

International Students Club (Church of England) Limited

WILLIAM TEMPLE HOUSE

Residence for Students from Overseas and the United Kingdom

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HOUSE RULES 2023/2024

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WELCOME

William Temple House is a hall of residence for full-time students of all nationalities and faiths. It is owned and managed by International Students' Club (Church of England) Limited. We're a non-profit charity and receive no direct funding from the Church, Government, Universities or Colleges. The House is funded entirely by the accommodation fees paid by the residents (you!).

Our main aim is to provide affordable accommodation and a place where students from differing backgrounds can live together, so we expect that residents will take responsibility for looking after the building and help where possible.

Please note: some additional rules may be put in place in case of special circumstances (e.g. pandemic or another emergency) – we will let you know about these when it applies and keep you updated about any changes.

Please read this booklet carefully as it forms part of your contract.

If there is anything in it you do not understand, please ask the Warden.

Office (10am – 5pm, Monday to Friday)

020 7373 6962

You can contact staff outside these times only in an emergency (dangerous situations like a fire or serious flood).

Contact emails

General queries

office@williamtemplehouse.co.uk

Money matters

accounts@williamtemplehouse.co.uk

The Warden

warden@williamtemplehouse.co.uk

Deputy Warden

deputywarden@williamtemplehouse.co.uk

Management

trustees@williamtemplehouse.co.uk

GENERAL INFO

Deposit

Your place is not confirmed until you have paid your deposit. Your deposit will only be refunded when you have left and returned your keys. We may decide not to refund part or all of it if you cause any serious loss or damage, more than normal wear and tear. You will be charged £25 per key if you lose your room key or front door key.

Long-term residents only - we will not refund your deposit if you do not arrive within **7 days** of your scheduled arrival date or leave within **four months** of your arrival, without good reason and circumstances beyond your control.

Deposits will normally be returned within one week of your residency ending, subject to receipt of your refund form. Any deductions will be listed and based upon your room inventory record. You can appeal these charges to the office in the first instance, further appeals can be made to the Management Committee at trustees@williamtemplehouse.co.uk.

Fees

Fees are invoiced monthly in advance on the **first day of the month** and are due by the **eighth of the month**. If fees are not paid within seven days of the due date on the invoice, a fine may be charged. If fees are not paid within two weeks of the due date and you haven't asked for an extension, the Warden may terminate residency.

If you have any issues with payments you **must** tell the Warden as soon as possible.

Termination of residency

The management may give you notice to leave if you cease to be a full-time student or breach any of the House Rules.

If, for any reason, you wish to move out, you must give a minimum of one month's notice in writing. If you don't do this, you will need to pay one month's fees from the date you give notice.

Security

You are responsible for anybody that you bring to the house, and all residents have the responsibility of making sure the front door is closed and locked at all times.

All visitors must clearly sign the visitor register in the entrance hall. Guests must leave by midnight, unless they stay overnight (see Overnight guests). You must make sure your visitors leave and sign them out when they leave – failure to do this may result in a warning.

Signing yourself out

If you are going to be away for one night or more, you must clearly write the date you are leaving and the date you will return on the Fire list (on the clipboard above the visitor register).

If you have to leave and are not able to do this or forget, please e-mail the office as soon as possible to let us know. This is so that we know who is staying in the house in case of a fire.

Vacations

If you wish to leave temporarily during the summer vacation without continuing to pay full fees, this is only possible if you will be away for more than six weeks between 1 June – 31 Aug. You will also need to leave your room completely clean and empty. If you want to keep the same room and/or store luggage you must pay a retention fee, pack your belongings in labeled cases/boxes and put them in the storage room. We have very limited storage space, so each resident can only store **maximum** two large cases/boxes. You will need to find alternative storage outside of the house for any extra belongings.

Apart from the summer vacation full fees are payable until you leave permanently, even if you are away temporarily e.g. during Christmas or Easter vacations.

YOUR ROOM

You are responsible for keeping your room clean and tidy. If you do not and your room stays in a very poor state, you may be given notice to leave.

Please note that the wardens may need to enter residents' rooms at any time without notice in case of emergency e.g. leaking pipe. We will let you know before as far as possible; otherwise we will email you afterwards.

Rubbish must be taken in bags to the bin room in the basement. **Rubbish must not be left on the landings, in the bathrooms or on the street.**

Corridors need to be left clear at all times to facilitate cleaning and prevent trip hazard in case of a fire.

Residents are only allowed to attach pictures to walls using masking tape, which we have in the office. *Damage caused by blue-tac or sellotape* will be deducted from your deposit.

Students are not allowed to remove furniture from rooms without getting approval from the Warden. You must also get approval if you wish to bring additional furniture or install extra fittings.

Cooking is not allowed in rooms and no cooking appliances are allowed in the room, apart from an electric kettle (this includes irons as well). The cold tap water in your room is perfectly safe to drink, as it comes straight from the main water supply.

No candles or incense sticks are to be burned in rooms. Both of these are a serious fire hazard and will activate the smoke detector in your room. All electrical appliances will be checked each year to make sure they are safe.

If you wish to change your room, you must ask the office in writing. We will try to help, but this may not be possible.

Heating

Each room has an electric night-time storage heater. They only switch on during the night and stay nice and warm through the whole day. They are switched off in the warmer months.

If you are unsure about how your heater works, come and ask the office.

The heaters can get very hot, and **you must never use them** to dry clothing, or put anything directly near or on them as this is a fire hazard. Residents *are not allowed personal heaters*, which may be unsafe. We have a limited number of portable heaters you can borrow in extreme conditions.

Noise

Please respect your neighbours and keep noise to a minimum after 11pm (23:00) and before 7am, so residents can sleep or study in peace. Speaking voices are often louder than you realize, so please avoid having conversations in the corridors between 11pm-7am.

Please think of the residents living below you and try not to stamp around, drop things on the floor, or slam doors. However, residents also need to remember that some noise is unavoidable in a student house, so please be patient with each other!

Radios, televisions, stereos, mobile phones etc. must be kept at a reasonable volume which will not disturb other residents. After 11pm they should be played quietly so they cannot be heard outside your room.

Overnight guests

You must **always** seek permission via email, from the Warden to have a visitor stay overnight, with the name of your guest and the dates they will be staying. You are responsible for their behavior, to make sure that they are aware of the fire precautions and for making sure they sign in and out. If you do not follow the rules, we may decide that guests are no longer allowed.

Any guest that lives outside of London may stay for a maximum of 7 nights, or 3 nights if they live in London. Guests may either stay in a resident's room or a separate room, if available. We do not provide an additional front-door key (and they are not allowed to use yours). A fee will be charged to cover costs:

Boyfriend/girlfriend/partner, living in London	1 night – free 2+ nights – £10 flat charge
Relative/friend staying resident's room/partition	in £7 per night
Relative/friend staying in a separate partition in shared room	£15 per night
Relative/friend staying in a separate single room	£25 per night

You can borrow bed linen from us if we have some available; you should collect it at least one day before you need it and return it asap, washed, and folded. We have folding beds and futon mattresses that you can ask to borrow.

If you have an unregistered overnight guest, you will be given a verbal and/or written warning. If it happens again, you may be given notice to leave.

Residents in shared rooms are not allowed guests of the opposite gender in their rooms. Sexual activity in shared rooms is forbidden.

Visitors should leave before 23:00 otherwise they will be regarded as overnight guest and a fee will be charged.

Checking out

Remember – you must give one month's notice before you leave!

You **must email** the office to arrange an inventory check, which must take place 5 days before you leave the House, and also a final cleanliness check on the day before or the day of departure.

Checks must be on *a weekday between 10am and 4pm*. If you are leaving on a weekend or early on a Monday, you will need to arrange a time with us on the Friday before. It can take up to 45 minutes, so you must allow enough time for it and any additional cleaning required (at least 3 hours) before you have to leave the House.

You will be charged up to £50 if you do not clean your room properly, and costs to repair any damage will be taken from your deposit. You will receive your deposit **only after** you have returned your keys and left the House.

CHECKLIST

Your room must be left in the same condition as when you moved in, please:

- Clean inside and on top of drawers/cupboards, including the drawers under your bed and below the sink.
- Hoover the carpet carefully, making sure not to leave any nail clippings etc.
- Clean any dust from along the skirting boards, behind all the furniture, around your bedframe and under your mattress.
- Clean the mirror and remove any limescale from the sink

Kitchen:

- Make sure that both your kitchen and storage cupboards are completely clean, including the doors.
- Throw away any food that you have left in the fridge and freezer.
- Empty and wash your storage boxes. If you have items you don't want, please give them to another resident or donate them to charity.
- **Rubbish** should be put in (not next to!) the large bins by the yellow kitchen exit – ask the office for extra bags if needed.

COMMUNAL SPACES

Repairs and maintenance

If anything in your room or in the House needs to be repaired or replaced, please write a note for us in the Maintenance Log in the front hall or email/speak to us if it is urgent. Any other issues should be communicated to the office via e-mail.

Please remember that this is not a hotel but a charity with limited staff and resources, so we can't fix all problems immediately. We expect residents to take responsibility for looking after the building too and help where possible.

Kitchens

There are three large kitchens in the basement of the House. You will be given a cupboard and storage boxes in one of these kitchens, although you can cook and eat in any kitchen.

You should bring your own cooking and eating utensils, although we may have some you can borrow. All cooking devices (rice cookers etc.) should be clearly labeled with your name. Deep fat fryers are not allowed as they are a fire hazard.

Each kitchen has a large communal fridge and freezer. Space is limited so we will give you storage boxes for the fridge and freezer. You must keep your food in these two boxes; any items that are too large must be put in the shared box on the top shelf of each fridge/freezer. No food should be left on the shelves outside the boxes, as this causes mess. Do not put hot food directly into the fridge/freezer as this will stop it working properly.

Every month one resident from each kitchen will be made 'kitchen boss': they must make sure residents keep the counter tops and sinks clear, so the kitchens do not become a health hazard and the cleaners can access the surfaces. The same resident will also be responsible for keeping the fridge and freezer clean and that food is stored in boxes. Food that has expired will be removed without notice.

Food waste should be disposed of responsibly using compost bins provided. This must be emptied regularly, the kitchen boss is responsible to make sure this happens.

After 11:00 pm anyone using the kitchens must keep noise to a minimum. This is particularly important for the Blue kitchen, which has residents next door – use the Green kitchen for late night chats.

Cereals, bread and fruit are provided each morning between 7am and 10:30am Mon-Sat and 8am till 11am on Sundays in the yellow kitchen. These are for breakfast use only.

Study room

This room is for residents who need to study; please be considerate if listening to music, watching movies or using your mobile phone. Please keep talking to a minimum and leave the place tidy.

There is a black and white printer available. We will replace the ink once a month at most; you must use your own paper. In special circumstances you can ask the office if you may use the office facilities for photocopying, faxing or scanning.

Internet

The WiFi connection is shared between all residents and distributed via a series of networks throughout the building. Priority is given to academic use and measures may be taken to ensure fair distribution, such as restricting bandwidth available to individuals.

Laundry

There are coin operated washing (£3/wash) and drying (£1/1 hour) machines in the basement laundry room. Please don't use these between 11pm and 7am to avoid disturbing other residents.

Don't use too much soap in the washing machine or overload it, and shut the door carefully. There is also a spin dryer; make sure it runs for no more than 2 minutes, otherwise the motor will burn out.

Common Room / Garden

The common room and garden are closed at 11pm every night to avoid disturbing our residents and neighbors. Food and drink are allowed in the common room, though we may change this if it is not kept clean. The television must not be played too loud or too late.

Residents are responsible for their activities in the garden and any possible damage that they may cause.

House events

Social activities are one of the main aims and benefits of the House, and we try and organize events throughout the year such as walks and barbecues. However, it's best if residents arrange events themselves, and we expect all residents to actively join in. Please discuss any ideas you have with the office, and the House may provide funding if appropriate.

Parties

Parties are not allowed in residents' rooms. The office may allow residents to use one of the communal rooms at certain times (e.g. when examinations are not being held). Any parties must be open to all residents and you must let us know if you will invite any guests from outside the House. Residents must clean up and make sure communal areas are left as they were before.

Smoking / Drugs

Smoking and vaping are not permitted anywhere in the House. If you break this rule you will be given notice to leave. You can smoke in the garden, using the ashtrays provided – do not leave cigarette butts on the floor. Anyone in the House found with illegal drugs will be reported to the police and given immediate notice to leave.

HEALTH & SAFETY

Fire drill

There will be at least one practice fire drill held each term. This will be unannounced and must be attended if you are in the House. Non-attendance will result in a warning, followed by notice to leave if it happens again. The fire alarm will be tested for a few seconds every Thursday at 10 am, this is the only time you don't have to respond.

Pests Control

To avoid pests, please don't leave any food out in the kitchens or your rooms. If you spill or drop food, then clear it up straight away. Always close the lids on your kitchen storage boxes. Don't leave any door or window open on the ground floor or basement when you're not in the room.

Bedbugs are a common problem around the world, as everyone travels a lot more. They are not harmful, but they are difficult to remove. You should check your own bed regularly, and always check around your bed when staying in a hotel or at a friend's house. They must be treated as soon as possible, so please tell the office straight away if you see any traces or are getting bitten. For further information please see the website www.bed-bugs.co.uk or speak to the office.

Doctor / Insurance

All residents should register with a local doctor and dentist so that you can get medical care quickly if needed. There is a list on the notice board near the study room.

The House insurance policy doesn't cover your personal belongings so you should get your own insurance cover. This should include any personal items left in your room or anywhere else in the House.

DISCIPLINARY PROCEDURE / COMPLAINTS

Disciplinary procedure

In signing your application form you have agreed to abide by these House Rules, which you must read and understand when you take up residence here. If there is anything you don't understand, you should ask the office.

If a resident or their guest break any of the House Rules then, depending on the issue, the resident may be given a verbal warning, a first written warning, a month's notice to leave or immediate notice to leave in extreme circumstances.

If you have received a written warning, then you will be given one more written warning before being given one month or immediate notice to leave on the third occasion. You can appeal a decision by writing to the trustee management committee of the House at trustees@williamtemplehouse.co.uk

Complaints

Any issues or complaints that you may have should be sent via email; please **do not** write these in the maintenance log.

It is best to discuss any problem you have with another resident with that person directly, before asking the wardens to help. However, please feel free to discuss issues with any member of staff if you need to.

We are always happy to give advice and try to resolve issues between residents as sensitively as possible. If a situation needs further action from us, we will keep you both informed in writing.

If you ever feel the need to make a complaint about a member of staff, you should discuss this with the Warden, or if that is not appropriate then you can contact the trustee management committee via:
trustees@williamtemplehouse.co.uk

Re-application to stay

Every year we will contact you in March to confirm if you wish to re-apply for the following year, and we will need to receive your response by end of March. We understand it might be difficult to confirm the exact dates and your plans at that point, but we will need you to provide us with as much information as possible, for summer and for the next academic year. The new applications will open in April, therefore we need to know how many available spaces we will have.

Failing to return this form by the deadline means we will consider your leaving date to be the one you provided on your application form.

If you wish to stay for the next academic year, you will need to submit a re-application form by 1st May. Please note that re-applicants are not guaranteed a place.

If you wish to stay beyond 1 September but not for the whole academic year, we can't guarantee this will be possible. You will need to discuss this with the Warden.

Please note that there is a maximum residency period of three years, and this can only be extended by seeking explicit permission via the office.

The four-month minimum tenancy applies to each new academic year, otherwise your deposit is forfeited.

House rules updated to 28th March 2023