process. **Have a look at the following link: [leeabbeylondon.paytostudy.com](https://www.leeabbeylondon.paytostudy.com)**

TransferMate
GLOBAL PAYMENTS



1.6 Eligibility

To qualify for 'Resident' status at Lee Abbey you must be 18 years old or over and provide a letter from your educational institution stating that you are enrolled as a full-time student on a particular course or written evidence that you are undertaking a period of work experience or training as an integral part of your course for **this academic year**. Failure to provide such a letter will result in you being in breach of your Resident's License and your residency being terminated. **This also applies to Residents returning for a second or subsequent year.**

Lee Abbey operates an Equality and Diversity Policy. A copy of this policy is available from Reception or can be downloaded from our website.

1.7 Summer Holiday Bookings

Partway through the academic year, the Accommodation Manager will write to all Residents asking if you require accommodation at Lee Abbey during the summer holiday.

All accommodation during the summer holiday is booked on a first-come first-served basis and must be booked using the online summer application form. A new form must be completed for each change. If you request a holiday booking late, we cannot guarantee that we will be able to offer you a space. Please note that you may be required to move rooms for all or part of your holiday.

1.8 Start of Term

If you do not arrive at Lee Abbey by the end of the first week of term and have not paid your term's fees your booking will be cancelled and your deposit will not be refunded.

1.9 Final Departure

You must vacate your room before 09:30 at the end of the academic year or if you have extended your booking, on the stated day of your departure. If you fail to do so, Lee Abbey reserves the right to pack up and remove any property and to take possession of the room on the original departure day. **A charge of an extra night's fees may be imposed for late departure, or failure to pack up your room.**

Please ensure that all furniture and fittings are left in good condition, that all your possessions are removed and rubbish is disposed of prior to your departure (See also Section 5.6 about disposal of rubbish). Charges for additional cleaning or disposal of rubbish may be deducted from your deposit if you do not leave your room clean and in good condition.

All outstanding accounts for accommodation, social programme, etc. must be settled before departure and your keys and meal card must be returned to Reception.

The condition of your room will be checked soon after your departure. The cost of any damage or losses will be deducted from your deposit. Should you wish to be present during this room inspection, please contact the Housekeeper at least 1 week before your departure.

You must leave a forwarding address. Mail will be forwarded for 1 month if you have a UK postal address. After that time, it will then be returned to the sender. If you fail to leave a forwarding address, all post will be returned to sender and no mail will be held for you.

Lee Abbey reserves the right to charge an administration fee of up to £20 with respect to small credit balances remaining after departure.

1.10 Complaints Procedure

It is accepted that there may be occasions when you feel you have cause for complaint. Complaints may be made by individuals or a group of residents. It should be recognised that the vast majority of residents' complaints can be handled fairly, amicably and to the

satisfaction of all concerned on an informal basis by discussing the problem with the Accommodation Manager or staff member concerned. Only when informal means have been exhausted should a formal complaint be pursued.

Should you wish to pursue a formal complaint please use the following procedure:

Stage 1:

Please raise your complaint with the relevant leader:

Tim Pfeiffer: Bookings, payments, deposits, roommate problems

Olive Pohlman: Housekeeping, cleaning of public areas

Abraham Isah: Health & Safety, Facilities

Chris Barry: Telephones, internet access, Catering & Food

Marius Olivier: Repairs, redecoration

Jenny Cayo: Reception, Customer Service

Karen Roach: Safeguarding

If you are not sure who to speak to, please speak to the Accommodation Manager in the first instance. You may request an appointment with any of the above staff members at Reception, who will contact you once a time has been arranged.

Stage 2:

Should Stage 1 not produce a satisfactory outcome, please request an appointment at Reception with the Director at Reception. The Director will consider your complaint and will determine the outcome of your complaint.

Stage 3:

Should you be dissatisfied with the Director's decision in Stage 2, you may appeal against this decision by submitting your complaint in writing to Reception, addressed to the HR & Communications Manager, who will arrange for your complaint to be investigated and heard by a panel including at least one member of the Board of Trustees of Lee Abbey London. When considering your appeal, the panel will refer to your resident licence, the Lee Abbey London handbook and any other relevant evidence. The decision of the appeal panel is final.

Appeals against deductions from deposits or similar charges for damage.

Residents may appeal against deductions made from their deposits or similar charges for damage, by using the above complaints procedure and discussing their case with the Accommodation Manager in the first instance. This complaints procedure is also available for use by neighbours living in Lexham Gardens and nearby.

2. LOCATION AND COMMUNICATION

2.1 Reception

The Reception Desk is open during the academic year as follows:

Monday - Saturday 08:00 - 16:00*

Sunday CLOSED

*These times may vary depending on staff levels throughout the year.

Our telephone number is:

National 020 7373 7242

International +44 20 7373 7242

2.2 Night Time Emergency & Building Security

The Leadership Team of Lee Abbey are committed to taking all reasonable steps to ensure your safety and security at Lee Abbey. A copy of the "Lee Abbey London Security Plan" is available upon request from Reception.

If you have an emergency please contact Reception on 1777. If Reception is closed, please call 07546576756 on your mobile/WhatsApp or dial 1799 from a phone located on the corridor to speak to the person who is on duty.

2.3 Mail

All incoming mail is kept in your postbox in the Reception area. If you receive a package, a note will be left in your mailbox for you to collect during Reception opening hours only. Registered mail must be signed for. You cannot accept post/deliveries for any other person than yourself. Please do not let any delivery man into the building without a member of staff. Please note that there are no postal deliveries on Sundays or Bank Holidays. Our full postal address is:

**Lee Abbey London
57/67 Lexham Gardens
Kensington
LONDON
W8 6JJ**

2.4 Fire Alarm Test

Every **Tuesday at 11:00** the Fire Alarm system will be tested. You do not need to respond to this alarm. (Please see Section 10 for Fire Instructions in the event of a fire.)

2.5 Making Telephone Calls

Calling Reception:

To call Reception from any “house” phone located on every corridor and in the foyer at Reception, please dial **1777**.

2.6 Lee Abbey WiFi and Broadband

Lee Abbey is pleased to offer each Resident up to 30MB free Broadband provided by Glide Student.

All bedrooms and most public spaces are covered by our WiFi network.

Network name: **LeeAbbeynet**

Network key: **LeeAbbeynet09** (case sensitive)

2.6.1 Getting Started

When you first connect to the *Glide Student* network, your browser will be directed to the *Glide Student* registration page. You will need to register before you can access the internet. A handy user guide from *Glide Student* has been included in your welcome pack and is available from Reception.

2.6.2 Using A Cabled Connection

If you prefer to use a cabled internet connection, all bedrooms and the study room are equipped with Ethernet (RJ45) sockets. Some Notebooks and Apple computers do not come equipped with an RJ45 socket, in which case you should purchase an RJ45 to USB adaptor which will allow you to connect to the internet using an RJ45 cable.

Please make sure you plug the correct cable into the socket as other cables may damage it.

2.6.3 Support

If you have any issues with the broadband service please call 0333 123 0115 or email studentsupport@glide.co.uk or visit my.glidestudent.co.uk/support The *Glide* helpdesk is open from 08:30 – 20:30 from Monday to Saturday and from 11:00 – 17:00 on Sundays. It is essential that you contact them directly, in order for your issue to be resolved.

2.7 Visitors

When visitors are allowed in the building, Residents must assume responsibility for their visitors and accompany them at all times while in the building. Residents must ensure that their visitors behave in accordance with our requirements.

Visitors are not allowed to stay overnight in any part of the building and should leave individual rooms and the building by 23:00. They must not be admitted before 08:00.

Residents who are expecting visitors to arrive at times when the Reception desk is closed should wait inside the Reception area to admit them.

Beware of people who might try to slip in behind you when using the front entrance. Do not allow anyone into the building (including delivery people!) unless you know them personally, otherwise you are putting the security of all who stay here at risk.

All visitors and contractors must sign in at Reception on arrival and wait there to be collected.

Keys are not to be given to or shared with any visitors. If you are found to have given your keys to any person not a resident at Lee Abbey London, this will result in termination of your residency (see 4.1).

2.8 Food Deliveries

Please make sure when ordering food for delivery that your name, mobile number and room number are included on the order form. On arrival, the delivery driver should ring your number for you to collect at Reception. Please note that we do not accept hot food deliveries without the person who ordered it being present. If Reception is closed, the delivery driver should wait at Reception and they are not allowed to deliver items to a resident room.

3. MEALS

All meals are served in the Servery and are to be eaten (apart from the Grab & Go meal on Sundays) in the Dining Room or the Garden. Residents must show a valid printed meal ticket or guest meal ticket at all meal times and will not be served without one.

Meal tickets should be printed for each meal at the meal ticket terminal by scanning your Lee Abbey photocard using the bar-code reader.

Residents who lose their photo card must report this to Reception and will be charged £20 if a replacement is necessary.

Please do not take food, cutlery or crockery out of the Dining Room except to take a meal to someone who is sick. In this case you must ask permission from the chef on duty at the time and return the dirty plates etc to the Dining Room. Fresh fruit must be taken at the same time as the main course and is never available as 'seconds'.

For reasons of safety and hygiene you are reminded that you are not allowed to go behind the Servery counter at any time, and shoes must be worn in the Servery area. No bare feet. Cold drinking water is available from the water dispensers in the Dining Room and in Reception.

3.1 Meal Times

Please note that we stop serving food promptly at the end of each meal time, so please arrive at least 10 minutes before the closing time.

	Monday-Friday	Saturday	Sunday	Bank Holiday
Breakfast	07:30-09:00	07:30-09:00	08:30-10:00	08:00-09:00
Tea/Coffee	10:30	10:30		
Lunch		13:00-14:00	13:00-14:00	
Tea/Coffee	15:10	15:10		
Grab & Go Meal			17:30-18:30	
Dinner	18:00-19:30	18:00-19:30		18:00-19:00
Coffee Bar	19:00-20:00 (except Wed.)	19:00-20:00		

3.2 Guests

If you would like to have a guest for a meal, you must purchase a meal pass (£6.00) from Reception beforehand and accompany your visitor to the Dining Room. Only guests with a valid meal ticket will be allowed in the Dining Room. Children under 11 should not enter the Servery area (for Health & Safety reasons) and should be accompanied by an adult in the Dining Room.

3.3 Packed Meals

During Lee Abbey term time only, if you have late classes or other academic commitments, you can request a Packed Meal.

Packed Meals must be ordered from Reception before 10:00 on the day required.

You can find the order form in the red folder on the Reception counter. A maximum of 10 Packed Meals are available each day, Monday to Friday. These are a discretionary privilege and we reserve the right not to supply them e.g. to people who consistently fail to collect them. In order to collect your meal when Reception is closed, please phone the duty person on 07546576756.

3.4 Formal Dinners

These are held a few times a year and are well advertised with details of times.

3.5 Menu

We aim to provide freshly cooked, healthy meals every day. Please note that we cannot guarantee that there will always be a choice of menu. We regret that we are unable to provide for special diets. If you have a genuine food allergy please inform the Accommodation Manager in writing with a note from your doctor. We do not supply extra free food to take away. The House Kitchen is available if you wish to cook a meal yourself (see Section 6.7).

3.6 Meals which you bring in from outside

Please only eat take-away meals in the House Kitchen, in the Cafe/Garden Room or in your own room.

LIVING TOGETHER



4. BEHAVIOUR

Please be aware that Lee Abbey is situated in a residential area. We ask you to please show consideration for the residents of Lexham Gardens and surrounding streets by behaving appropriately outside the house and with other residents inside the house.

There are strongly enforced local laws about such things as noise and litter, drinking alcohol in public etc. The Director and Community have to take responsibility to ensure that all such requirements are met.

Any behaviour which may bring the name of Lee Abbey into disrepute is not acceptable.

4.1 Disciplinary Procedure

As a Resident, you are responsible for acquainting yourself with Lee Abbey London's rules and procedures as explained in this Resident Handbook.

Disciplinary action may be taken against any resident who is found to be disregarding Lee Abbey published rules and procedures, or whose conduct has a negative impact on the reputation of Lee Abbey.

The action taken under the Disciplinary Procedure for Lee Abbey Residents will depend on the nature of the incident, and will be determined as below. These include provision for expulsion from Lee Abbey where necessary.

Disciplinary actions will also be taken against any resident whose guest(s) or visitor(s) are involved in an incident / misconduct. Residents are held fully responsible and accountable for the actions of their visitors and guests. The level of disciplinary action taken against a hosting resident will normally match the level of action that would have been taken against the guest, if the guest were a resident, unless the host has taken demonstrable steps to curb the behaviour of his/her guest.

Formal Warnings

The formal disciplinary procedure is initiated when an incident is reported and/or recorded by staff or Residents and it warrants more than an informal caution.

Formal warnings are issued by a member of the Lee Abbey Leadership Team after an investigation and interview(s) have been conducted by relevant senior Lee Abbey staff as appropriate. They are not usually issued while an investigation is ongoing. If the investigation finds residents statements in conflict or contradiction with each other or other witness reports, the Leadership Team will use the balance of probability as guiding principle in the application of any disciplinary action short of exclusion.

The investigation would normally be conducted by the relevant senior staff members and completed within ten working days of its commencement. Lee Abbey reserves the right to extend time scales in complex investigations. Records of the investigations and warnings are kept in the Resident's file.

(i) Verbal Warnings

Residents will be issued with verbal warnings for incidents that fall into the following categories:

- Incidents which are deemed a general nuisance to other Residents or staff members such as, but not limited to, loud music, noise, late gatherings, non-compliance with an agreed cleaning rota etc., where the behaviour is found to be the result of lack of consideration.
- Incidents where Residents refuse to cooperate with reasonable requests by staff such as, but not limited to, request for proof of identification, room number, names of their guests as well as failure to respond to meeting requests etc.
- An incident where the guest or visitor of a Resident has been involved in misconduct, where the resident has taken demonstrable steps to stop the problematic behaviour while it was ongoing, and/or contacted a member of staff to seek assistance in curbing the behaviour.
- Any incident which would normally warrant a Written Warning, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation by Management, and where the relevant Manager believes it to be in the best interest of Lee Abbey that the level of warning be mitigated.

Verbal warnings can be issued by any member of the Lee Abbey Leadership Team. There is no appeals process for verbal warnings.

(ii) Written Warnings

Residents will be issued with a written warning for incidents that fall into the following categories:

- Any incident which would normally warrant a verbal warning, where the resident has already been issued with a verbal warning for prior misconduct.
- Late or non-payment of fees.
- Noisy behaviour, especially at night.

- Having a guest stay overnight in your room without a campbed booking.
- Incidents which are deemed a general nuisance to other Residents, staff or other users of Lee Abbey.
- Incidents or behaviours which are in breach of the Health and Safety codes of Lee Abbey and Conditions of Occupancy such as wedging fire doors open, use of candles and naked flames, tampering with fire fighting equipment and fire extinguishers.
- Incidents which involve conduct that is found to be malicious and/or offensive.
- Incidents which have the potential to damage the reputation of Lee Abbey.
- Any incident or behaviour that is found to compromise the safety and security of Lee Abbey and its occupants, such as, but not limited to, enabling unauthorized persons to access the building.
- Any incident which would normally warrant a Final Written Warning, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation and where the relevant Lee Abbey Manager believes it to be in the best interest of the Lee Abbey that the level of warning be mitigated.

Following the completion of an investigation and interview(s) written warnings are issued by any member of the Lee Abbey Leadership Team. Normally written warnings are delivered by hand to the Resident's room in person and left under their door in their absence. Residents can appeal against written warnings by following the appeal procedure outlined below.

(iii) Final Written Warning

Residents will be issued with a final written warning for incidents that fall into the following categories:

- Any incident which would normally warrant a verbal or written warning, where the Resident has already been issued with a written warning for prior misconduct.
- Late or non-payment of fees.
- Incidents that involve verbal attacks on Residents, staff, or members of the local community.
- Incidents or behaviours which constitute harassment of a Resident, member of staff, or other users of Lee Abbey.
- Incidents which bring Lee Abbey into disrepute.
- Incidents which involve the deliberate and not accidental destruction of property.
- Smoking within the building.
- Noisy or disruptive behaviour on the front steps or in a location that may affect Lee Abbey neighbours in Lexham Gardens and Marloes Road, which includes consuming alcohol on the front steps.
- Incidents which constitute trespassing and/or unauthorised entry.
- Any incident which would normally warrant the termination of residency at Lee Abbey, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation and where the relevant Lee Abbey Manager believes it to be in the best interest of Lee Abbey that the level of warning be mitigated.

Following completion of an investigation and interview(s), any member of the Lee Abbey Leadership Team can issue final written warnings. Normally written warnings are delivered by hand to the Resident's room in person and left under their door in their absence. Residents can appeal against final written warnings by following the appeals procedure outlined below.

(iv) Termination of Residency

Residents will have their residency at Lee Abbey terminated for incidents that fall into the following categories:

- Any incident which would normally warrant an verbal, written or final written warning, where the Resident has already been issued with a final written warning for prior misconduct.
- Late or non-payment of fees.
- Any incident which is deemed to expose Residents, staff, other users of Lee Abbey to potentially serious danger such as, but not limited to, malicious break glass fire alarm activation, causing fire through negligence.
- Any incident or behaviour that suggests the continued presence of the Resident at Lee Abbey poses a danger or serious threat to the wellbeing of other Residents and the wider Lee Abbey community. This includes, but is not limited to, the consumption, storage or trade of illegal substances (drugs), physical assault, theft, and other serious misconduct. Lee Abbey will assist the police with any investigation.
- Any incident, misconduct or harassment found to be motivated by hostility or prejudice based upon the victim's disability, race, nationality, religion or belief, sexual orientation, gender, transgender or age.
- Deliberately setting off the Fire Alarm or tampering with detectors.
- Graffiti and any form of vandalism.
- Aggressive or abusive behaviour towards staff members.
- Behaviour which brings the name of Lee Abbey into disrepute.
- Any instance in which a visitor is given a Resident's key(s).

Terminations of occupancy can be issued by the Director. Residents who have their Lee Abbey residency terminated are not allowed to return to the building at any time. Residents can appeal against their termination of residency by following the appeals procedure outlined below. Lee Abbey reserves the right to terminate the residency of any Resident on disciplinary grounds without refund of Lee Abbey Fees or deposit by giving notice to that effect. Where a decision to terminate a Resident's licence under disciplinary action (iv) above has been made, a date by which to vacate Lee Abbey is specified. If Residents engage in further breaches of the Lee Abbey rules during this time, they will be asked by the Director to vacate within 24 hours of that further breach.

In very serious cases where the continued presence of the resident at Lee Abbey is regarded to pose a risk to Lee Abbey or any of Lee Abbey's Residents or staff, termination may be immediate.

Rights of Appeal

a) Verbal Warning

There is no right to appeal against measures taken under the verbal warning above.

b) Written and final written warnings

A Resident who wishes to request a review of disciplinary actions under (ii) and (iii) above must lodge an appeal within five working days of the notification of the disciplinary decision stating the grounds on which they are appealing. The appeal must be submitted to the Director. The Director who reviews the disciplinary actions taken will either uphold, commute or invalidate them. The outcome of this review process is final and is not subject to any further appeals.

c) Termination of Residency

A Resident who wishes to request a review of a disciplinary decision under (iv) must lodge an appeal within five working days of the notification of the disciplinary decision stating the grounds on which they are appealing. The appeal must be submitted to the Director in the first instance, enclosing all relevant documentary evidence. Failure to provide sufficient details and supporting evidence will result in rejection of the appeal. The request of appeal may be based on one of the following grounds:

1. Evidence which for good reason was not divulged at the time disciplinary action was taken. The "good reason" must be stated in the letter of appeal.
2. Evidence that the decision to exclude was not made in accordance with Lee Abbey's rules.

4.2 Language and Relationships

At Lee Abbey our aim is to provide a secure environment in which individuals can live, make friendships, and pursue the objectives for which they have come to London, which is usually a course of study.

Private morality is an individual concern. However, the laws about such matters as racism and sexual harassment are strong in Britain. We have a responsibility to enable everyone to live here without being subjected to the pressures of permissive behaviour, which can cause offence. Standards of morality at Lee Abbey are those which are traditional in many other cultures. Just as we expect high standards of honesty and integrity, we also expect tolerance and respect for other cultures.

We need to be sensitive and avoid undermining others by saying hurtful things, or making jokes that could be misunderstood and cause offence. Please avoid language, behaviour and dress that may embarrass those from different cultures than your own. This includes any physical display of affection that might be misunderstood or embarrass others.

4.3 The Community

Please treat the Community members with respect and do not make it difficult for them to do their work. Please co-operate when they need access to your room.

4.4 Smoking

Smoking is not permitted in any part of the building.

As a concession to smokers, we have a smoking area on the left hand side of the Garden where we will allow smoking during those periods when the Garden is open (8:00-22:30). Smoking in any other areas such as your bedroom, out of an open window, in bathrooms, on front porches and steps is not permitted.

Candles, incense sticks etc. are not allowed anywhere in the building except when used for an official Lee Abbey event.

See also Section 5.3, concerning the setting off the Fire Alarm.

4.5 Controlled Drugs

It is illegal in Britain to use certain drugs such as Cannabis (Marijuana), L.S.D., Barbiturates, Heroin, Cocaine, etc. **Anyone found using, possessing or supplying illegal drugs in the building or garden will be asked to leave immediately. The police will also be informed.**

4.6 Alcohol

Alcoholic drinks may not be consumed in any public area (including the House Kitchen, Front Lounge, Garden Room, Garden, front steps, or in the street), except when provided by Lee Abbey at social events. Drunken behaviour is not acceptable and is a disciplinary offence.

4.7 Graffiti

Anyone known to put graffiti anywhere within these premises will face disciplinary procedures and may be charged for the repair of any damage. Disciplinary action may include the termination of your Resident licence.

4.8 Noise

Lee Abbey is used mainly by students who live here while they undertake serious studies. Please have consideration for the students, the other occupants of the house and for our neighbours in Lexham Gardens and surrounding streets. Residents are required to observe quiet inside and outside of the house after **23:00** and until 8:00 (9:00 on Sundays).

This applies particularly to the front porch, the steps and the street immediately outside the house, and the garden.

Please remember that other Residents may be under pressure to meet deadlines for assignments and examinations.

Do not shout out of the windows to people in the street or the Garden.

Keep the volume of electronic devices at a level where you can hear them but others cannot, preferably using headphones.

NB: A law was passed in London in July 1996. Noisy behaviour which disturbs other people between 23:00 and 7:00 may result in an on-the-spot fine of £100. Payment of the fine will be the responsibility of the individuals concerned not Lee Abbey.

4.9 Musical Instruments

Instrumental and vocal music practice may only take place in the Music Practice Rooms in the lower ground floor between 08:00 and 22:00 (see Section 6.5). Musical instruments may not be played anywhere else, except at official Lee Abbey occasions.

The Chapel should only be used for group music practice for Lee Abbey events and services and only if the music rooms are busy or too small. Please do not use the Community instruments in the Chapel for private practice.

4.10 Dress

Please do not dress in a way which may embarrass others. Footwear must be worn in the Dining Room and Servery to comply with UK hygiene and Health and Safety regulations.

Roller blades, football boots and other footwear that damages floors must not be worn in the building.

4.11 Front Porch and Steps

Please do not wait around, sit, drink, smoke, eat, or use mobile phones and laptops on the front porch or on any of the front steps or the pavement outside Lee Abbey, as this disturbs the neighbours. Do not deposit chewing gum on the pavement. If you are waiting for someone, please wait quietly inside the Reception Area.

4.12 Litter

Please dispose of all your litter in the bins provided. Please be careful not to put anything in or near the bin that you do not want to be thrown away.

Recycling bins can be found in the Reception area and in the Front Lounge.

Blue/Green bins in your room are for recycling, the other bins are for general waste. Bins are emptied weekly on a specific day.

Recycling bins are ONLY to be used for the disposal of:

- Paper, card, and cardboard
- Cans, tins, and empty aerosols
- Cartons
- Plastic bottles, pots, tubs, and trays (no lids)
- Glass bottles and jars (no lids)

Please do NOT put any of the following into a recycling bin:

- Shredded paper
- Clothes and textiles
- Food waste
- Hard plastics
- Soft plastics (food packaging, bubble wrap, etc.)

Please visit www.rbkc.gov.uk/recycling for more information.

4.13 Trading and Business

Residents are not allowed to carry out a trade or profession of a business using either the Lee Abbey name or Lexham Gardens address. This involves the delivery or supply of goods to or from Lee Abbey London, nor should you use the rooms or public spaces for business meetings without express permission. The address of Lee Abbey London can be used as a correspondence address for personal effects but is not to be used as the Registered Address for any other organisation.

4.14 Suggestions

If you have a suggestion about any aspect of life in Lee Abbey please send an email to the relevant manager (email addresses available from Reception) or leave a note at Reception so that your comment can be considered. Please include your name and room number.

If you would like to discuss any aspect of your stay at Lee Abbey with a senior member of staff, please make an appointment to see the Director, HR Manager, or Accommodation Manager who will be happy to discuss your concerns with you.

5. YOUR ROOM

In general:

- We will try to accommodate you in the same room throughout your stay, but occasionally we may have to ask you to move rooms.
- Lee Abbey reserves the right of access to your room for the purpose of cleaning, maintenance, routine inspection, and in case of emergency. Appropriate notice will be given should non-emergency access be required.
- No-one is allowed to stay overnight in any room other than their own.
- Remember that visitors are not allowed to stay overnight without booking. (See Section 2.7).

5.1 Access to your Room

Where access to your bedroom is required for routine inspection, Lee Abbey will provide you with at least 24 hours notice of the time, date and purpose of the visit. More immediate access to your bedroom may be required in the case of an emergency such as a leak. In this case access will only be granted to those required to resolve the emergency and you will be notified that your room has been accessed.

Where required, sanitary bins in en-suite bedrooms are provided and are emptied every 2 weeks.

5.2 Use of your Room

Do not smoke, burn candles, tealights or incense sticks while in your bedroom, or out of an open window. (See section 4.4). Hair straighteners are a fire hazard and should not be left on the carpet or any surface that is flammable or could be damaged by heat.

Please read the information displayed on the notice in your bedroom.

Please treat your accommodation with respect and remember that others will stay here after you.

Musical instruments may not be played in your room (practice rooms are available see Section 6.5), nor may you practise singing in your room.

If you are in a twin or triple room:

- Share the space and facilities equally.
- Be sensitive about the use of lighting, sound equipment, computers, etc. between 23:00 and 8:00 so that others can get to sleep.
- Please be aware of your own personal hygiene which may affect others, and ensure that your area of the room is kept tidy.
- Please do not use the bed, desk or wardrobe set aside for your roommate if this bedspace is unoccupied. A new roommate may be allocated at any time.
- If sharing a room, please only invite visitors to your room with the express permission of your roommate(s).

Do not allow anyone to have access to the room during your absence.

5.3 Fire Alarm

When you hear a continuous alarm sounding, please follow the Fire Instructions (see Section 10), except on Tuesday at 11:00 when the weekly fire alarm test takes place and the sounders are only on for a few seconds.

Fire extinguishers are for emergency use only.

If a smoke detector or fire extinguisher or any other fire safety equipment is tampered with, interfered with, or set off because someone smokes in a bedroom, or for any other reason, Lee Abbey reserves the right to dismiss the occupant(s) and retain their entire deposit. In the instance of shared rooms, the occupants will be held jointly liable.

5.4 Security and Insurance

Make sure that you lock your room whenever you are not in it.

Each bed space is provided with a drawer that can be locked with your own padlock. Lee Abbey London is able to offer insurance cover free of charge to all residents covering personal effects up to £20,000 for any one person for items held within your room with a single article limit of £1,000. In addition, the theft of personal money is covered with a limit of £100. However, please note, loss of personal money is only if there has been forcible or violent entry to your room: If you left your room unlocked or another key was used, the money loss is not covered. Please note that the personal effects excess is £25 from each and every claim.

Please report any suspicious persons to Reception or the person on duty (see Section 2.2).

5.5 Bedding

Your bed should have a mattress cover, a sheet, one pillow with pillowcase, and a duvet with cover.

You are responsible for laundering of the linen while you are staying at Lee Abbey London. Please, do not remove bedding from your room, even if you use your own linen. If bedding from your room is missing or in an unusable condition after your stay, the cost will be deducted from your deposit.

You may purchase your own additional bedding from local shops.

5.6 Cleaning

Residents are required to clean their own rooms and cleaning products will be provided. We expect you to keep a good standard of cleanliness and tidiness in your room. If you share your room please respect your roommate(s) keeping your space and personal belongings tidy and clean.

Rubbish will be collected from your room during the week. Please do not leave rubbish bins outside your room at any time as this is a Health & Safety fire risk. Please put items for recycling in the green bins or use the recycling boxes. Recycling bins can be found in the Reception area, in the Front Lounge and in the rubbish cupboard near the Housekeeping Office on lower ground floor.

The Accommodation Manager and the Hospitality Services Manager will carry out periodic room inspections which you will be notified about in advance.

A copy of the "Lee Abbey London Waste Management Plan" is available upon request from Reception.

On departure, please make sure all rubbish is put into bin bags which are available from House Team. Anything found in a black bag will be disposed of. Any items of value left in your room will usually be retained by the Housekeeper and then disposed of after one month.

5.7 Pictures and Posters

Pictures and posters are only allowed to be hung on the pinboards provided and are not permitted anywhere else in your room. Blu-Tack and sellotape are not permitted to be used on any wall in your room. Please note that any damage to walls or paintwork will be charged to your account and deducted from your room deposit.

5.8 Laptop Computers

In public areas, laptops should only be used without sound so as not to disturb other residents.

5.9 Other Electrical Equipment

The following electrical and cooking equipment **must not** be used in bedrooms:

- Microwave Ovens
- Hotplates
- Irons
- Heaters
- Toasters and other cooking equipment
- Refrigerators**
- Rice cookers

Extension Leads must have clearly labelled surge protection. We are not able to supply extension leads, but we recommend the following lead: <https://amzn.to/2LeVoSj> - **Masterplug SRGDU61PW2 13amp 6 Socket 1M Compact Surge Protected Extension Lead With 2 X USB - 2.1A**

** Mini coolers with a maximum capacity of 4 litres are permitted – for more information contact Reception.

If any of the above items including unapproved extension leads are found in your room they will be removed. Cooking appliances are available for public use in the House Kitchen. Irons are available for use in the Ironing Rooms on the lower ground floor. Kettles may be used with care. Please avoid spills and always place kettles safely on a heat resistant table surface. Do not leave kettles on the floor as they are a trip hazard and the high temperatures may damage the carpet.

Please note that the electricity supply in Britain is 240 volts AC. Check with the Maintenance Team if you have any queries about your appliance. Do not overload electrical sockets. We reserve the right to remove any appliance and extension lead that we consider to be dangerous or which fails to meet our requirements.

5.10 Furniture

The furniture has been specifically allocated and placed in your room. Any changes to or movement of the furniture in your room must be discussed with the Housekeeper.

You will be invoiced for any missing furniture, or any that is damaged beyond reasonable wear and tear (Should this be necessary, the appropriate amount may be deducted from your deposit).

Each resident is provided with a bed, wardrobe, desk, desk lamp, chair, linen, duvet and pillow, and internet access.

5.11 Maintenance

Please report any faults in your room as soon as possible, (e.g. lights not working) in the Maintenance File at Reception. The Maintenance Team will assess the urgency of any fault and tackle it accordingly.

5.12 Roofs and Balconies

Under no circumstances is anyone allowed out onto the roofs and balconies anywhere in the building. This is dangerous and it may cause damage. Anyone found on a roof or balcony without permission will have their residency at Lee Abbey reviewed.

5.13 Safety in Rooms

Keep your room neat and tidy, so that you maintain direct access to the doors at all times. Objects lying around, such as clothes, trailing electrical wires, etc. are obstructions and hazards that could endanger life in the event of a fire.

5.14 Television Licences

Under British law you require a TV licence if you own a TV set or if you watch TV on your phone or computer, whether live or on catch-up. You can purchase a TV license and find out more information online at www.tvlicensing.co.uk or by calling 0870 241 6468. Breaking this law can result in a fine of £1000.

5.15 Windows

Window limiters have been installed in all windows up in the house. This is necessary for security and insurance purposes, and they may only be unlocked for cleaning and maintenance purposes. Please do not climb out of or throw anything from the windows. For your own safety **do not** sit on the window sills. Please do not hang washing or other articles out of the windows or on the window frames.

Windows are cleaned by an external contractor two times a year. You will be notified of the specific date a few days beforehand. The contractors will be accompanied by a member of staff. Please allow them access to your room from 08:30 and please make sure that you clear the area in front of your window(s), so access to the windows is not obstructed.

6. PUBLIC AREAS

6.1 Dining Room

This is reserved for eating but it may be used for study and for practical work at certain times with permission. Please ensure your books and papers are cleared away half an hour before official meal times, and remain away until half an hour after official meal times. Please do not obstruct the Servery Team at work.

The Dining Room is closed from 12:30 – 14:00 Monday to Friday when it is used by Lee Abbey Community.

Please do not take food, crockery, or utensils out of the Dining Room.

6.2 Front Lounge

This is the main sitting area. Please help to keep it clean and tidy by keeping your feet off the furniture and using the litter bins provided. If you move furniture please put it back the way you found it. No food is allowed in this room. If you wish to watch movies or listen to music, please use earphones so as not to disturb others.

6.3 Garden

Please help us to keep the Garden as a place of quiet and relaxation. Chairs from the building should not be taken out into the garden.

No frisbees or ball games are allowed. Holland Park and Kensington Gardens have large open spaces for ball games and are only a few minutes walk away.

Smoking is only permitted in the Smoking Area in the Garden.

Electronic devices and musical instruments are not to be played in the Garden except during officially authorised events.

The Garden is normally open from 08:00 to 22:30 unless needed for Lee Abbey purposes.

6.4 Cafe/Garden Room

Please note that this room may be required for private functions at any time.

The television projector and music centre in this room are not for general use. This equipment is used for films and major sporting or other events. If you wish to watch a special programme, please ask for permission in advance from the Duty Person who can be contacted through Reception.

Please be mindful of our quiet hours if using the Cafe/Garden Room after 23:00.

6.5 Music Practice

Music practice rooms are on the lower ground floor. Priority is given to registered music students and worship practice by Community members. Music practice is only allowed between 08:00 and 22:00 and practice times may be booked. Out of consideration for those living and working nearby, please close the door when practicing. Please do not practice musical instruments in your bedroom. The Grand Piano in the Cafe/Garden Room may not be used for practicing.

6.6 Games Room

A table tennis table, mini football and a pool table are situated in the Games Room. Details for using them can be obtained from Reception. Please note that, in order not to disturb other Residents, this room is closed at 22:00 each evening. Please do not bring any food or drink into this room and do not move the tables. The Games room may be closed at other times for Lee Abbey purposes.

6.7 House Kitchen

This is on the lower ground floor. You need to provide your own cooking utensils. Please label any personal equipment with your name and store this either in your assigned locker or in your bedroom.

The Cookers are available for use from 06:00 to 01:00 only. Please ensure that you wash up and put away everything that you have used. Dirty pans etc. may be removed. The House Team are not responsible for washing up and tidying away. Wipe the cookers clean after use and please remember to turn them off.

Make sure all electrical appliances (except the fridges and freezers) are turned off before you leave.

Please label all food in the fridge with your name and the date. We reserve the right to dispose of stale food. You can sign up for a locker space at Reception.

All food and utensils left in the House Kitchen are left at your own risk. Lee Abbey reserves the right to close the kitchen for health and hygiene reasons.

6.8 Study Room

This is reserved for silent study purposes. No talking or other noise is permitted. Please ensure you remove your belongings. Any items left unattended will be removed.

6.9 Bathrooms, Showers and Toilets

Please make every effort to avoid spilling water on the floors. Please remember to close the curtain or glass shower doors before turning on the water. Remember that others will need to use the bathrooms etc after you, so please leave these rooms clean and tidy. Please remove all toiletries after use.

7. OTHER FACILITIES



7.1 Coffee Bar

The Coffee Bar in the Café/Garden Room is a great place to meet people and enjoy a free hot drink served by members of the Community. Occasionally, this will include an event, such as a pub-quiz or music night. Free hot drinks are served Monday - Saturday from 19:00 - 20:00 (excluding Wednesday and Sunday).

7.2 Electric Iron

An iron and ironing board are situated in the Ironing Room on the lower ground floor. No irons are permitted in bedrooms. Any damage to carpets due to improper use will be charged to your account.

7.3 Residents' Overnight Guests

While you are here you may book short-term accommodation for a friend or relative for a maximum of seven days. During term time most of our beds are occupied by long-term students.

Residents are responsible for the behaviour of their guests and must ensure that they comply with our policies.

Guest Rooms

We usually have a twin room available. This can be booked and paid for through the Accommodation Manager in the usual way subject to availability and with at least 24 hours notice. We reserve the right to invoice you or deduct the cost of any damage or non-payment of fees from your own deposit.

Campbeds

If there is no guest bed available anywhere in the building we may be able to put a camp bed (mattress) in your room subject if you give at least 24 hours notice, subject to minimum space requirements and the following conditions:

- Guests on camp beds can stay no longer than seven nights. Guests pay £20 per night for their stay and are entitled to the same meals as the Resident.
- When checking in at Reception, the guest may be given a key on request.
- If you are in a shared room, you must provide written agreement from your roommates.
- Camp beds are not normally available during holiday periods.

All such bookings are strictly at the discretion of the Accommodation Manager. There may be times when this facility is not available. Bookings for under-18s will not be accepted unless accompanied by a parent or legal guardian. Bookings should be made as far in advance as possible.

7.4 Laundry

The coin-operated washers and dryers are available at any time on the lower ground floor. Please follow the instructions for use very carefully to avoid causing damage to your clothes. Lee Abbey does not accept any responsibility for damage caused to articles laundered in these machines.

Please remove your laundry from the machines as soon as possible after it has been washed.

7.5 Photocopying/printing

Please speak to Reception if you have any small mono (black/white) printing or copying needs. These will be charged at £.05 per page. Printing jobs may be emailed to hello@leeabbeylondon.com.

7.6 Bicycles

Bicycles may only be left on the front porches that are not used on a daily basis and which are not fire exits, (63 and 65 porches) or chained to the bicycle rack in the stairwell near the main entrance. Any bicycles left in other places will be removed.

If you are unsure about where to leave your bicycle, please ask at Reception. All bicycles are left at the owner's risk.

8. SOCIAL ACTIVITIES



Activities are organized throughout the year, and we welcome your input. If you have any ideas of what you would like to do, please email Reception. We will be happy to receive any suggestions.

9. HEALTH AND WELLBEING



If you are injured, please contact Reception on 1777. If Reception is closed, please call 07546576756 on your mobile/WhatsApp or dial 1799 from a phone located on the hallway to speak to the person who is on duty.

Lee Abbey cannot accept any responsibility for medical care beyond emergency first-aid. We regret that we are not able to supply plasters, paracetamol etc. Every resident is advised to have his or her own first-aid kit.

If you are here for more than a few weeks it is important that you register with a doctor. Our local practice is the Abingdon Health Centre in Earls Court Road, through which you may be entitled to free consultation under the National Health Service (NHS). For other treatment you may need to pay and so you may wish to obtain private medical cover or insurance.

If you have an ongoing medical condition, disability, or food allergy the Accommodation Manager must be notified in writing with a note from your Doctor.

9.1 If You Are Ill

Any illness or medical condition requiring you to stay in your room should be reported immediately to Reception or the person on duty. If you are injured call 1799 from a "house" phone or dial 07546576756 on mobile/WhatsApp. Anyone with a disability, even temporary i.e. crutches, should inform Reception so that they know in case of fire.

If you have an urgent medical problem and aren't sure what to do, call NHS 111. This service is free and is available 24 hours a day, 7 days a week.

Please refer to the NHS website www.nhs.uk for access to up-to-date information and advice.

In cases of extremely urgent medical emergencies only, an ambulance should be called by dialling 999 from a mobile phone at any time (such calls are free of charge). Please inform Reception or the Night Duty person as soon as possible giving the name and room number of the person who needs an ambulance.

If you call a Private Doctor to Lee Abbey, you will be responsible for any costs incurred.

If you are admitted to hospital, please notify the Accommodation Manager at Lee Abbey.

If we have concerns regarding your health and safety and how it may affect you and others, we will if possible discuss the matter with you, but we may need to contact your GP/Emergency services/Parents/Emergency contact without your consent.

Lee Abbey reserves the right of access to your room in case of emergency.

9.2 Doctors

It is very important that you register with a doctor as soon as possible. It is now possible to register online using the following link:

www.abingdonmedicalpractice.co.uk/pages/Registering-and-Usual-GP

DO NOT WAIT UNTIL YOU ARE ILL BEFORE REGISTERING!

The nearest doctors are:

The Abingdon Health Centre
88-92 Earl's Court Road
London W8 6EG
Tel: 020 7795 8470

Open: Monday to Friday and Saturday mornings.

In case of emergency outside of normal surgery hours please call 020 89697777.

This practice has an arrangement with Lee Abbey and they will take you on to their list of patients if are going to be here for six months or more. You should have received a "To Whom it May Concern" letter with your welcome pack which will help you to register with the doctor. You will also be offered a free health check with the practice nurse. The doctors will see you by appointment only.

9.3 Hospitals

The nearest hospital is:

Accident and Emergency Department
Chelsea and Westminster Hospital
369 Fulham Road
Chelsea, SW10 9NH
Tel: 020 8746 8000

If you need urgent medical help at the weekend or during the night, you can get treatment at the local hospital, but you may have to wait a long time (3 hours +) if it is not urgent.

Directions to the Hospital: Turn left out of Lee Abbey then left again into Earl's Court Road. Cross Cromwell Road and go past the tube station and on to the first main set of traffic lights. Continue straight on along Redcliffe Gardens. At the next road junction with traffic lights turn left along Fulham Road and the hospital is about 100 metres down on the right hand side of the road. Allow about 20 minutes to get there. Alternatively you can take a bus or a taxi. Buses C1 and 328 go every few minutes along Earl's Court Road from the bus stop opposite the Abingdon Health Centre to the junction with Fulham Road. Turn left into Fulham Rd and the hospital is a short distance on your right. To return to Lee Abbey turn left out of the hospital, cross Earl's Court Road then take the next road right which is Finborough Road. The bus stop is on your left near the junction with Fulham Road.

9.4 Dentists

The following dentists do work within the N.H.S.. However, you may only have free treatment once you have completed a HC1 form and sent it to the N.H.S.. They will then send you an exemption certificate, if you indeed qualify. These forms may be obtained from the dental practices listed below:

Earl's Court Health and Wellbeing Centre
2b Hogarth Road London SW5 OPT
Tel: 020 7341 0300

80 Kensington Dental Clinic
80 Kensington High St

London W8 4SG
Tel: 020 7938 2833

NHS Dentist London
355 North End Road
Fulham SW6 1NW
Tel: 020 7610 1110

For Emergency treatment only:

Guy's Hospital
Great Maze Pond SE1 9RT
Tel: 020 7188 0511

Open From 07:45 Monday to Friday. Arrive early to be sure of treatment, as only the first 30 people are seen.

Directions to Guy's Hospital: Take the District Line to Monument, walk over London Bridge along Borough High Street and you will see St Thomas Street on the left.

King's College Hospital Dental Institute
Denmark Hill Site
Caldecot Road SE5 9RS
Tel: 020 3299 9000

Directions to Caldecot Road: Take the tube to London Bridge (District Line to Westminster, Jubilee Line to London Bridge) and catch a train to Denmark Hill. Turn right into Denmark Hill and first left into Bessemer Road. First left into Caldecot Road.

9.5 Mental Health + Wellbeing

Looking after your wellbeing is an important skill. It can give you a sense of purpose and make you feel happier at University.

WHO TO TALK TO

If you are worried about your own or somebody else's health and mental wellbeing, please talk to someone. Feel free to talk to any of the following:

- Our staff and community members.
- Your roommates or residents on your floor or around Lee Abbey.
- Other students at Lee Abbey or your university.
- The Student Support Services/Counselling, Mental Health and Chaplaincy services at your University.
- Any of our Mental Health and Well-Being Team (pictured below):

NEED SOMEONE TO TALK TO?



Please contact our Pastoral Mental Health team if you would like free, confidential support.



Please book a session by emailing the person you would like to connect with:

CHRIS: cbarry@leeabbeylondon.com

TIM: tpfeiffer@leeabbeylondon.com

KAREN: kroach@leeabbeylondon.com

OLIVE: opohlmann@leeabbeylondon.com

ABRAHAM: alsah@leeabbeylondon.com

HELPFUL RESOURCES

There are now more and more apps out there that can help with anything from managing your general wellbeing (mood trackers) to those for more specific health concerns. Whilst apps can be useful, they are not a replacement for seeking medical advice if you have concerns about any symptoms you are experiencing. Websites you may wish to look at include:

Nightline - www.nightline.org.uk

Mind - www.mind.org.uk

Papyrus - www.papyrus-uk.org

The Samaritans - www.samaritans.org

The Blurt Foundation - www.blurtitout.org

Premier Lifeline - www.premierlifeline.org.uk

Please see our Wellbeing Notice Board in the Reception area

10. FIRE INSTRUCTIONS

Fire Safety



Fire Alarm Test

The fire alarm is tested every **Tuesday at 11:00**. During this routine check, there is **NO** need to evacuate the building.

If the fire alarm sounds at any other time, you **MUST** evacuate the building. Failure to do so may put you and others in danger, and may result in your stay being terminated.

Discovering a Fire

When you discover a fire, the following steps should be followed:

- 1) Immediately operate the nearest fire alarm call point
- 2) Report the nature and location of the fire to Reception

Hearing the Fire Alarm

When you hear the fire alarm:

- 1) Leave the building by the nearest fire escape route.
- 2) Close ALL doors behind you.
- 3) Follow community members and staff by going outside and assembling along the sidewalk, across the road on both ends of the building on the left and right of Lexham Gardens.

Precautions

Please adhere to the following guidelines:

- 1) Familiarise yourself with the nearest exits and all fire escape routes from your room.
- 2) Know how to raise the fire alarm.
- 3) Do not keep doors open or obstruct the doorway.
- 4) Keep your floor clear.

11. INSURANCE AND SECURITY

Lee Abbey London is able to offer insurance cover free of charge to all residents covering personal effects up to £20,000 for any one person for items held within your room with a single article limit of £1,000. In addition, the theft of personal money is covered with a limit of £100. However, please note, loss of personal money is only if there has been forcible or violent entry to your room: If you left your room unlocked or another key was used, the money loss is not covered. Please note that the personal effects excess is £25 from each and every claim.

Please remember to lock your room each time you leave it.

12. SAFEGUARDING

It is the policy of Lee Abbey London to follow the Church of England's safeguarding guidelines. If you see or hear something that makes you question someone's safety or wellbeing, please report it as soon as possible! Any concerns or allegations must be made to the DSP in the first instance who will assess the situation and report this directly to the Diocesan Safeguarding Advisor (DSA).



**Your Designated Safeguarding Person (DSP) is Karen Roach
Fundraising and Communications Manager
Mobile: 07391 099684
kroach@leeabbeylondon.com**

In order to help and support you with any issues raised, Karen has completed the Diocesan Safeguarding Leadership Training Level 3. She is a trained and experienced counsellor with a Bachelor of Theology (B.Th.) in Christian Life and Ministry and a Diploma in Counselling from the London School of Theology (affiliated to Middlesex University). Prior to working at Lee Abbey London, Karen ran a counselling service.

13. USEFUL ADDRESSES AND TELEPHONE NUMBERS

Home Office Immigration and Nationality Directorate:

Lunar House
40, Wellesley Road
CROYDON
CR9 2BY

Tel: 0870 606 7766
www.ind.homeoffice.gov.uk
email: indpublicenquiries@ind.homeoffice.gsi.gov.uk

For Registering with the Police (previous Aliens Registration Office):

Overseas Visitors Records
Ground Floor, Brandon House
180, Borough High Street
SE1 1LH (Next to Borough Tube)

Info line: 020 7230 1208

U.K. Council for Overseas Student Affairs (UKCOSA):

9-17, St. Albans Place
London N1 0NX

Tel: 020 7107 9922 (Advice Line: Monday – Friday, 13:00 – 16:00)
www.ukcosa.org.uk

Nearest Underground Stations:

Earl's Court (District and Piccadilly Lines)
Kensington High Street (District and Circle Lines)
Gloucester Road (District, Circle and Piccadilly Lines)

Post Office:

Main Post Office: corner of Earl's Court Road and Kensington High Street.

Police Station: (for reporting stolen items, vandalism, etc.)

Kensington Police Station
72, Earl's Court Road

Tel: 020 7376 1212

Emergencies only: (if you are outside Lee Abbey)

Police, Fire, Ambulance

14. CHRISTIAN WORSHIP



You are very welcome to join with the Community for prayer, worship and Communion services which take place in the Chapel, located next to the Cafe Lounge near Reception. Please check the notice boards for times of these services.

Please see the notice boards for details of other activities and times of special services, for example at Christmas and Easter.

Please feel free to use this space for worship, quiet time, and reflection. If you would like someone to pray with you, please contact any member of our Christian Community. We also have a prayer box in the lift area and inside the Chapel, if you would like to submit a prayer request.

Please speak to one of our Reception team if you would like your own copy of the Bible.