University of the Arts London Accommodation Induction

Thank you for choosing to live at one of the University of the Arts London many halls of residence. To make the most of your time in your new accommodation, please ensure that you read all the information provided carefully.

Failure to complete your induction could result in a delay to collect your keys when you arrive at your hall of residence.

The induction covers the following areas:

- What is provided in your accommodation and what you might like to bring with you
- COVID-19 Safety in Halls of Residence
- How to get to your accommodation
- Planning your arrival and related quiz
- Video concerning fire safety and related quiz
- Videos concerning your personal safety and security within your halls of residence
- Getting on with your neighbours and related quiz
- How to get support and assistance while at university
Financial obligations

If you are paying your rent termly by instalments, please remember that your first instalment is due on the start of your tenancy, for FE students the start date is the 04 September 2021 and for HE students the tenancy start date is the 11th September 2021. Please ensure that you have enough funds in your account to make the payment and a valid credit or debit card. If you need to change your credit or debit card details, please telephone Accommodation Services 0207 514 6240, who will give you instructions on how to change your card details.

If you wish to leave the accommodation before your rental period is completed, for whatever reason, you may do so, but in certain halls you may remain liable for the rent until you find another person to rent your room. Please check your contract to see if this applies. In this case, Accommodation Services will try to help you find someone else, but ultimately it will be your responsibility.

It is your responsibility to ensure that your accommodation is kept in a clean and tidy state. If you cause damage to any part of your accommodation either on your own or with other people, you will be liable to pay for your portion of the damage. In addition, you may be charged if extra cleaning is needed.

Important Insurance Information

University of the Arts has arranged some contents insurance for you with Endsleigh, the No. 1 student insurance provider. Your policy number for this insurance cover is HH1176.

To find out what’s covered, to extend and personalise your cover or to ask any questions visit www.endsleigh.co.uk/student/confirm-your-student-cover?ref=1176

Please follow the steps below:
Covid-19 Safety in Halls of Residence

Our Halls' teams have been working hard to make sure that we have a comprehensive plan in place to welcome students in September, whilst keeping in mind advice and guidance from the Government, here are some of the things we've been doing to make sure you stay healthy and safe in halls.

All students and staff must wear a face covering in all our communal areas outside their flats such as in receptions, common rooms, work zones, laundry facilities. This will go some way to reducing the spread of infection in halls of residence. We understand that due to medical reasons some students cannot wear masks, if this applies to you please advise your Residence Manager.

UAL halls are open 24/7 and our out of hours security teams are supported by a dedicated and experienced out of hours Management Team, so there will always be a senior member of staff available to provide advice, guidance, take action or make a decision or to be a friendly face that makes you feel at home!

We ask students to help us to manage COVID-19 by following the following steps, this will help us to minimise COVID-19 cases in halls and keep you, your flatmates, halls staff and wider UAL community safe:

Follow Government guidance on self-isolation including after travel
Wash your hands frequently
Wear face coverings in communal areas of your hall
Order a test kit if you believe you have any of the COVID-19 symptoms
Order a test kit if you believe you have any of the COVID-19 symptoms

Report if you have tested positive for COVID-19 to UAL Report and Trace

We encourage students to get their COVID-19 vaccine if they have not already done so

Follow UAL Community Pledge

Follow the COVID-19 halls measures which will be sent by Accommodation Services team ahead of your arrival, these reflect the latest Government guidance ahead of your arrival in September and any measures subject to change.
University of the Arts Accommodation Induction

1. How do I get to my accommodation?

How do I get to my accommodation?

If you don’t live in or have never been to London before, the prospect of finding your way to your hall of residence can be quite daunting. Before travelling, we recommend that you know where in London your hall is located and then plan your journey in advance. To try and make your journey a bit easier we have provided you with some useful links that will help you with your planning:

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Planning a journey by Car

- [www.rac.co.uk/web/routeplanner/](http://www.rac.co.uk/web/routeplanner/)
- [www.theaa.com/travelwatch/planner_main.jsp](http://www.theaa.com/travelwatch/planner_main.jsp)

Note, there is no parking at any of the halls of residence. Parking in London is difficult and expensive. You should contact your hall’s site team prior to your arrival to see what arrangements have been made.

Airport Collection Service

If you are a first time international or EU student, you can book the Airport Collection Service by contacting accommodation@arts.ac.uk

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Planning a journey by train
Please read the information and select an arrival time.

Please book your arrival slot by visiting the UAL Halls Life article in the following link: Book Your Arrival Slot for Halls.

You will be asked to fill out a simple form, letting us know your planned arrival date and time. It's important you let us know so we can safely check you and your flatmates in, whilst adhering to social distancing guidelines. These measures will also ensure that students who need to self-isolate can do so safely.

There are 3 options for booking your arrival slot: 23rd - 11th September for students who need to isolate (Amber List). The 4th to September onwards who a 4th September tenancy start date and 11th September for student who have an 11th September tenancy start date.

To continue with the E-Induction you will need to select a date below but your correct arrival time slot will be booked through the above link.

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**University of the Arts Accommodation Induction**

**1. When can I arrive?**

**When can I arrive?**

*Your move in date is 11 Sep 2021*

Check in is between the hours of 10am and 4pm. Please tick your likely arrival time slot and indicate travel method below:

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<thead>
<tr>
<th>TIME SLOTS</th>
<th>CHOSEN TIME</th>
<th>Will you be arriving by car?</th>
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<tbody>
<tr>
<td>10-11AM</td>
<td></td>
<td>Yes</td>
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<tr>
<td>11-12PM</td>
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We encourage you to arrive on one of these days between the hours mentioned. However, if you need to arrive earlier or later, please state your likely arrival date and time below.

- Arrival Date
- Arrival Time

- Will you be arriving by car?
  - Yes
  - No
University of the Arts Accommodation Induction

1. Personal safety whilst living in London

Personal safety whilst living in London

London is a big city and if you have not been here before we appreciate you may have some concerns about what life is like here and how to keep yourself safe whilst you are living in such a diverse, vibrant and exciting place.

We will be contacting you nearer your arrival to let you know what the rules will be for students in halls this academic year in relation to COVID-19, this will include, what the guest policy will be.
It doesn’t mean we cannot learn to live together. The three main problems you might face in hall are:

- Noise
- Cleaning
- Petty Theft

We ask that you consider the following advice and think about how you can contribute to making your hall of residence a better place to live for everyone:

- Keep your music and general noise to a sensible volume. If you are planning to have friends around then check with your neighbours first that this is going to be ok with them.
- Be aware of students who are shielding in halls of residence. Maintain social distancing and wear a face covering in common areas.
- Sharing a kitchen and keeping it clean can be a real challenge. We find that those residents who talk about this early on have a better experience than those that don’t. Arguments about the washing up and whose turn it is to take the rubbish out are no fun for anyone. We suggest you create a cleaning rota as soon as you can.
- Waking up to discover your milk has been used means no breakfast before that long day of lectures. You might see it as borrowing a small amount of milk but your flat mate may see it as theft. If it does not belong to you then do not use it without permission.
# Support and Assistance

During your time living in a University of the Arts London hall or residence we hope that you have a successful year and never have the need to contact us. However, we acknowledge that sometimes you may need some extra support, advice or guidance. Below we have provided you with some of the services the University can offer you in a time of need.

## Accommodation Services

Provides information and advice on all of your accommodation needs.

- 4th Floor, 272 High Holborn, London, WC1V7EY
- Website [www.arts.ac.uk/accommodation](http://www.arts.ac.uk/accommodation)
- Telephone 020 7514 6240
- Email accommodation@arts.ac.uk
- Halls of Residence Managers
- Social and Support Reps in Halls of Residence
- Halls Life

## Student Services

For advice or assistance related to your Health & Wellbeing (including a confidential counselling service and mental health support team), Finance, Religion or Disability