

ual:

**Parent &
Guardian
Guide
2020–21**



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Whether a student chooses to live in halls of residence or in a privately-rented home, UAL Accommodation Services can provide information and advice to help them find a suitable place to live.

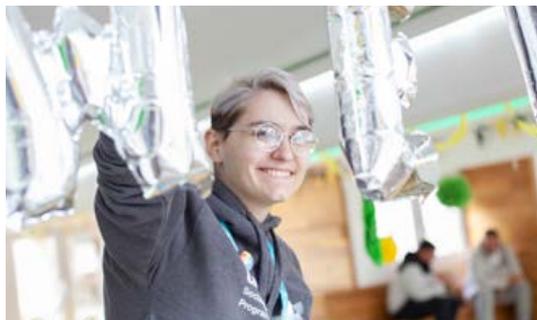
Residence Managers

Each of our halls of residence has either a UAL Residence Manager or a UAL Partner Accommodation Manager who manages a team of staff. This representative is usually the main point of call for any concerns that students may have. You will find them in the main office of the hall or in and around communal areas carrying out their duties.

Events and wellbeing

Across UAL Accommodation there are more than 30 student reps who live and work in the halls. They provide peer-to-peer support throughout the year and run our events programme. It is their job to ensure students in halls have the best university experience possible.

All students are given plenty of information about these services and how to get involved in their Welcome Pack and on the students' platform, hallslife.arts.ac.uk.



Rent schedule

The following rent schedule applies for all students staying in a hall managed by UAL:

Brooke Hall, Cordwainers Court, Gardens House, Glassyard Building, Highline Building, Portland House, Sketch House and The Costume Store

First instalment:

FE: 5 September 2020
(contract start date)

UG/PG: 12 September 2020
(contract start date)

Second instalment:

5 January 2021

Third instalment:

13 April 2021

Go to **arts.ac.uk/accommodation** to log in to your accommodation portal

Waiting for your loan?

If you are waiting for your student loan in order to pay your first rent instalment, Student Finance England will not deposit your loan until late September.

We can amend your first rent instalment date to match the date you will receive your loan, if you upload your SFE payment timetable onto your accommodation portal under the 'when I arrive' tab.

Paying your rent

Rent will be automatically collected from the saved credit or debit card used to pay the deposit. To change your card for rent payments, please get in touch with the Finance team.

How to get in touch

For any other finance related queries, please contact the Accommodation Finance team:

Call us: **+44 (0)20 7514 6240**

Email us: **accomfinance@arts.ac.uk**

For our partner halls, please see rent schedules below:

Chapter Lewisham:

First instalment:

31 July 2020

Second instalment:

12 October 2020

Third instalment:

11 January 2021

**Furzedown Student
Village & Cedars Hall:**

First instalment:

21 September 2020

Second instalment:

4 January 2021

Third instalment:

12 April 2021

Emily Bowes Court:

There are four different payment schedule options, however most students choose to use the following:

First instalment:

25 August 2020

Second instalment:

9 October 2020

Third instalment:

18 January 2021

Fourth instalment:

26 April 2021

Wigram House:

First instalment:

20 August 2020

Second instalment:

4 January 2021

Third instalment:

1 April 2021

❓ Students staying in a partner hall should contact them directly if they have any financial related queries.

Moving in

Damages

During their stay with us, students are liable for any damages caused to their room, shared kitchen facilities or studio. If any damage is found to these areas during a student's tenancy and after leaving the hall, they will be responsible for the cost to rectify any defects.

Therefore, it is extremely important upon arrival that students fill out the inventory provided fully to ensure they face no charges from existing damages.

Emergency situations

If you have any concerns regarding a student, the site team will be able to assist by contacting them on your behalf. Please be aware that due to EU General Data Protection Regulation legislation, we will not be able to feedback any information regarding the resident to you but can encourage the student to get in contact with you directly.

EU General Data Protection Regulation

We understand you may have concerns or questions about a student, however to ensure their privacy and safety is respected, we are unable to divulge any private information, even if you are a close family member. We hope you understand that this procedure is in place to protect all our students.





Visitors in halls

As stated in the tenancy agreement, visitors can stay at the residence if signed in at reception and at the Residence Manager's discretion for a maximum of 3 consecutive nights (within a 14-day period).

Security

All halls have CCTV and have a staff presence 24-hours a day. In addition, we also have an on-call residence management team who are available at all times.

TV license

If students bring a TV into halls or intend to watch live TV or BBC iPlayer on their computer, they will need to be covered by a TV license (£154.50 a year).

More information can be found at:
tvlicensing.co.uk/students

What's included in the rent?

- ✓ **All utility bills plus super-fast Wi-Fi**
 - ✓ **Secure bike storage**
 - ✓ **Laundry facilities (please note charges differ per hall)**
 - ✓ **24/7 secure sites**
 - ✓ **Free home insurance with Endsleigh**
-

We suggest students should always review the insurance policy which is provided and take out additional coverage through Endsleigh if required. Find out more about the level of coverage at **endsleigh.co.uk** or search 'insurance' at **arts.ac.uk**

Please note this only applies to UAL managed halls. If a student is staying at a partner hall of residence, please speak to their team directly, who will be able to provide you with details about the specific insurance cover.

Private Accommodation

After leaving halls of residence, UAL Accommodation Services can help students find privately rented accommodation.

We have a designated Private Accommodation Advisor who can help students with one-to-one guidance, free legal advice if students face any problems during their tenancy and a free contract checking service.

You can speak to our Private Accommodation Advisor on **+44 (0)20 7514 6240** or email **private.accom@arts.ac.uk** to arrange an appointment.



Discover Halls Life

We run a dedicated online platform for all students in UAL halls. If you have any questions about life in halls or accommodation, check out **hallslife.arts.ac.uk**.

Updates are weekly, so don't forget to save the link!



Get in touch

If you'd like to chat to the Accommodation Services team, please get in touch:

✉ accommodation@arts.ac.uk

☎ +44 (0)20 7514 6240 (9am – 5pm)

🐦 @UAL_Halls
