
CHAPTER
OLD STREET
Resident handbook

Hello

WELCOME TO CHAPTER OLD STREET

We're delighted you have chosen to live with us, and we look forward to welcoming you to your new home.

At Chapter, we understand that your student years should be some of your most memorable so we've prepared a step-by-step guide to living with us.

Please note that the contents of this handbook do not constitute a complete legal document. This information, whilst accurate, does not cover every aspect of your contractual obligations as a resident of Chapter. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Chapter resident, you will be legally bound to all the terms set out in your signed tenancy agreement.

Contents

01 CHAPTER COMMITMENT

02 YOUR CHAPTER

03 YOUR ROOM

04 COMMUNAL AREAS

05 FACILITIES AND AMENITIES

06 HOUSEKEEPING AND MAINTENANCE

07 HEALTH AND SAFETY

08 FIRE SAFETY

09 CHAPTER SERVICE APP

10 FEEDBACK AND COMPLAINTS

11 USEFUL CONTACTS

12 APPENDICES



OUR CHAPTER COMMITMENT TO YOU

This year has been a challenging year and we are aware that these unprecedented times may continue into the upcoming year.

We want to provide reassurance that we have put stringent measures in place to prevent the spread of **COVID-19** within our buildings and protect you, other residents and our on-site team.

We understand that the situation is constantly evolving but here are some of the measures already in place to keep you, other residents and our on-site teams safe:

- Increased and thorough cleans of all communal spaces and amenity spaces
- Hand sanitiser available in communal areas
- Clear signage to encourage social distancing throughout our buildings
- Free monthly communal bathroom and kitchen cleans
- Self-quarantine support – waste removal, food & beverage and parcel delivery, well-being support

In addition to these measures, we have moved our check-in for 21/22 online and alongside carefully planned on-site events, we have enhanced our resident experience platform to include virtual events and on-demand content from language classes to virtual museum tours.

We will be keeping our Chapter commitment fully updated with the latest information with all the precautions we have in place including the most up-to-date guest policy in accordance with government guidelines, this can be found online at **www.chapter-living.com/information/our-chapter-commitment** or you can visit the commitment directly by scanning here:

Thank you for your support and please do reach out to your site team should you require any further assistance or have any questions.

YOUR CHAPTER

Alexandros is the Community Manager. You will see Alexandros and his team walking around, please stop and say hello – they'll be happy to answer any questions you may have.

Alexandros Antoniou

0203 475 5980

oldstreet@chapter-living.com • alexandros.antoniou@chapter-living.com

Make sure you're following the team on social media for regular Chapter updates. You can find us @chapterlondon for Facebook and Twitter, and @chapterldn for Instagram.

RECEPTION

Our Reception is open 24 hours a day, seven days a week. Our front of house team will be in Reception between 8am – 8pm, daily.

Our Security Team will be available for assistance from 8pm to 8am daily.

*Please note, Reception hours may differ according to COVID-19 restrictions throughout the year.

OUT-OF-HOURS CONTACT

If you need to report something, or if you need out-of-hours assistance you can contact our on site security team on +44 (0) 7925 096 832. Don't worry, someone will always be on hand to help. If there is an emergency please dial 999.

ACCESS TO YOUR CHAPTER

You will receive a Chapter Membership Card when you move in. This is your access card to the building and specifically your room. Always lock your room and keep your access card with you at all times. Never give your card to anyone else. If you lose your card, tell a member of staff as soon as possible.

This card also provides you with access to all social spaces and events across all Chapters in London. You will need to show it at Reception when you visit the other locations.

ANUK CODE

Chapter is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection. The code also provides a complaints service if things go wrong and

are not addressed properly by us. Full details of the code can be found at www.nationalcode.org.

CHAPTER MEMBERS' CODE

As your Landlord we provide you with a home away from home while you are at university. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in London and with that in mind we have created the Chapter Members' Code. While you are living with us or visiting any of the Chapter properties (meaning any property managed by your Landlord's Agent), you and your guests must observe the Chapter Members' Code. The full Chapter Members' Code is in Appendix A of this guide or can be read via www.chapter-living.com/memberscode

COUNCIL TAX EXEMPTION

You will be given a council tax exemption form during your first week at University. You will need to fill this form out and follow the instructions regarding sending it back to the local authorities.

YOUR ROOM

Your room is your sanctuary, so it's up to you to keep it clean and report any maintenance problems. On arrival you will be provided with an inventory form that lists all the items in your room, kitchen and bathroom. Please make time to complete it correctly – ideally within seven days of moving in. When you check out, you need to return the room in the same condition that you found it and reported through the inventory form.

Here is a basic guide to your room.

BED

The minimum bed size is a compact double bed (3/4 size). There is storage under the mattress of your bed.

BATHROOM

The shower temperature can be adjusted by turning the knobs to the left for warmer water or right for colder water. If your shower becomes blocked, please check the shower tray for hair and rinse it out. Should you wish to have this done for you, a cleaning charge will apply. Please do not flush items that are not toilet paper down the toilet.

KITCHENETTE AREA

In either your studio or your shared apartment there will be a kitchenette. We've put together a guide on how to use key elements in this area.

HOB

To use the hob in your room, follow these steps:

1. Press and hold the unlock key. Once it is successfully unlocked, the red light will turn on.
2. Press the power key on the right hand side to turn the hob on.
3. Press the desired hob key.
4. Press + or - to adjust the ring temperature.

As a safety measure, the hob will automatically turn off after 15 minutes. To continue cooking, simply reset the temperature. The timer shows how many minutes are left within the 15-minute limit.

MICROWAVE/OVEN/GRILL (3 IN 1)

To select microwave press the microwave button, for grill or oven press the G/C button (press once for grill or twice for oven).

1. Select start
2. Turn the dial to adjust the timer
3. Select start again

COOKER HOOD

We do not have cooker hoods at Old Street but please ensure that the fan boost is switched on when you are cooking and that it's turned off when you have finished cooking.

HEATING

Each room has been fitted with an electric heater that can be turned on and off as required. The heater includes a timer that can be set for a maximum of 4 hours at a time – instructions on how to position the four pins to set the timer can be found on a pull out cartridge.

ROOM CHECKS

To comply with health and safety regulations, your room and any shared kitchen will be checked intermittently. Don't worry – you will be given advanced warning of room checks. If your room doesn't match up to the cleanliness and order levels expected by the team, you will be given 24 hours to rectify this.

EXTRAS

You can purchase towels, bedding and kitchen packs from our Chapter Service app, to help you set up your room if required. For more information please refer to page 19 of this handbook.



COMMUNAL AREAS

At Chapter Old Street we have:

- The Study space – We have a dedicated study space open 24 hours.
- The Gym – open 24 hours a day. You will need to complete an induction form before being able to access the gym.
- The Games Room – Our Games Room is available until 1am every day and features x2 Play Stations 4s, a foosball table, large TV and table tennis.
- The Laundry Room – Available 24-hours a day for ease of access and service. Please refer to instructions at the bottom of this page on how to use it.

*Please note, opening times may change throughout the year. Speak to Reception for more information.

FACILITIES AND AMENITIES

INTERNET

Your room is equipped with up to 200MB dual-band WiFi, including unlimited uploads and downloads, which you can access throughout the building at no extra charge. This service is provided by Glide, our internet partners.

If you are having trouble connecting to the WiFi, Glide can be contacted on +44 (0)333 123 0115 or studentsupport@glide.co.uk.

TV

All televisions provided in our communal areas have licenses. If you have a TV in your room, want to bring your own TV, or if you want to watch or record live programmes as they are being shown on any other device, such as a mobile phone, tablet or computer, you'll need a TV License. You can get one at the Post Office or online at www.tvlicensing.co.uk.

Failure to have a valid licence for your flat/bedroom is against the law and can result in a heavy fine.

You can watch a wide range of online TV channels through the broadband service. Just ask the team at Reception if you need help.

LAUNDRY

You'll find the laundry room is on the Lower Ground floor – just follow the signage to the Laundry Room. To use the machines, you will need to download the Circuit App on your phone, create an account and upload credit.

Follow the instructions and please take care not to overload the machines to avoid them breaking down or damaging your clothes.

The costs to use our laundry facilities are: Washer – £3.10, Dryer – £1.60

If you have any questions, or if you need help to access the room or the machines, then please let the team at Reception know.

POST

Here is your new address for the letters that you receive. Remember to include the Flat/Room number in the address to ensure that you receive all of your letters. This will be delivered to your designated post box and you will receive a post box key when you check in.

Your Name
Flat/Room Number
Chapter Old Street,
18 Paul Street,
London EC2A 4JH

We do not accept food deliveries on your behalf. If you have ordered food, you will need to make your way to Reception to pick it up.

PARKING

There is no parking available for residents.

BICYCLE STORE

Bike store is on the lower ground level. Chapter does not hold liability for any theft or damage to bikes left on the property.

BIN STORES

There is one bin store on the Ground Floor of the building – please follow the signs that say 'Refuse Room'. This has separate bins for general waste and recycling. As a Resident, it is your responsibility to empty your bin regularly and we ask that you put your rubbish in the correct bin provided, as this will prevent pest infestations. For more information on what you can and cannot recycle, please speak with the team at Reception or refer to www.recycleforlondon.com/what-can-i-recycle.



HOUSEKEEPING AND MAINTENANCE

GENERAL HOUSEKEEPING RULES

You will be required to clean your room, bathroom and any shared communal facilities within your flat to ensure you are living in safe and hygienic conditions. Whilst you are cleaning, please:

- Do not use abrasive cleaning products that can damage surfaces.
- Do not use hair or clothes dye in your en suite or kitchen.
- Do not put any pictures or posters on your walls as this will damage the paint and could result in additional charges as per Appendix C of this handbook.

We will clean the community spaces (i.e. gym, study area, etc) on a regular basis but ask you to be considerate of other residents. You must clean up any rubbish after using these areas.

Chapter offers paid cleaning services year-round which can be booked via the Chapter Service app. For more information please refer to page 18 of this handbook.

MAINTENANCE

Accidents do happen and there are times when things can't be helped but please let us know if you require maintenance assistance and we will get things fixed as soon as possible. From Monday-Friday between 8am-7pm and on Saturdays between 10am-7pm, we have a maintenance team on site who will try to sort out any issues as soon as they are reported. On Sundays there is a team on standby for emergency situations. In some instances, we do have to prioritise repairs depending on their urgency; however, we aim to get all emergency issues resolved within 24 hours.

If you have any maintenance issues in your room or flat, please contact the team at Reception or report them online via your resident portal chapteroldstreet.active-building.co.uk/

BE ECO-FRIENDLY

Being green is important to us. Here's what Chapter are doing to be eco-friendly:

- Light sensors are installed in all public areas, including flat corridors and bathrooms.
- Energy efficient bulbs are fitted in the main lights throughout the building.
- Double glazing is installed in all the hallways.
- A-grade appliances, including refrigerators/freezers and ovens, are supplied.

You can join us in being eco-friendly by following these easy tips while you live with us:

- Recycle your rubbish. If you're not sure what goes in the recycling bin, please refer to www.recycleforlondon.com/what-can-i-recycle.
- Turn off lights and appliances when you go out.
- Unplug electrical items from the outlets when you aren't using them.
- Switch off taps and only boil as much water as you need.
- Use your radiator sparingly and remember to close the windows when the heater is on.
- Turn off heaters before going out.
- Don't wash clothes in the shower.
- Keep doors closed.

HEALTH AND SAFETY

GENERAL SAFETY TIPS

- All gates and entrances are self-closing and may be activated using your access card.
- Don't prop doors open (especially fire doors).
- Always carry your card and keep it safe. Never give your card to anyone else.
- Be aware of strangers on the premises and report any unusual behaviour to a member of the team at Reception.
- If you see anything suspicious, report it to the team at Reception as soon as possible.
- Comply with social distancing regulations communicated throughout the building.

If you are worried about the safety of any equipment in your room or shared areas, speak with the team at Reception.

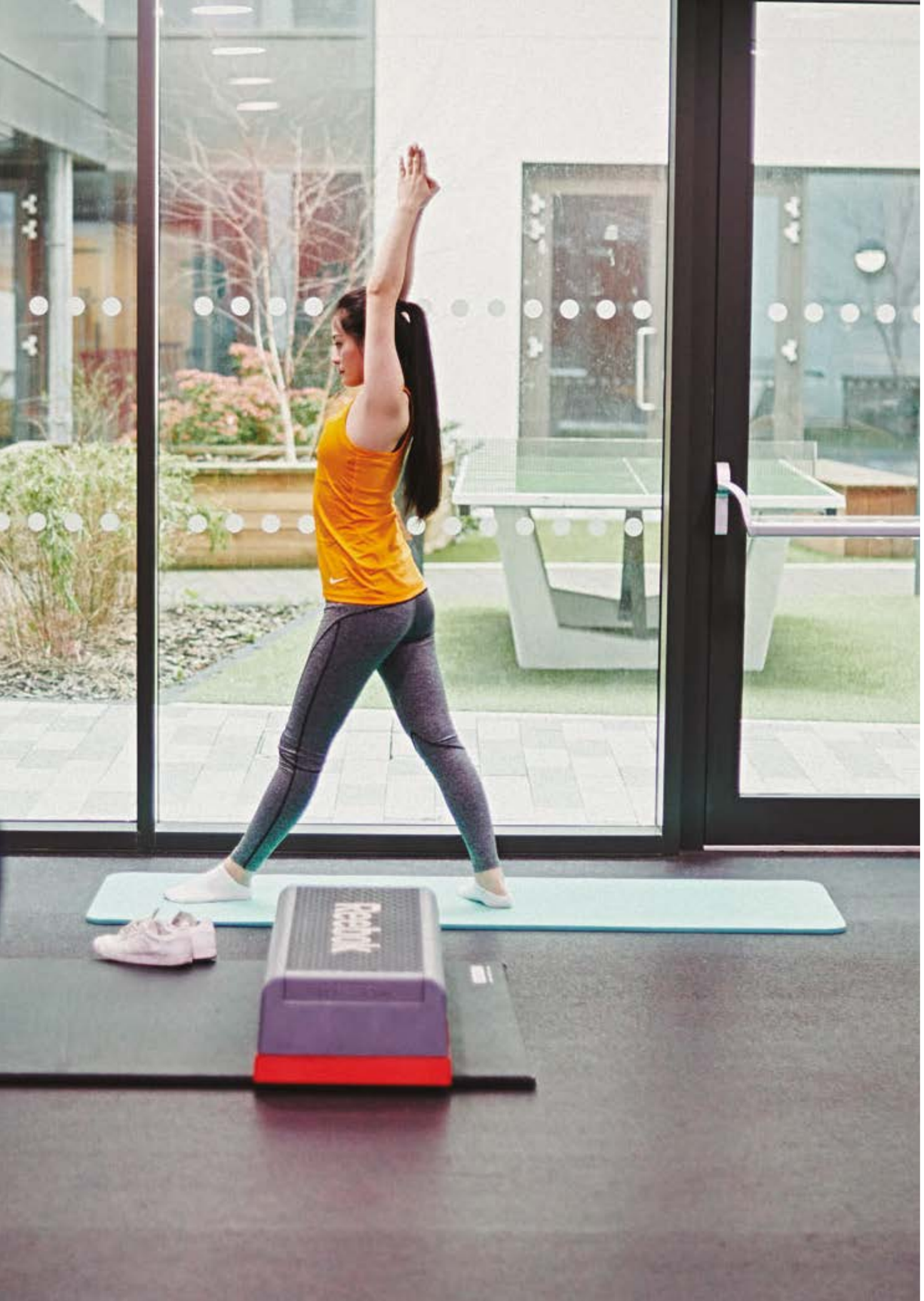
FIRST AID

If you have an accident at Chapter Old Street, please report it to the team at Reception. The office keeps a first aid box, but it does not issue medications of any description.

999 is the UK number for all emergency services, which includes ambulance, police and fire services. You will be asked what assistance you need when you get through to the operator. Please only call the emergency services if it is an actual emergency. For non emergency situations the UK number to call is 101.

FIRE SAFETY

Now that you're sharing a living space with others, it's vital that you know how to prevent a fire, and what to do if one occurs. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure. You are required to take part in fire drills. If the fire alarm sounds, you must evacuate the building and go to your designated assembly point. **Our meeting point is Wilson & Worship St.**



FIRE EXITS AND EVACUATION

Know your escape route and equipment.

- Make sure you know where the nearest fire exit is located.
- Read the fire notices dotted around the building.
- Know where the evacuation point is and how to get there.
- Only use fire-fighting equipment if it is safe to do so. Do not put yourself in danger.

Keep access to fire exits clear.

If you notice any obstructions to fire exits, please let Reception know. Your room doors are there for your safety. Please ensure they are closed at all times. If you notice the fire door to your room is damaged please report it via maintenance. Bikes must not be kept in your room or in the way of an escape route. If you do have a bike, please keep it in the bike racks out the front of Reception.

Know what to do if a fire alarm sounds.

- Leave the building immediately – don't stop to collect your belongings.
- Stay calm and make your way to the nearest fire exit.
- Make your way to the evacuation assembly point.
- Do not attempt to re-enter the building until it is deemed safe by a member of staff or the fire brigade.
- Do not tamper with the fire safety equipment.

FIRE ALARM TEST

Every Wednesday at 2pm.

This is the only time you will hear the alarm and should not prepare to evacuate the building.

HEAT AND SMOKE DETECTORS

Your room and communal corridors are equipped with heat and smoke detectors. **Do not tamper with any fire detection systems and devices within the building.** Tampering with the fire alarm system is a breach of the Chapter Members' Code (refer to Appendix A). If it is found that the fire alarm systems or equipment have been tampered with, an administrative cost will be charged plus any cost incurred. If your smoke detector sounds intermittently it may need a new battery. Please contact the team at Reception immediately.

HOW TO AVOID FALSE FIRE ALARMS

Most false alarms are caused by fire doors being left open when people are cooking. This is a large inconvenience for everyone concerned (not least the fire brigade). Smoking is not allowed in your room or in the building. There are designated smoking areas outside of Chapter Old Street. Please refer to Appendix A for more details on our no smoking policy.

ELECTRICAL SAFETY

We want you to stay safe whilst living with us at Chapter. Therefore, we ask the following:

- Don't overload sockets.
- Switch off and unplug appliances when not in use.
- Follow instructions when using electrical items.
- Don't try to force European or US plugs into UK electrical sockets. The team at Reception can advise you on where to purchase an adaptor should you require one.

KITCHEN SAFETY

We also want you to stay safe when cooking in your kitchen. Therefore, we ask the following:

- Don't leave cookers unattended when in use as this may cause a fire and can result in significant damage, putting you and other residents at risk.
- Keep the grill clean (dirty pans can catch fire very easily).
- Your kitchen door is a fire door. Please ensure it is closed at all times (especially when cooking).
- Switch on the extractor fan when cooking.
- Chip pans and deep fat fryers are not permitted.

CHAPTER SERVICE APP

We know that sometimes it's difficult to arrange all the essentials while living in London. The Chapter Service App is available for residents to order extra services that we offer, ensuring you have a seamless and hassle free stay. Below are just some of the services that we offer (at an additional cost):

- Bedding packs
- Kitchen packs
- Weekly room cleaning
- Dry cleaning service
- Airport transfers
- Storage options

Set up your account today by downloading the Chapter App from Google Play or the App store or visit chapter-living.com/chapterserviceapp for more information.

FEEDBACK AND COMPLAINTS

We do everything we can to ensure that you have the best time possible at Chapter Old Street. We value your feedback and want to make sure that we keep in touch with you. At points throughout your time with us, we will send you a survey to complete about your stay. We would appreciate it if you could complete these and send them back to us.

If you're unhappy about anything during your time with us, please come and speak to us at Reception. If you don't feel comfortable speaking to us directly, please write down your concerns and email Old Street@chapter-living.com.

USEFUL CONTACTS

EMERGENCY SERVICES
999

POLICE (NON-EMERGENCY)
101

CRIME STOPPERS
+44 (0)800 555 111
www.crimestoppers-uk.org

NATIONAL HEALTH SERVICE 24
111
www.nhs24.com

STUDENT MINDS
studentminds.org.uk
0113 343 8440

SAMARITANS
samaritans.org
+44 (0)20 7268 0200

VICTIM SUPPORT
victimsupport.org.uk
+44 (0)845 7909 090

LOCAL DOCTORS
Old Street Clinic
Suite G05,
Eagle House,
167 City Road,
London EC1V 1NR

Appendices

A: CHAPTER MEMBERS CODE

B: ANUK CODE

C: CHARGES GUIDE

APPENDIX A: CHAPTER MEMBERS CODE

As your Landlord we provide you with a home away from home while you are at university. As a valued member of our community, we want you to enjoy your time with us. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in London and with that in mind we have created the Chapter Members' Code. While you are living with us or visiting any of the Chapter Communities (meaning any property managed by your Landlord's Agent), you and your guests must observe the Chapter Members' Code.

RESPECT

All residents, employees and visitors have a right to be treated, and must treat others, with respect. We strive to treat each resident with dignity, integrity and without judgment. We are committed to ensuring compliance with local equality laws. We subscribe to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation or gender identity. We will always speak to our residents and each other in a respectful way and you and your guests must do the same.

NO SMOKING

Residents and their guests are obliged to observe the smoking policy. In accordance with UK regulations, smoking is permitted in designated outdoor areas only and never in your Room, Flat or within the Building. Please be aware that smoking inside your Room, Flat or Building represents a breach of UK legislation and the terms of your Tenancy Agreement and may lead to its termination.

Similarly, tampering with fire detection equipment and fire extinguishers also poses a risk to the safety of everyone in the building, and constitutes a breach of your Tenancy Agreement that may result in the recovery of costs for any damage caused and the termination of your Tenancy Agreement.

NO WEAPONS

No weapons of any description may be brought into any Chapter Community, including (but not limited to) pellet (BB) guns and air activated weapons, crossbows/longbows, catapults or non-domestic knives.

NO ILLEGAL SUBSTANCES

Illegal substances are not permitted within any Chapter Community. Any evidence of the use, distribution or possession of illegal substances will be reported to the police and may result in the termination of your Tenancy Agreement. We reserve the right to remove and dispose of any illegal substances or substances thought to be illegal. Any guests found to be in possession of illegal substances will be required to leave the Chapter Community and may be denied access to all Chapter Communities in the future.

NO PETS

Pets are not allowed in any Chapter Community.

ENTERING & LEAVING

Excessive noise, damage to property, aggression, and physical or verbal violence against fellow residents, guests or Chapter team members will not be tolerated. Anti-social behaviour will be documented, with reimbursement sought for any damage caused and may result in the termination of your Tenancy Agreement.

ANTI-SOCIAL BEHAVIOUR

Excessive noise, damage to property, aggression, and physical or verbal violence against fellow residents, guests or Chapter team members will not be tolerated. Anti-social behaviour will be documented, with reimbursement sought for any damage caused and may result in the termination of your Tenancy Agreement.

GUESTS

You will ensure that any guests comply with the provisions of your tenancy agreement. You are responsible for their conduct; including their adherence to the Chapter Members' Code.

Chapter reserves the right, at our discretion, to refuse entry to the building of any guests, as well as eject any guests from the building if we consider their behaviour or conduct is causing, or is likely to cause damage, injury, nuisance or distress to others.

As stated in the Chapter Members' Code (which forms part of your tenancy agreement) guests will be required to show a valid form of personal identification on arrival. Your guests will also need to register on entering and leaving any Chapter building, so that we can ensure the safety of everyone in the community.

In addition:

- Guests need to be accompanied by you at all times.
- You need to obtain prior consent for any guests under the age of 18.
- Your guests may be registered in advance via the Resident Portal.
- Access times for guests are not restricted throughout the day.

Overnight stays:

- Overnight guests are permitted in accordance with the terms of your tenancy agreement.
- Guests are welcome to stay for a reasonable number of nights in a calendar month without you needing to obtain prior agreement from your Community Team. Chapter reserves the right to use their discretion when considering these requests.
- Residents in studios, not shared with other residents, may have more than one guest per night.
- Residents in shared accommodation are limited to 1 overnight guest per night and must agree/inform other occupants of the shared apartment, of their overnight guest ahead of visits if possible.

*Please note, we may need to change the guest policy during the year to ensure we comply with Government regulations around Covid-19. Please check your Chapter Commitment for more details.

SOCIALISING & NOISE

Please be respectful of your fellow residents and remember they may be studying or sleeping. You must endeavour to keep noise to a minimum, especially at night. You must observe the individual opening times for the communal amenities in your Community. For residents in shared Flats, please be considerate of your flatmates.

REFUSE & CLEANING

We require that you keep your Room, Flat and Building clean and tidy so that you live in safe and hygienic conditions. We know it can be tough when living with others, but if you work together to do little and often it really makes a difference. It is your responsibility to keep your Room, bathroom and communal area kitchen and living spaces clean and tidy. As part of our Chapter Commitment, we will also be providing free monthly cleans for all communal kitchens and bathrooms (excluding twin rooms). We will check shared Flat Common Parts and Rooms regularly and will let you know if your Room or living space does not meet the required standard. If it isn't cleaned up within 24 hours, we reserve the right to arrange for cleaning at the expense of the residents of the Flat. We will clean the community amenities on a regular basis but ask for you to be considerate of other residents and you must clean up any rubbish after using these areas. Bins within your Room and shared kitchens must be emptied regularly and taken to the bin stores provided on site. Please put recyclable materials in the recycling bins as directed in your Community.

MAINTENANCE

We try to keep everything in good working order but sometimes things will break or need the attention of our maintenance teams. If you report a maintenance request to us, we will work to fix it as soon as possible and this may require our team to enter your room. Please let us know when you report your maintenance request if you would like to be present when we visit or if there are any times you would like us to avoid. In rare instances, we may need to access your room without notice to attend to emergencies or issues impacting health and safety. In such cases we will do our best to let you know as soon as possible and to keep disruption to a minimum.

DAMAGE

Please refer to the damage charges schedule published at your Community and on the website from time to time for information on charges for common damages and cleaning requirements. Any damages, cleaning or call out fees relating to misuse will be based on the costs incurred in rectifying the issue and may vary based on the specific situations.

APPENDIX B: ANUK CODE

Chapter is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection. The code also provides a complaints service if things go wrong and are not addressed properly by us. Full details of the code can be found at www.nationalcode.org.





APPENDIX C: CHARGES GUIDE

These costs cover damage to items/cleaning of items (including VAT and labour). They are approximate and may vary depending on the situation and item.

ITEM	COST (FROM)
Room Transfer	£50
Tenancy Take Over	£50
Removal of rubbish	£6 (p/sack)
Door lock	£350
Kitchen cleaning	£75 - £150

*Please note, there is a cost to replace your access card/Chapter Member card, please speak to Reception who will be able to advise you.

Before booking any communal area cleans, please be aware that as part of our Chapter Commitment, we will be providing free monthly cleans for all communal kitchens and bathrooms (excluding twin rooms).

There will also be charges to cover damage and cleaning of your room. This includes, but is not limited to, the following items:

- Bed
- Study chair
- Work station desk with drawers
- Book shelves
- Wardrobe
- Shower tray
- Mirror
- Microwave/combination
- Dining table or breakfast bar
- Notice board
- Vinyl flooring
- Ceiling
- Vacuum cleaner
- Sofa (material)
- Wall heater
- Wall mounted TV
- Front door

Prices will be charged per item, may vary on the situation and will be given to you upon application. For more information on the above, please speak with the team at Reception.



CHAPTER

OLD STREET