Your guide to Chapter Lewisham
Welcome
Essential contacts
Your new address
Transport

Meet your halls team
Residence Managers
Out of Hours Team
Halls Reps
Events

Your area
Interactive map
Local amenities
Things to do

Important stuff
Rent
Maintenance
Laundry
Wi-Fi
Finance
Student Services
Arts Students’ Union
Support
Additional student support
Culture shock
Safety and security
Conduct

Useful stuff
Tips for a happy hall life
Communal living
Sustainability at UAL
Useful apps
Halls Life
Where to eat
Hand roasted artisan coffee
arts shop

Coronavirus measures

Contents
Welcome home
All of the Accommodation Services team are really excited to welcome you to your brand-new home. We hope you have an amazing time living here.

Our team is made up of Residence Managers, Halls Reps, and Accommodation Advisors. Some of our partner halls have Accommodation Managers who work for our partner companies. We are all dedicated to making sure your happiness, security and safety in halls are our top priorities.

We’ve put this guide together to help you settle in and get to know your new neighbourhood so we hope you find it useful.

Remember, you can also visit our Halls Life platform at hallslife.arts.ac.uk to read articles from fellow students about all things related to life in UAL halls.
Essential contacts

accommodation@arts.ac.uk

+44 (0)20 7514 6240

@ual_halls

UALAccommodation

UALAccommodation
Your new address

Room and flat number,
Chapter Lewisham,
46 Thurston Road,
London,
SE13 7SD
**Travel zone:** 2/3

**Nearest Tube:** New Cross

**Nearest train station:** Lewisham

**Nearest bus routes:**

<table>
<thead>
<tr>
<th>1</th>
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<th>54</th>
<th>75</th>
<th>89</th>
<th>108</th>
<th>122</th>
<th>136</th>
</tr>
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<tr>
<td>178</td>
<td>180</td>
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<td>185</td>
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<td>208</td>
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**Student Oyster Cards:**

For more information and how to apply for your discount travel card please visit tfl.gov.uk
Meet your halls team
Residence Managers

All of our halls are staffed 24/7 and have either a Residence Manager or Accommodation Managers who run the team in each hall. This can comprise security, cleaning and maintenance staff to make sure the building is in excellent condition and to keep you safe. You’ll find them in the main office of your hall or in and around the communal areas carrying out their duties.

You can always contact your Residence Manager if you need someone to talk to, whether it’s for advice on cleaning, where to get a nice take away, maintenance enquiries or any welfare issues you may have.

Talk to us

lewisham@chapter-living.com
+44 (0)20 3675 9197
Out of Hours Team

Over the weekend, and between 8pm and 8am on weekday evenings, UAL halls are managed by our Out of Hours (OOH) team.

The team is led by Neil Hammond, the OOH Group Residence Manager. The team is based at Gardens House, but travel to any hall where needed. The team are also around for a chat if ever you need any advice or help. You can find them on our IM Chat service on the accommodation website.
Halls Reps

Halls Reps are students just like you who live and work in halls as part of UAL’s Social Programme. They play an important part in running events and wellbeing activities whilst making sure that all students are looked after at every stage of their journey in halls.
Events

Your reps will run free weekly events in halls including afternoon tea and film nights in the common room, yoga and fitness classes.

You can also take part in a number of low cost day trips in the UK, theatre visits, art gallery exhibitions and other events across London.*

**Tea and Talk**
Senior Halls Reps host weekly **virtual sessions**, so if you want to talk with someone one-to-one or join a group session they are there for you to help you connect with others.

Find us on social media:
- [@UALSocial](https://twitter.com/UALSocial)
- [UALSocial](https://facebook.com/UALSocial)
- [@UALSocial](https://instagram.com/UALSocial)

*Term one may look slightly different from October 2020 but you can keep up-to-date with the latest events at [bit.ly/ualsocial](http://bit.ly/ualsocial)*
Your area
Interactive map

Click here for an interactive map of your local area.
Local amenities

Post Office
59 Riverdale Lewisham Shopping Centre,
Lewisham High Street, SE13 7EP

Police Station
43 Lewisham High Street, SE13 5JZ

Local Medical Centres
Lewisham Medical Centre,
308 Lee High Road, SE13 5PJ

Local Banks
Lloyds Bank,
120 Lewisham High Street, SE13 6JG
Barclays Bank,
93 Lewisham High Street, SE13 6JG

Supermarkets
Asda,
Unit 1 and 2 Thurston Point,
Thurston Road, SE13 7SD
Sainsbury’s,
Loampit Vale, SE13 7DJ

Sports and Leisure Facilities
Glass Mill Leisure Centre,
41 Loampit Vale, SE13 7FT
## Things to do

<table>
<thead>
<tr>
<th>Location</th>
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<tr>
<td><strong>The Bussey Building</strong></td>
<td>133 Rye Lane, SE15 4ST</td>
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<td><strong>Peckham Levels</strong></td>
<td>Peckham Town Centre Carpark, 95A Rye Lane, SE15 4ST</td>
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<td><strong>Horniman Museum</strong></td>
<td>100 London Road, Forest Hill, SE23 3PQ</td>
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<td><strong>The South London Gallery</strong></td>
<td>65–67 Peckham Road, SE5 8UH</td>
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<tr>
<td><strong>Lewisham Arthouse</strong></td>
<td>140 Lewisham Way, SE14 6PD</td>
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<tr>
<td><strong>Frank’s Café</strong></td>
<td>95A Rye Lane, SE15 4ST</td>
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<tr>
<td><strong>Model Market</strong></td>
<td>196 Lewisham High Street, SE13 6LS</td>
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Important stuff
Rent

Your rent needs to be paid into our account on the following days:

**First term’s rent due:**

3
October 2020 *

**(contract start date)**

**Second term’s rent due:**

6
January 2021

**Third term’s rent due:**

14
April 2021

If there’s a delay with your student loan and this will affect your rent payments, please give us a call on +44 (0)20 7514 6240.
Maintenance

You’ll need to report any breakages or problems with plumbing, lights, etc on the resident portal.

You’ll get instructions on how to do this when you arrive at the hall.

The team aim to resolve any maintenance issue within 48 hours of it being reported (Monday to Friday).

Laundry

To use the laundry room, you will be required to download the Circuit Laundry App, which is available on the Google Play and Apple App Stores. It is £2.40 for a wash and £1.50 for a dry. There are instructions in the laundry room explaining in more detail how to use the app and washing machines.
Wi-Fi

Wi-Fi is installed in all the flats with internet access points in each bedroom.

This service is provided by Glide. You will receive instructions on how to sign up to Glide when you first arrive.
Finance

Bank accounts
To open an account, most banks will ask for your passport and a copy of your tenancy agreement or a reference letter from your halls. You’ll find your tenancy agreement (your contract) in your resident portal or on request at reception. Some banks will also need a letter from your college.
Finance

Money
If money’s a worry while you’re here, you can speak to one of UAL’s Student Advisers. They can offer loads of tips, and help you find sources of funding and manage your money if the financial side of life gets difficult. You will find their contact information on the main Student Services page.

Insurance
We suggest that you always review the insurance policy that is provided by your hall provider and take out additional coverage through cover4insurance if required. To find out more, go to cover4insurance.com.
Student Services

Student Services at UAL includes the Student Advice Service, the Counselling, Health Advice and Chaplaincy Service and the Disability Service.

If you ever need to speak to someone, they can offer free and confidential support.
You can phone +44 (0)207 514 6250, visit the help desk at High Holborn or fill out an online form. Search ‘Student Services’ on the main [UAL website](#) for more details.
The University of the Arts London Students’ Union is an independent student orientated organisation. The Union is there to represent your rights as a student as well as to organise many student societies and leisure activities. They have bars and representatives at each college site but their **main office** is also based on the first floor:

**Arts Students’ Union**
272 High Holborn,
London, WC1V 7EY

🌐 [arts.ac.uk/study-at-ual/students-union](http://arts.ac.uk/study-at-ual/students-union)
Support

If you have any concerns about your own welfare or the welfare of another resident and require support, please contact your Residence Manager. Their contact details can be found at the beginning of this handbook. You can book a face-to-face physically distanced or a virtual video 1-1 meeting with your Residence Manager to discuss any worries you might have and the support available to you.

**Important note:** If you have any urgent concerns about your own welfare or that of another student whilst at the hall and this is an emergency that requires immediate attention, please contact the 24 hour Chapter Lewisham Court staff number on +44(0)7951 025718.
Support

Wider support at UAL
We have a fully trained team of Counsellors, Health Advisers and Chaplains available to support you. Information about how you can self-refer to book an appointment with one of our professionals, external support, wellbeing workshops and events, can be found here.

Our UAL Chaplaincy service also runs free 20 minute meditation sessions.

SU Companion Scheme
Our Arts SU Companion Scheme offers you the opportunity to be matched and meet with like-minded students. Further details can be found here.

Money and immigration
If you are experiencing any money worries or have any immigration queries or concerns, please contact our Student Advice team for more information about financial assistance, bursaries, funding, immigration and visas.
Support

Disabilities, impairments and learning disorders
If you would like to discuss any queries, concerns or support with disabilities, impairments and learning disorders, please contact our Disability and Dyslexia Team.

UAL Arts SU Advice team
Our UAL Arts SU Advice team offer support with all sorts of queries and provide advice on academic processes, financial and legal issues, UAL sports clubs and societies.

University Mediation service
The University Mediation service can help resolve concerns relating to alleged discrimination, bullying or harassment that arise between students or between students and staff. To find out more about mediation or to explore other ways to resolve conflict, contact: resolutions@arts.ac.uk or telephone +44(0)20 7514 9866.
Additional student support

NHS
• If you are feeling unwell, request an emergency appointment. Doctors’ surgeries may have reduced opening hours during holiday periods. Read more about registering with a GP in this article
• In the event of an emergency, call 999 or contact the Accident and Emergency department at your local hospital. You can use the NHS website and enter your postcode to find the nearest hospital with A&E
• Call 111 for non-urgent enquiries

Samaritans
Samaritans have a helpline for people experiencing high levels of distress including suicidal feelings. Contact their 24 hour helpline on 116 123 or email jo@samaritans.org.
They also have a drop-in centre, which is open between 9am to 9pm every day of the year and is based at 46 Marshall Street, London, W1F 9BF, near Carnaby Street.
Additional student support

Nightline
Nightline is a confidential listening, support and practical information service for students in London.
You can call their support line on +44(0)207 631 0101 or visit their website at nightline.org.uk.

Students Against Depression
Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.

.studentsagainstdepression.org
Culture shock

Leaving home, whether it be from this country or overseas, can be very stressful, but do not worry as this is quite normal. Many of you will be experiencing various degrees of culture shock.

Culture shock is the impact of moving away from the familiar to the unfamiliar. You can be affected by climate, food, language, dress, social roles, rules of behaviour and values. Some of the symptoms you may experience are headaches, stomach aches, anxiety, difficulty concentrating, difficulty sleeping etc. The time it takes to settle into your new environment may vary.
Culture shock

The following advice may help:

• It’s normal to experience this; chat with others to see how they feel
• Keep in touch with home
• Have familiar things around you such as photographs
• Eat properly. If you do not like the new culture’s food, find a supplier of familiar food
• Exercise regularly
• Find out about the many different services and societies the University has to offer e.g. Student Services, Student Union, Chaplaincy, etc
• Do not isolate yourself; there is plenty of help available. Start by contacting a member of staff at the hall
Safety and security

24 hour team
You’ll get an electronic fob when you first arrive at the hall, so you can get in and out of the building.

24 hour CCTV covers the inside and outside of every hall. There is also a security team who work out of hours.

Fire safety
Chapter Lewisham meets all of the relevant fire standards. We have multiple smoke detectors and our fire alarm is tested weekly on Thursdays at 3pm.

If you hear the fire alarm at any other time, you must evacuate the building immediately and meet at the assembly point at ‘The Gym’ across the road.
Safety and security

Personal security
London is a great place to be, but we do recommend being aware of your personal safety, as we would with any other big city. We advise that you keep your valuables (cameras, phones, money) out of plain sight, so they are not visible to anyone. We also strongly advise against carrying large amounts of cash or keeping it stored in your room. If you are travelling alone, late at night please consider taking a licensed taxi. Please take a look at this article on how to be safe when travelling around London.
Conduct

Whether in the hall of residence or elsewhere, residents must not behave in a way which will, or would be likely to, bring the name of the University into disrepute.

In the interests of safety and security and the wellbeing of other residents, we request that you understand and comply with your contractual obligations. Behaviour that represents a serious or persistent breach of the tenancy agreement could result in your tenancy agreement being terminated.

Breach of any of the regulations will make you liable to disciplinary action. Breach of some of these regulations may also constitute a criminal offence and it is our policy to report such matters to the police. For further information as to what constitutes a breach please refer to your Tenancy Agreement.
Useful stuff
Tips for a happy hall life

Respect your flat mates
Everyone has different habits so respect each other’s living space and be as tidy as you can.
A cleaning rota is sometimes a good plan if you’re sharing a kitchen.

Get to know your reception staff
Speak to the team if you have any problems. They’ll be able to deal with things quickly for you.
Tips for a happy hall life

3

Be careful when you’re cooking
Make sure you turn the cooker off when you’ve finished and don’t leave any pans unsupervised.

Keep yourself and your things safe
Be alert and make sure you lock your door when you’re leaving your room (and close the door behind you when you come into the building).

4

Find your nearest fire exits
You'll be given clear instructions of your building’s fire escape plan, so memorise it and make sure you know your nearest escape route.
Communal living

You may find yourself living with people who have different lifestyles to your own.

While this can be a positive and enlightening experience, it may also prove challenging. With this in mind, we ask that you read and agree to our Communal Living Agreement...
The Communal Living Agreement

- Be accepting and understanding of each other’s lifestyle
- **Talk about your feelings:** Your flatmate can’t respond or amend their behaviour if they don’t know that there is a problem
- **Let your flatmates know if you are going away overnight**
- Agree to **contribute an equal share of any joint expenses** on a regular basis by rota or other agreements and keep records of all the bills you share
- **Try not to make noise that’s likely to disturb others between the hours of 11pm and 7am.** This means any noise that can be heard outside your room
- **Contribute equally to the cleaning** of shared areas and equipment (kitchen, bathroom, toilet and corridor)
- **Be considerate of other people’s living space** – don’t have overnight guests (who will be using shared kitchen/bathroom facilities) without the consent of other residents in the flat and ensure you follow the guest policy as outlined in your tenancy agreement
- **Ask permission before you use or borrow anything.** Return anything you borrow and replace anything you break or lose
- **Do not take or eat any food that is not yours**

If, after trying all these strategies, you still have a problem with another resident please contact a member of your halls team, who can sit down and discuss things with you all and try and help bring about a solution.
Sustainability at UAL

UAL is the 19th most sustainable university in the UK according to the People & Planet’s University League.

Since 2013, we’ve invested significantly to reduce our environmental impact. We have a range of policies we adhere to, engage with our students and staff, and actively monitor and manage our energy consumption.

You can find out more, including how to get involved at:

arts.ac.uk/about-ual/sustainability

Facts:

Our newest hall, Gardens House, is a finalist in the Green Gown Awards in the Campus of the Future Category.

All of UAL’s academic buildings run on 100% renewable electricity.

UAL reduced its carbon emissions by 46% from 2011 to 2017.
Sustainability at UAL

The climate emergency is one of the most urgent problems facing society and the planet. UAL aims to use our leadership in human-centred research, teaching and knowledge exchange to influence the creation of a sustainable future for everyone.

We’ve responded by putting decarbonisation at the heart of our academic offer through three major commitments:

1. We appointed Pro Vice-Chancellor Professor Jeremy Till to lead the University’s response to the climate emergency. Professor Till is Pro Vice-Chancellor Research, Head of Central Saint Martins and a leading thinker on scarcity, sustainability and creativity in the built environment.

2. All academic operations are accredited on a sustainable basis through our expanded Environmental Management System. This is a first for UK Art & Design institutions and makes us one of a handful of global universities with a comprehensive measure of sustainability across all our operations and our learning, teaching and research.

3. Sustainability is a required part of the student learning experience, through the introduction of relevant learning outcomes across courses. This is accompanied by the roll-out of our carbon literacy training programme launched later this year for all academic and technical staff.
Useful apps

Citymapper
When using the Tube, overground rail and bus, this app provides all the best routes for getting around the city.

Download on the Apple App Store
Download on the Google Play Store

OpenTable
If you want to eat out, this app has over 4,000 bookable restaurants across the country to choose from.

Download on the Apple App Store
Download on the Google Play Store

Deliveroo
If you want to stay in and enjoy the comfort of your room, Deliveroo has lots of great takeaway options.

Download on the Apple App Store
Download on the Google Play Store
Useful apps

**Time Out**
This is a great app to help plan your social life. It gives information on gigs, events, bars, restaurants, club nights, film releases and much more.

*Download on the Apple App Store*
*Download on the Google Play Store*

**TfL Oyster App**
Manage your Oyster card on the go, without relying on ticket machines at the Tube station.

*Download on the Apple App Store*
*Download on the Google Play Store*

**Santander Cycles**
Santander Cycles are a service that allows you to rent a bike if you want to explore the city. Use this app to help you find the nearest docking stations.

*Download on the Apple App Store*
*Download on the Google Play Store*
Discover Halls Life, a platform exclusively for UAL students in halls!

Your one stop shop for everything related to student living including:

- A behind the scenes look at life in halls
- Vlogs and blogs by fellow students
- Full events schedule
- Recipes
- Wellbeing advice
- London life hacks
- Local insider tips

[hallslife.arts.ac.uk](https://hallslife.arts.ac.uk)

Updates are weekly, so don’t forget to save the link!
Where to eat

UAL is the first university in the UK to receive the Gold Food for Life Catering Mark award by the Soil Association across all canteen outlets at all six of our colleges.

This means we provide fresh and delicious food and use sustainable and local suppliers wherever possible. Most of our suppliers are known in person, all the meat is locally sourced, and all eggs are free range from Staveley Farm.

Our daily offers include vegan soups, salads, meat alternatives and a wide range of baguettes, wraps, paninis and snacks.

We also serve hand-roasted artisan coffee at 12 locations in UAL.

Find us:

1. Camberwell College of Arts, Peckham Road and Wilson Road
2. Central Saint Martins, King’s Cross and Archway
3. Chelsea College of Arts
4. London College of Communication
5. London College of Fashion, JPS, Lime Grove and Mare Street
6. Wimbledon College of Arts
Where to eat

You can find us on Instagram, where we share competitions, deals and exclusive workshops throughout the year.

@ualcatering

For the first few weeks of your stay in halls, we will be offering delicious breakfast, lunch and dinner deliveries all cooked by the same amazing chefs that work in our canteens at UAL.

To find out more, check out this article.
Hand roasted artisan coffee

Extract coffee now available in all barista outlets at UAL.

- 100% arabica artisan coffee
- Roasted on vintage machines
- Perfectly crafted and ethically sourced

During your first week at UAL, you can purchase our coffees and teas at half price. Simply head down to any café outlets and you will receive a 50% discount on all hot drinks.*

*This offer is valid from 19 to 25 October 2020.
If you’re looking for new supplies, we have nine art shops across our colleges, selling a broad range of art, design and fashion materials.

Find us
Camberwell College of Arts, Peckham Road
Central Saint Martins, King’s Cross and Archway
Chelsea College of Arts
London College of Communication
London College of Fashion, Lime Grove, Curtain Road and Mare Street
Wimbledon College of Arts
Coronavirus measures

Watch our video: keeping you safe in halls
Due to the current situation, you will see lots of signage around the halls to ensure that we are all following social distancing.
These measures include staggering arrivals so that students who need to self-isolate can arrive early wherever possible.
We have ordered thousands of PPE to keep you safe including:

- 9 touch free hand sanitiser stations, which are placed throughout communal areas
- 5 new pedal bins
- 5000 gloves
- 8600 wipes
- 10 refillable hand sanitiser bottles.
Our award winning Social Programme has moved online, you will now be able to take part in a range of activities from the comfort of your room.
To make life a bit easier when you first arrive, you’ll be able to order essential items and food deliveries to your room. You can also subscribe to a cycling scheme.