

The Courtauld



Duchy House Handbook and A-Z Guide

Estates & Facilities
February 2025

Contents

Contents	1
Key Contacts	5
1. Introduction	6
2. Local Information	7
2.1. TRAVEL	7
2.1.1. Trains	7
2.1.2. Underground	7
2.1.3. Bus	7
2.1.4. Cars and Motorbikes	8
2.2. EATING	8
2.2.2. University Facilities	8
2.2.3. Supermarkets	8
2.3. SHOPPING	9
2.4. GYMS	9
2.5. LOCAL HEALTHCARE	9
3. A-Z of Information	11
3.1. ACCESS	11
3.2. ACCESSIBILITY	11
3.2.1. Duchy House Main Entrance	11
3.2.2. Accessibility within Duchy House	12
3.3. ANTI-SOCIAL BEHAVIOUR	12
3.4. BATHROOM PRODUCTS DISPOSAL	13
3.5. BICYCLES	13
3.6. CAR PARKING	13
3.7. CLOSED CIRCUIT TELEVISION (CCTV)	14
3.8. CHECK-IN / CHECK-OUT	14
3.9. CLEANING	14
3.10. COUNCIL TAX	15
3.11. DESKLAMPS	16
3.12. ELECTORAL REGISTER	16

3.13.	ELECTRICAL SAFETY	16
3.13.1.	Mains Adaptors	16
3.14.	FIRE	16
3.14.1.	Fire	16
3.14.2.	Alarm Testing	17
3.14.3.	Drills	17
3.14.4.	Exits	17
3.14.5.	Fire Doors	17
3.14.6.	Fire Extinguishers	17
3.14.7.	Safety	17
3.15.	FIRST AID	19
3.16.	FRIDGES	19
3.17.	GUESTS	19
3.18.	HEATING AND RADIATORS	20
3.19.	HEALTH AND SAFETY	20
3.20.	HOUSEKEEPING	20
3.21.	INSPECTIONS	21
3.22.	INSURANCE	21
3.23.	INTERNET/Wi-Fi	22
3.23.1.	Wi-Fi details	22
3.23.2.	Wired Network Access	22
3.24.	KITCHENS	22
3.24.1.	Utensils	22
3.25.	KEYS	23
3.26.	LAUNDRY ROOM	23
3.27.	LIFT	24
3.28.	LIGHTING	24
3.29.	LINEN	24
3.30.	LONDON NIGHTLINE	25
3.31.	MAINTENANCE	25
3.32.	NOISE	25
3.33.	NO-SMOKING POLICY	26
3.34.	PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	26
3.35.	PERSONAL SAFETY	26
3.36.	PEST CONTROL	27

3.37.	PETS	27
3.38.	PORTABLE ELECTRICAL APPLIANCES	27
3.39.	POST AND PARCELS	27
3.40.	RECYCLING	28
3.41.	REGISTERING TO VOTE	28
3.42.	RUBBISH	28
3.43.	SECURITY	29
3.44.	SHOWER	29
3.45.	SPRINKLER SYSTEM	29
3.46.	STUDENT AND ACADEMIC SERVICES	29
3.47.	STUDENT OYSTER CARDS	30
3.48.	SUMMER ACCOMMODATION	30
3.49.	TELEVISION LICENCE	30
3.50.	LICENCE BOOKING FEE	31
3.51.	TOWEL RAIL	31
3.52.	WELLBEING	31
3.52.1.	Contact	31
3.52.2.	Counselling	32
3.53.	WHEELCHAIR LIFT	32
3.54.	WINDOW LOCKS	33
APPENDIX 1 - Duchy House Charges		34

We look forward to welcoming you to Duchy House.

Was this Guide Helpful? Have we missed something? Let us know via duchy.helpdesk@courtauld.ac.uk

During your tenancy period at Duchy House, your contact (Monday to Friday 09:30 - 17:30) is your **Accommodation Manager**. The Accommodation Manager is available in person and/or by email should you wish to raise any concerns or issues you may have while living at Duchy House. If you need to discuss or need advice on wellbeing matters, they will also be available to assist you and or to put you in contact with other relevant members of staff in for example our Wellbeing Team, Student Academic Services or Finance team.

Accommodation Manager

Email: duchyhelpdesk@courtauld.ac.uk

Tel: +44 (0)20 81384825

Key Contacts

Accommodation Manager

Email: duchy.helpdesk@courtauld.ac.uk

Tel: +44 (0)20 81384825

Security Team

E-Mail: security@courtauld.ac.uk

Tel: +44 (0)20 3947 7757 / 020 7836 7305

Wellbeing Manager

Email: wellbeing@courtauld.ac.uk

Counselling Support

E-Mail: counselling@courtauld.ac.uk or wellbeing@courtauld.ac.uk

Reporting Maintenance issues within either your room or the shared facilities

E-Mail: facilities.helpdesk@courtauld.ac.uk

IT Support (Monday to Friday, 09:00 to 17:00)

E-Mail: ITSD@courtauld.ac.uk

Students' Union President

E-Mail: students.union@courtauld.ac.uk

Contents Insurance is provided by Zurich Insurance Plc via Endsleigh. If you have a complaint, please contact the Accommodation Manager in the first instance for further details.

1. Introduction

A two-minute walk from Somerset House premises and a 25-30 minutes' walk from Vernon Square, Duchy House sits at the junction of The Strand and Waterloo Bridge, just minutes from the vibrant and bustling Covent Garden. Excellent travel links make our premises an ideal Central London accommodation, with five Underground stations within walking distance and several bus routes operating nearby.

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

The premises offers 63 bedrooms located across four floors. Each floor has a small communal kitchen, equipped with electric induction hobs, microwaves, and kettles. Cupboard space is limited and because of varying cupboard sizes, there may not necessarily be sufficient space for each resident to be assigned their own cupboard, so residents share the facilities fairly and as they deem appropriate.

50 bedrooms have their own en-suite (41 within the room and 9 located outside). Ensuites comprise of a shower, hand-basin, and toilet. The remaining 13 bedrooms share a shower room (1 per 2 bedrooms).

There is a free to use laundry room on-site with separate domestic washers and dryers, as well as irons and ironing boards. Located on the lower ground floor, access to the room is via stairs only.

Each bedroom is furnished with a single or double bed, bedside cabinet, desk with lamp and chair, wardrobe with mirror, bookshelf, noticeboard, mini-fridge and under bed storage and desk fan.

Each bedroom has a data socket for a PC/Mac and [Eduroam](#) Wi-Fi access is available throughout the building. If there is any disruption, Ethernet cables and USB adapters are available upon request.

The main entrance is on the ground floor and accessed by your allocated ID/Access card. Once inside the entrance lobby, the central staircase or lift takes residents up to the floors. Each floor divides into two "wings", with card access to each corridor.

CCTV covers the main entrance external doors, the internal entrance lobby, and central staircase. The CCTV is monitored 24/7 via our on-site security control room located within the North Block of Somerset House.

2. Local Information

Duchy House is within walking distance of several London attractions: Somerset House, River Thames, Covent Garden, Trafalgar Square, Piccadilly Circus, Leicester Square, South Bank, Royal Festival Hall, Adelphi Theatre, and lots more.

2.1. TRAVEL

Duchy House is situated within Zone 1 of the Underground network; an area referred to as the Museum Mile, given its population of Museums and Art Galleries, most notably those around Trafalgar Square. Subsequently, several Underground stations are close-by to the premises, providing easy access to central London and its suburbs. Duchy House is also located less than half an hour from five mainline stations, with services running to other cities within the UK, as well as central Europe via Paris and Brussels. Various London airports can also be easily reached via the mainline stations.

There are various mobile apps which can help students new to the area navigate their surroundings, such as Google Maps, Citymapper, and the TFL app.

2.1.1. Trains

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

2.1.2. Underground

The nearest Underground station is Temple station (0.2 miles), serviced by the District and Circle lines. There is no step free access from the platforms to the ticket hall, which is at street level.

Other nearby tube stations are Covent Garden (0.3 miles, serviced by Piccadilly line); Charing Cross (0.6 miles, serviced by Bakerloo and Northern lines); and Embankment (0.4 miles, serviced by Bakerloo, Circle, District, and Northern lines).

2.1.3. Bus

Many of the bus routes to Duchy House have been affected by the pedestrianization of The Strand outside Somerset House. Therefore, we advise all our students to download the aforementioned apps for up-to-date travel information.

The [River Bus Service](#) can be taken to Embankment and Savoy piers.

2.1.4. Cars and Motorbikes

There's no car parking at Duchy House, and very little on-street parking nearby. The nearest street with car parking spaces is [Surrey Street](#) (WC2R 2NS), which provides five parking spaces a five-minute walk away. Please note, Surrey Street is within the London Congestion Charging Zone which currently operates on seven days a week. Further details on how to pay this charge are available at this [link](#).

2.2. EATING

2.2.1. Cafés

There are several coffee shops (Leon, Café Nero, Pret-a-Manger, etc.) adjacent to and/or within a five-minute walk of Duchy House where you can pick up a coffee and other light refreshment. Somerset House also houses various food outlets, including E10 Café (South Block), Pennethorne's (New Wing), WatchHouse (East Wing), Terrace Bar (seasonal) and The Courtauld's own Art Café, open from 10:00 to 18:30, Monday to Sunday.

If you present your Courtauld ID/Access card, you can receive a discount at all these outlets.

2.2.2. University Facilities

Courtauld students can also access King's College London's catering facilities at their Strand campus, including [Chapters](#). Located on Level 2 of the King's Building, just across the quad from our own Somerset House, Chapters offers a variety of delicious and sustainably sourced food, including sushi, cold-pressed juices, and a porridge station. Open Monday to Friday, 08:30 to 17:30, the space also doubles as a study area outside the lunchtime period.

At Vernon Square, students have access to an onsite branch of Frequency Coffee, providing food and drinks suitable for both breakfast and lunch.

2.2.3. Supermarkets

Larger Supermarkets

Sainsbury's - Located on Kingsway opposite Holborn Underground station (10-minute walk or 5-minute bus ride)

Tesco Metro - Located in Covent Garden, Bedford Street (10-minute walk)

Waitrose - Located in the Brunswick Centre near Russell Square Underground station (10-minute bus ride)

Mini Supermarkets

Tesco Express - The Strand (roughly 20 meters from Duchy House);

Sainsbury's Local - The Strand, heading west from Duchy House towards Trafalgar Square (7-minute walk)

2.3. SHOPPING

The Strand and Covent Garden are only a five minutes' walk away and boast a variety of high-end and Highstreet brands. Additionally, the shopping districts of Oxford Street, Regents Street, and Bond Street are all within a 20 - 25-minute walk or a short bus ride.

You may wish to apply for a North Bank Privilege card to receive exclusive offers and discounts across a range of retail, food, and drink, leisure and fitness outlets within the neighborhood: <https://thenorthbank.london/privilege-card/#results>

2.4. GYMS

There are several chains that operate nearby (The Gym Group, Fitness First, Gymbox, and Virgin Active) which often provide deals for students.

With a King's College London campus card, students at The Courtauld have access to [King's Sports & Wellness gym facilities](#). Nearest to Duchy House is their Strand premises, located in Bush House.

2.5. LOCAL HEALTHCARE

All residents **must** register with a General Practitioner (GP), and you will be asked to complete this as part of your student registration process. Doing so will make accessing a healthcare professional easier should you fall ill during your residency, including help and support with vaccinations. It is recommended that you register with Gower Street Practice.

Gower Street Practice
20 Gower Street
London
WC1E 6DP
Telephone: 020 7467 6800
Website: www.gowerstreetpractice.org.uk/

To register as a new student, please click [here](#) for the Registration Form and Patient Health Check Forms.

The nearest walk-in Health Centre is the Soho Walk-in Centre.

1 Frith Street
London
W1D 3HZ
Telephone: 020 7534 6500
Website: [Soho NHS Walk-in Centre - NHS](#)

The nearest Hospital providing emergency care is St. Thomas' Hospital.
St Thomas' Hospital
Westminster Bridge Road
London
SE1 7EH
Website: www.guysandstthomas.nhs.uk

You can also get medical help via **NHS 111 Online (111.nhs.uk)**. 111 online offers advice on:

Where to get help for your symptoms, if you're unsure on how to treat yourself
How to find general health information and advice
Where to get an emergency supply of your prescribed medicine
How to get a repeat prescription

The nearest Pharmacy to obtain prescriptions and other health care items is Boots the Chemists, located just a few meters past Tesco Express on The Strand.

3. A-Z of Information

3.1. ACCESS

There is a secure card access system for the main front door, the corridors leading to all bedrooms, and access to the laundry room at Lower Ground floor level.

You will either be issued a room key and ID/Access Card in-person when you first check-in, or these items will be left in an envelope within your assigned room.

Please always carry your ID/Access card whilst on Courtauld premises, and do not pass on your ID/Access card for friends or fellow students to use. If you lose your card, please contact security immediately via +44 (0)20 3947 7757 or / e-mail security@courtauld.ac.uk.

Doing so will help us prevent anyone else from gaining access to Duchy House.

If you lose your ID/Access Card, please speak to the Premises Officers at the Reception Desk of Vernon Square. They will be able to print you a new card, with your original photo. In the meantime, the Security Team at Somerset House can issue a Temporary Access Card, until the card with your photo is printed.

3.2. ACCESSIBILITY

3.2.1. Duchy House Main Entrance

Entrance into Duchy House is via Lancaster Place, which has a small threshold but otherwise provides step free access from the street directly into the premises.

There is a double leaf set of doors. The left-hand door is held closed, and the right-hand door is a push-door opening inwards.

The door is heavy.

The opening width of the doorway is c.800mm wide.

Upon entry, there is an accessible platform providing access to a half landing from where level access to a lift is available. The platform can accommodate a maximum weight of 630Kg.

3.2.2. Accessibility within Duchy House

Our lift (internal dimensions 1300mm x1000mm) serves the Ground Floor half landing, First, Second, Third, and Fourth floors. The lift does not serve the Lower Ground floor where the laundry room is located, nor do the lift controls have tactile markings. However, the lift has a mirror to aid reversing out of the doors, an audible announcer, and all controls are within reach of a wheelchair user. Lighting in the lift is also bright.

Access to rooms on the First floor is not step free from either the lift and or the staircase landing.

At the present time, none of the individual bathrooms and/or en-suites within the premises are adapted. However, any person who requires additional assistance should contact The Accommodation Manager for specific queries.

At the present time, none of the communal kitchens within the premises have adapted work surfaces.

At the present time, there is no accessible toilets within the premises.

There is no Braille signage within the premises.

3.3. ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour, whether a general disturbance or directed towards a fellow resident, member of staff, or neighbour, will not be tolerated at Duchy House. Examples include (but are not restricted to):

- Noise or any sound likely to cause disturbance (especially at night) - see Clause 2.7 of the Licence Agreement.
- Offensive or abusive behavior - see Clause 2.3.4 e of the Licence Agreement.
- Keeping or using illegal drugs - see Clause 2.3.4 b of the Licence Agreement.
- Smoking, including the use of e-cigarettes or the burning of incense - see Clause 2.11 of the Licence Agreement.
- Displaying posters or placards in windows of The Room or common parts of The Accommodation - see Clause 2.3.4 g of the Licence Agreement.

Such behaviour is a breach of your Licence Agreement and may result in disciplinary action and termination of the Licence as specified under Clause 5 of the Licence Agreement.

Finally, not participating in maintaining a clean environment (especially in communal areas), slamming doors, displaying posters / placards in windows of your bedroom or common parts of The Accommodation etc., may be considered low

level anti-social behaviour, but will, if repeated, be treated the same as noise or any offensive behaviour.

You are living in a community. It is important that all residents are aware of those living around them, and how their behaviour can impact others and their environment.

3.4. BATHROOM PRODUCTS DISPOSAL

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

Please ensure plugholes to handbasins and shower trays are not blocked by hair or other debris when using these. Repeated blockages could result in a charge to resolve.

For those Residents assigned a shared communal shower room, you should not leave items in the shower cubicle unnecessarily. All items should be placed in the wall cabinets provided in the communal shower room or retained in your bedroom.

3.5. BICYCLES

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

London Cycle Hire Scheme bicycles are also available within 30 meters of the premises. on Wellington Street.

The following websites provide information for cyclists in London:

<http://lcc.org.uk/>

<https://tfl.gov.uk/modes/cycling/>

3.6. CAR PARKING

There's no car parking at Duchy House, and very little on-street parking nearby. See '[Travel](#)' for more information.

3.7. CLOSED CIRCUIT TELEVISION (CCTV)

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

3.8. CHECK-IN / CHECK-OUT

Students can check-in from midday on the date stated in the Licence Agreement. Check-out is by no later than midday on the date stated in the Licence Agreement.

Due to the location of Duchy House, and to ensure limited congestion for residents moving in, the Accommodation Manager will liaise with you to agree your arrival date and time slot. The check-in timeslots will be between 10:00 and 13:00 and 14:00 and 16:00 on the September arrival weekend.

We are aware of the requirement and need to support earlier arrival dates for some UK and international students due to flight availability. We can accommodate some early arrivals **by arrangement only** in the days before your Licence commences. Please note that some maintenance work may still be underway to prepare the premises for full occupation ahead of the Licence start date.

3.9. CLEANING

Cleaning staff work between 09.00 and 16.00 Monday to Saturday (excluding Sundays, Bank Holidays). Our cleaning staff will clean all communal areas including the main staircase, landings, bedroom corridors, and common rooms. In addition, the cleaning team will sweep and mop the communal kitchens and empty the kitchen bins according to the service schedule displayed. Cleaning staff do not wash up student owned items, and we expect students to keep surfaces and sinks as clear as possible to facilitate cleaning.

Residents are responsible for cleaning their own bedrooms and ensuring the communal areas, kitchen, and common rooms are maintained in a clean state. Vacuum cleaners are provided for students to use in their rooms.

Room inspections will take place (with prior notice) at least once a semester to ensure the rooms are being maintained to an acceptable standard. The communal areas will be inspected daily. For more details, please see '[Inspections](#)'.

You should regularly empty your room and en-suite rubbish (in bags) and place them in the bins provided in the Refuse Store. The room is located on the Ground floor, next to the lift. You should not use the kitchen bins to deposit rubbish from

your bedroom. Please ensure your rubbish bag is tied securely, and no items are leaking.

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

Black bins are for general waste (food and any other items that can't be recycled).

For larger items, please take these direct to the refuse store on the ground floor (next to the lift).

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

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

Please respect our neighbours and the local environment by not throwing rubbish from windows or disposing of cigarette butts on the pavement outside of the property's entrance.

3.10. COUNCIL TAX

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

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

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

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

3.11. DESKLAMPS

Each bedroom is provided with one desk lamp and bulb. If the bulb “fails” during your stay, please contact facilities.helpdesk@courtauld.ac.uk for a replacement.

3.12. ELECTORAL REGISTER

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

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

3.13. ELECTRICAL SAFETY

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

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

If your circuit does trip (you lose power to your sockets), please contact facilities.helpdesk@courtauld.ac.uk

3.13.1. Mains Adaptors

When using a mains adaptor to plug-in in a device from abroad, please ensure that you purchase or use an adaptor with an inbuilt fuse. Some non-UK adaptors supplied without a fuse are often faulty. As a result, they can trip the power circuit in your bedroom. Therefore, we recommend that only adaptors bought in the UK should be used.

Upon seeing an appliance that we deem may pose a risk of fire or electrical shock, we may unplug and remove the item and inform the Resident.

3.14. FIRE

3.14.1. Fire

In the event of the Fire Alarm sounding, you must leave the premises and meet at the Assembly Point: **outside Leon and Crown Café**, in the pedestrianized section of the Strand. Here, a Security Officer and/or Fire Officer will give further directions.

If you detect a fire and the alarm sounder cannot be heard, you can activate the alarm by pressing one of the red call points during your exit from the building. The call points are located on the main staircase.

3.14.2. Alarm Testing

This takes place **every Monday, 09:30 - 10:00**. The alarm will sound in two stages. First, the communal staircase, and then all areas including bedrooms. All will last for a maximum of 15 seconds during testing. If the alarm sounds for longer during this test period, or is activated more than once, you should leave the building immediately.

3.14.3. Drills

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

3.14.4. Exits

The main fire exit is down the main staircase and onto the street. Ensure you familiarise yourself with the escape route upon arrival at Duchy House. It is vital that this exit is not blocked, and the corridor and kitchen doors are not wedged open.

3.14.5. Fire Doors

All fire doors leading into each wing are alarmed. Wedging the door open will trigger the alarm, which will sound for approximately 20 seconds. Due to fire regulations, these doors cannot be kept open. Should the alarm sound, close the door and the alarm will stop.

3.14.6. Fire Extinguishers

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

3.14.7. Safety

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

Stay safe in the kitchen

More than half of all fires are started in the kitchen, so it is vital that appropriate care is taken when cooking. The effects of a fire starting in a kitchen can be very damaging and costly.

Ensure all cooking is actively supervised and that the kitchen is sufficiently ventilated by turning the fan on and opening the windows. Please note, the kitchen doors are fire doors and must be kept closed except for entry and exit to the kitchen.

Avoid candles and cigarettes

No incense, candles, tea-lights, or naked flames of any description, including electronic devices such as e-cigarettes, are permitted to be used anywhere on the premises. If you would like to have candles in your room, we suggest battery powered candles only.

There is **no smoking or vaping** allowed anywhere in the building. Doing so is a breach of your Licence Agreement, and disciplinary action will be taken should you be found to be smoking or have smoked in the accommodation.

Further details about The Courtauld's Smoking Policy can be viewed via The Courtauld policies page, [here](#).

Under no circumstances should a Resident cover the integrated smoke detector on the ceiling of their bedroom.

Turn off electrical items

Electrical fires can spread rapidly and can cause severe damage to wiring. You can help reduce this risk by turning off any electrical items that you will not be using, or which do not need to be left charging for a prolonged period.

Please regularly check your electrical cables for damage, and ensure the plug is secured to the cable. If a wire is frayed, or not connected to the plug, please do not use the item.

Check safety equipment

Please never overload electrical sockets or electrical adaptors.

Take caution with extension leads, adaptors, and high-powered items like kettles, heaters, hair dryers, and irons to ensure that they do not exceed the maximum current rating stated.

Where you are using equipment from abroad with a non-standard UK plug, please only use UK plug adaptors.

Please watch this [video](#) on Fire Safety in Halls of Residence from Roehampton University.

No e-bikes or e-scooters are permitted to be kept in bedrooms or within communal areas of the premises. They are deemed a fire hazard due to risks arising from malfunctioning lithium-ion batteries.

All fire alarm activations at Duchy House are linked to a 24-hour Alarm Receiving Centre. If activated, the London Fire Brigade will attend the accommodation automatically.

It is important that you are aware of the risks that might affect you and your fellow residents. The principal concern is fire safety.

3.15. FIRST AID

There are First Aid kits located in every kitchen. If you require First Aid assistance, please call **020 3947 7757**, and a member of the security team will be contacted to attend. Alternatively call 111 to speak to an NHS staff member.

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

In the event you need to attend and remain in hospital, please arrange to inform the Accommodation Manager via duchy.helpdesk@courtauld.ac.uk. Doing so will make us aware of your whereabouts, ensure that your next of kin have been informed.

3.16. FRIDGES

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

We recommend you defrost your mini-fridge every 6 - 8 weeks (i.e. twice a term) to maintain optimum operation. When doing so, please leave the fridge tilted upwards to ensure water does not leak onto your carpet.

3.17. GUESTS

Unless otherwise advised, you can have one overnight guest to stay with you at Duchy House at any one time, for a maximum of five nights.

Should you wish to have an overnight guest, we politely ask that you inform us via e-mail on duchy.helpdesk@courtauld.ac.uk at least 24-hours in advance with the following information:

Name of guest
Period of stay (arrival and departure date)
Your name
Your room number

We ask you to notify us for the purposes of health and fire safety. In the event of an incident, we will be able to accurately advise the emergency services on who is present on the premises.

Overnight guests must stay in your bedroom and not in the communal areas. Please be reminded of dual-occupancy regulations as stated in section 2.3 of your Licence Agreement.

All onsite guests, whether staying overnight or visiting during the day, are the responsibility of the host (Duchy House Resident). Therefore, the resident should be onsite while the guest is in Duchy House.

3.18. HEATING AND RADIATORS

Duchy House has a centralised heating system automatically controlled by thermostats in the building. The heating for all bedrooms will activate when the average internal temperature across the building drops below the pre-set temperature.

Each bedroom has a radiator with an adjustable thermostatic valve. Your radiator will deliver heat when the central heating is on.

The heating is normally switched on at the end of October through to the beginning of April, although this is weather dependent.

3.19. HEALTH AND SAFETY

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

3.20. HOUSEKEEPING

Please ensure you always keep your bedroom clean and tidy, by regularly removing rubbish. Do not leave food items uncovered or stored incorrectly anywhere in the

building, as this could attract pests, such as mice. Food not being consumed or out of date should be disposed of in the bins provided.

Vacuum cleaners, mops, and buckets are supplied in the kitchens on each floor. If you have any housekeeping concerns, please contact duchy.helpdesk@courtauld.ac.uk.

For communal areas, please see '[Cleaning](#)'.

3.21. INSPECTIONS

Bedroom inspections will take place at least once a semester. We conduct these checks to ensure everything in your bedroom is working normally and to catch maintenance issues before they become major problems. If you have any maintenance issues at any point, please contact duchy.helpdesk@courtauld.ac.uk.

The Accommodation Manager will always give advance notice of inspections by e-mail.

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

3.22. INSURANCE

Personal items inside your bedroom are insured against fire, flood, theft, and accidental damage by our content insurers. However, it's recommended you review The Courtauld's insurance policies to understand what is protected. Certain possessions, such as some high-value items, may not be covered by the standard policy. If you have items that are not covered, it is your responsibility to purchase additional insurance to protect them inside and outside your bedroom.

Endsleigh, our contents insurers, also cover bikes and instruments. Therefore, investigating their policies will help determine what additional coverage they can offer for these items.

If any damage or loss occurs to your possessions, the Accommodation manager can assist you in submitting a claim. However, due to Data Protection, The Courtauld will no longer be party to your claim once it is submitted. The claim will be personal to you, and consequently all correspondence and agreements on the settlements will be between you and the insurer.

If your possessions are lost, to ensure they are returned to you, we recommend registering them with Immobilise. As the UK's national property register, they help

the police identify the owners of recovered items. For more information, please see <http://www.immobilise.com/>

3.23. INTERNET/Wi-Fi

Wi-Fi access is available throughout the building, and each bedroom has a datapoint for wired connections.

Our primary provider is **Eduroam**. Students can access the network using their Courtauld login details, which are sent via email during enrolment. Prior to connecting device(s) to Eduroam, residents will need to update their password at www.office.com.

3.23.1. Wi-Fi details

Network: Eduroam
Username: Courtauld Username e.g. c1234567@courtauld.ac.uk
Password: Courtauld Password

If there is a short-term interruption to Wi-Fi service (24- 36 hours), request an ethernet cable or USB adapter from IT Support.
For long term interruptions (36 hours or more) IT will provide other means of Wi-Fi connectivity where practical.

Any costs incurred for alternative Wi-Fi service (i.e. mobile phone tariffs) without prior approval will not be reimbursed.

3.23.2. Wired Network Access

You will need an ethernet cable to connect your device to the wired network. If your laptop does not have a network port on it then you will need to purchase a USB network adapter.

The Wi-Fi service has varying connection speeds dependent on your location, device capability, and overall usage throughout the building.

Any issues with the Wi-Fi connection or wired network issues should be logged for investigation with The Courtauld IT Service Desk at itsd@courtauld.ac.uk for investigation.

3.24. KITCHENS

3.24.1. Utensils

Electric cookers, microwaves, and kettles are supplied within kitchens. However, residents must supply their own cutlery, crockery, and utensils. All our hobs are induction, so please check that your utensils are compatible before purchase.

There are various companies who specialise in kitchen packs, which can be delivered and placed in your bedroom on your arrival.

UniKitOut, <https://www.unikitout.com/collections/kitchen>;
My Student Essentials, <https://www.mystudentessentials.co.uk/product/luxury-student-kitchen-pack/>

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

A Few Tips:

Ensure electric hobs are switched off after use.

Ensure open food and other perishables are stored in sealed containers.

Do not pour fat, insoluble liquids, or food items down the sinks.

The kitchens are small, and all spaces such as the surfaces, cupboards, fridges, and freezers must be shared fairly. We ask that after using the kitchen facilities, the kitchen sinks and surfaces are cleared and ready for the next user.

3.25. KEYS

You will have been issued with a key and ID/Access card to access the building and your bedroom upon arrival. You may also have been issued with a key to your shared shower room. If you lose your key/s, please report the loss at duchy.helpdesk@courtauld.ac.uk

If you need urgent assistance, a member of the Security Team can help you gain access to your study room. Please call them on **020 3947 7757**.

Just as with ID/Access Cards, there may be a charge levied for key replacement (See charges in Appendix 1).

The bedroom door handles are configured so that the inside handle opens the lock in case of an emergency. If you lock your bedroom using the snib from the inside, pushing the door handle down will disengage the lock.

3.26. LAUNDRY ROOM

The laundry room is located on the lower ground floor of the building. You can access it through the door to the left of the main entrance. Please note that the room is only accessible via the stairs, as there is no lift access to this level.

The laundry room is equipped with free-to-use washing machines and dryers, as well as irons and ironing boards.

The washers and dryers are standard domestic machines with familiar settings. There are several wash cycles to choose from, each varying in length. We recommend residents opt for the shorter cycles, as they are sufficient for washing clothes and help reduce the wait time for other residents.

If any problems arise with these machines, such as malfunctions mid-cycle, please report to duchy.helpdesk@courtauld.ac.uk. We request that doors on the machines are not forced open to retrieve items as this can cause further damage.

3.27. LIFT

The lift runs between the Ground and Fourth Floor. It has a maximum load of **630Kg**, and a maximum capacity of 8 people. To prevent operational errors, please do not overload the lift.

If the lift does breakdown, please remain calm. Pressing the alarm button in the lift car will automatically connect you to The Courtauld Security Team and, if there is no answer, the lift maintenance service provider.

3.28. LIGHTING

Apart from the common rooms, the lighting in all communal areas, en-suites, and shared bathrooms is triggered by automatic sensors which detect movement.

To help us save energy, please switch your bedroom lighting off when the room is not occupied.

We periodically test the emergency lighting system, and the Accommodation Manager will notify you when testing is carried out. Test periods can last up to three hours, during which all normal lighting is dimmed, and only the emergency lights remain on.

3.29. LINEN

Residents should supply their own linen for their beds, including duvets and pillows.

In certain circumstances, we may be able to support students by providing duvets, pillows, and an initial supply of bedlinen on arrival.

Alternatively, you can order bed-packs to be delivered and placed in your room on arrival. There are various suppliers able to offer this service, including:

UniKitOut - <https://www.unikitout.com/collections/bedroom>;

My Student Essentials - <https://www.mystudentessentials.co.uk/product/luxury-student-bedroom-pack/>

Alternatively, Amazon and Dunelm deliver a selection of linen and homeware items at reasonable prices.

3.30. LONDON NIGHTLINE

London Nightline is an independent registered charity supporting students in London throughout their university experience, however that may look for them.

London Nightline's core function is its confidential listening support and information service for students based both in and outside of London, that study or live with our affiliated institutions.

Open between 18:00 – 08:00 during term time, Nightline is accessible when normal counselling and welfare services are often unavailable.

If you want to talk to a London Nightline volunteer you can [call \(+44\) 0207 631 0101](tel:+442076310101), Text 07717 989 900 or e-mail: listening@nightline.org.uk. Further details about London Nightline can be found [here](#).

3.31. MAINTENANCE

Throughout the year we will conduct planned maintenance on services and appliances. In some cases, we may require access to your bedroom to perform this work. Where access to rooms is required, we will arrange access between 10:00 and 18:00, Monday to Friday.

In every case, the Accommodation Manager will aim to give you as much notice as possible by emailing you via your Courtauld e-mail account.

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

3.32. NOISE

At Duchy House, we want to foster a community where every resident upholds respect for one another and remains mindful of the impact their actions may have on others. Therefore, please ensure that there is no disruptive noise or loud music, particularly between the hours of 23:00 – 08:00, Monday to Sunday.

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

3.33. NO-SMOKING POLICY

There is **no smoking or vaping** allowed anywhere in the building. Doing so is a breach of your Licence Agreement, and disciplinary action will be taken should you be found to be smoking or have smoked in the accommodation. Further details about The Courtauld's Smoking Policy can be viewed via The Courtauld policies page, [here](#).

3.34. PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

If you have a mobility disability, are hard of hearing, or have any other condition that may affect your ability to hear or evacuate safely during a fire alarm, please inform us prior to your arrival. Our Accommodation Manager will help you complete a Personal Emergency Evacuation Plan (PEEP) so that we can provide appropriate support and ensure your safety whilst living in Duchy House.

3.35. PERSONAL SAFETY

While London is a generally safe city, it is important to stay vigilant as pickpockets and opportunist criminals can be found in any urban area. We advise all Duchy House residents to avoid displaying valuable equipment when entering or exiting the building. In addition, we ask that you ensure the main door is closed and secure when you enter or leave. Please do not wedge open the main door, or any doors to communal areas.

This video from the Suzie Lamplugh Trust offers a few pointers on how to stay safe when you are out and about:

www.videojug.com/film/how-to-stay-safe-on-a-night-out

3.36. PEST CONTROL

The Courtauld has arranged for monthly inspections of our pest control measures. Baits are in high-risk areas throughout the building, such as the communal kitchens. We ask residents to not touch or move any of the baits within the building.

Please report any issues with pests at duchy.helpdesk@courtauld.ac.uk.

Residents have a responsibility to ensure that communal kitchens, common rooms, and bedrooms are kept clean and tidy to prevent pests.

3.37. PETS

No pets are allowed in Duchy House. However, residents with a registered disability may keep an assistance pet, provided The Courtauld has received prior written notification and has fully assessed and approved the arrangement.

3.38. PORTABLE ELECTRICAL APPLIANCES

All electrical appliances brought into Duchy House should be able to pass a Portable Appliance Test (PAT) and must be British Standard approved.

If a device found during a bedroom inspection does not fit this standard, we may request to conduct further testing to ensure it is safe to use within the building. An item may fail testing if it is deemed a fire risk and will therefore be removed.

All bedrooms are fitted with several electrical sockets, reducing the need for residents to provide their own electrical adaptors.

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

No electrical heaters or oil-filled radiators are allowed, unless they are issued by The Courtauld. If found, these items will be immediately removed.

3.39. POST AND PARCELS

The Courtauld's premises at Somerset House is the primary postal address for all post at Duchy House. Please use the address stated below for all postage and parcels:

Your name

Duchy House - Room **Your Room Number**

The Courtauld Institute of Art

Somerset House

London

WC2R 0RN

United Kingdom

If not collected from the Somerset House reception desk, all mail sent to this address will be transferred to Duchy House and left outside your bedroom by our portering staff, from Monday to Friday.

If you are expecting mail which needs signing for, please leave your collection details with our reception staff at Somerset House.

Once you have left Duchy House, please ensure you redirect your mail to your new address. We are unable to store or redirect mail to you, so any post received for previous residents will be returned to the sender or confidentially destroyed.

The nearest Post Office is the Aldwych Post Office, just a five-minute walk from Duchy House.

3.40. RECYCLING

Recycling bins are in the Refuse Store, which is next to the Ground Floor lift. Please use these bins to separate and deposit paper, glass, and plastic, rather than disposing of them in the general waste.

3.41. REGISTERING TO VOTE

Students eligible to vote can register at their term-time address. Registering is easy; all you need to do is contact the Electoral Registration Officer via the local council (Westminster City Council) at your term-time address.

3.42. RUBBISH

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

Do not leave rubbish in corridors or communal areas.

Please respect our neighbours and the environment by not throwing rubbish from the windows onto the street.

3.43. SECURITY

When you leave your bedroom, please ensure the door is locked behind you. Doing so will require your key, as our bedroom doors do not lock automatically.

However, our Main Entrance door is equipped with an automatic lock. All residents must ensure the door is securely locked when they leave.

Never admit anyone into Duchy House whom you do not know.

If you detect an unknown person within Duchy House, please contact the Security Team immediately.

3.44. SHOWER

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

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

Communal showers will be checked daily by our housekeepers to ensure they are clean and tidy. However, residents with en-suites are individually responsible for them clean.

If shower water is not running down the drain, there may be a build-up of hair causing a blockage. We will need to clear this as soon as possible, so please report the issue to duchy.helpdesk@courtauld.ac.uk

3.45. SPRINKLER SYSTEM

Our sprinkler system heads are in the ceilings of some bedrooms. In the event of a fire, these will be activated. Therefore, they must not be touched or covered up. If you notice a fault, please report the issue to duchy.helpdesk@courtauld.ac.uk

3.46. STUDENT AND ACADEMIC SERVICES

Student and Academic Services (SAS) operate an Advice Desk, located on the Second Floor of Vernon Square. SAS can assist you should you with queries relating to:

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

3.47. STUDENT OYSTER CARDS

The Student Oyster Card is available to anyone above the age of eighteen and in full-time education. The card can be purchased on the Transport for London website (www.tfl.gov.uk) and will be sent out to you once The Courtauld has confirmed your student status. Your card may take a while to arrive, especially at the beginning of the academic year.

Alternatively, Railcards can be linked to an Oyster account, providing you with a 30% discount on off-peak travel. You will need to purchase a standard Oyster card from TFL's website or an Underground station and ask a member of staff to connect your Railcard with your Oyster at a ticket machine.

Not all Underground stations offer this service, so we recommend seeking assistance at a larger station. The nearest ones are Charing Cross, Leicester Square, and Picadilly Circus.

Otherwise, you can pay using a contactless-enabled credit/debit card.

3.48. SUMMER ACCOMMODATION

We are pleased to be able to offer a small number of rooms on the First Floor to those residents who may wish to stay at Duchy House over the summer. You may apply for an extension from the end of your tenancy in May up to and including the week before the new group of residents arrive in September.

Given the demand for rooms booked by external individuals, you will have to move rooms in the first week of June to one of the allocated student rooms. For more information, please contact duchy.helpdesk@courtauld.ac.uk

3.49. TELEVISION LICENCE

Duchy House does not have a communal Television Licence. If you are planning to watch television in your study room, make sure you are covered by a valid licence.

The law says you need to be covered by a Television Licence to watch certain programmes and channels.

This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, or digital box.

For further information, please see <https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

3.50. LICENCE BOOKING FEE

To secure your room, we request a Pre-Payment Fee of £450 on the return of your signed Licence Agreement. The pre-payment will be offset against the first Accommodation Fee rent instalment in October following your September arrival.

3.51. TOWEL RAIL

All en-suites and shower rooms have a heated towel rail. These can be switched on by a labeled, low-level switch, placed either in your bedroom or immediately outside the bathroom in the communal corridor.

To help us save energy, please ensure you switch the radiator off after use.

3.52. WELLBEING

The Wellbeing team is a first point of call for any of the following:

- Personal difficulties
- Welfare/safety concerns
- Declaring and receiving guidance for a mental health condition
- Declaring and receiving guidance for a physical health condition or physical disability
- Declaring and receiving guidance for Neurodiversity (e.g. Dyslexia, ADHD)
- Students who are experiencing financial hardship
- Information about Reasonable Adjustments for a condition/disability
- Guidance applying for the Disability Students Allowance (DSA)

3.52.1. Contact

Students can book an appointment by contacting wellbeing@courtauld.ac.uk

The Wellbeing team is not a crisis service. If you are experiencing a crisis, please contact:

- Your GP
- [Samaritans](tel:08457909090) on 08457 90 90 90
- [Nightline](tel:02076310101) on 020 7631 0101
- Typetalk: 18001 0800 0234 650 (24 hours a day, seven days a week, 365 days a year)
- Your nearest [A&E](#).

The Single Point of Access, a referral service for mental health, is open 24 hours a day, seven days a week, 365 days a year. You can call this service on [0800 0234 650](tel:08000234650) or email cnw-tr.spa@nhs.net

3.52.2. Counselling

The Counselling service provides confidential sessions for students experiencing emotional difficulties that may impact their wellbeing and emotional life.

How counselling can help:

Talking and thinking collaboratively with a professional counsellor can provide clarity and different perspectives on what is happening in your life. It is common at times to experience emotional stress caused by, but not limited to, loss, the end of a relationship, family dynamics, and life transitions.

If you feel that anything is affecting your mental health and wellbeing please do get in touch. We are here to support you.

You can self-refer by emailing counselling@courtauld.ac.uk

Face-to-face appointments at Vernon Square are currently available on Mondays, Wednesdays, and Thursdays, but remote sessions can be organised with your assigned counsellor.

If you are unsure if counselling is the right option for you, please contact Wellbing@courtauld.ac.uk to discuss your options and the best way to find support.

3.53. WHEELCHAIR LIFT

In the Duchy House main entrance, there is an accessible platform lift for wheelchair users to access the Ground floor lift. The platform can accommodate a maximum weight of **630kg**.

There is level access from the lift to bedrooms on the Second, Third, and Fourth floor. Rooms on the First floor do not have level access from the lift.

For further information, please see ['Accessibility'](#)

3.54. WINDOW LOCKS

For your safety, all sash windows are fitted with restrictors to limit their opening. These restrictors must not be removed. Furthermore, the bottom sash for the rear-facing bedroom windows is covered with an opaque film, to protect your privacy from neighbouring properties.

To facilitate ventilation, we recommend that your window is partially open when you are entertaining guests.

APPENDIX 1 – Duchy House Charges

Administrative Charges*	
As per First Schedule of Licence Agreement	
Termination of License Agreement Administration Fee plus one weeks' rent	£ 50.00 + 1 weeks' rent
Evidence of Smoking in Study Room	£ 100.00
Keys*	
Loss of ID Access Card	£ 10.00 per card
Loss of study room or bathroom key	£ 10.00 per key
Study room items*	
Mattress - single	£ 80.00
Mattress - double	£ 120.00
Desk Lamp	£ 11.00
Mini-Fridge	£ 150.00
Curtains	£ 140.00
Chair	£ 85.00
Bedside unit	£ 50.00
Desk	£ 160.00
Wardrobe with mirror	£ 205.00
Under bed Storage Box	£ 50.00
Headboard	£ 19.00
Shower room*	
Shower unit (head / hose / rail)	£ 20.00
Kitchen*	
Microwave	£ 50.00
Kettle	£ 25.00
Cleaning**	
Packing / removal of rubbish from study room	£ 50.00
Study room deep clean	£ 75.00
Redecoration of study room as a result of damage to walls	£ 800.00
Replacement of carpet to study room as a result of damage	£ 450.00

*Please note the above list is not exhaustive and is an estimate of the costs for replacement and/or repair. We reserve the right to charge for any damage or cleaning not mentioned on this list, that is not a result of normal wear and tear as per your Licence Agreement.

**Dependent upon detailed quote for works needed, therefore costs stated are estimates.