



**LEE ABBEY
LONDON**

“

*You're so
welcome*

RESIDENTS' HANDBOOK

WELCOME

Dear Resident,

Welcome to Lee Abbey London. Our hope is that this place will feel like a home for you during the length of your stay and that you will be comfortable and happy here. You will be sharing this home with approximately thirty members of a Christian Community who serve you in various ways, such as cooking breakfast, cleaning common areas, maintaining the fabric of the building, dealing with administration, and praying for this house.

Our desire is to provide an environment where you can relax, make friends, experience different cultures and enjoy the city of London while you study and accomplish your goals. In order for everyone to have an enjoyable experience of living here, we must be considerate of each other's needs. The guidelines and rules outlined in this handbook are designed to enable us all to live in harmony with each other.

As Christians, we firmly believe that Jesus Christ, God's only Son, came into this world to reveal God the Father's unconditional love for each of us. Our mission here at Lee Abbey is to express God's love through acts of service and kindness to every guest and through friendship to share our lives together. Our hope is that you will encounter God's presence in this place and experience for yourself, His changing and saving love.

Please read this handbook carefully as it contains all you need to know about living here with us. If you need any further information or help, please ask at Reception.

We look forward to meeting you during your stay here. If you would like to talk to any of the leadership team privately about your residence, about any faith questions, or about any personal matter, please contact Reception to arrange an appointment.

We pray that God will help you in your course work and exams and grant you success in all you do.

With every good wish,



James Fulford
Director

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The information in this booklet may be subject to change at any time.

YOUR STAY

THE LEE ABBEY COMMUNITY IN LONDON

Beginnings

Lee Abbey London was founded in 1964 to provide a home from home and suitable accommodation in a friendly family atmosphere for students coming to London from all around the world. Almost 60 years later, the purpose is still the same.

Lee Abbey Movement

The name Lee Abbey originally came from a large country house and estate on the north coast of Devon in the south west of England. In that beautiful setting, a group of Christians from within the Church of England (Anglican) founded a retreat centre where people could go for spiritual and physical refreshment. This work began in 1946 and still continues today. Some of those involved in founding and leading Lee Abbey in Devon became acutely aware of the difficulties experienced by young people coming from overseas to study in London.

Many were forced to live in expensive and overcrowded accommodation. One defining characteristic of the Christian faith is caring for others, including giving hospitality. This was the motive that led to the setting up of Lee Abbey London in 1964. Lee Abbey in London has always been a non-profit making charity and depends almost entirely on the fees paid by those who stay here.

Lee Abbey Community

The Christian Community who manage Lee Abbey London is made up of:

- Leadership Team who administrate and lead the Community
- House & Servery Team who are responsible for cleaning the house and serving meals
- Facilities & Maintenance Team who look after the building and the garden
- Office Team who handle bookings, accounts and staff Reception
- Host Team who host you in the evenings.

Many of the Community members are of a similar age group and experience to the students living here, and usually stay for one year. Some are recent graduates or are interrupting a university course to gain wider experience. A few have just left school and will soon be going to a university in their own countries. The Community come from many nationalities, and from widely different Christian traditions. We all work and worship together, united in our desire to serve God and our guests.

Our Values

Our Lee Abbey Community values can be summed up as follows:

Love We love God and others, keeping Christ at the centre and trusting that all things are possible in his strength. We make it a priority to keep our spiritual passion alive, seeking to grow deeper in relationship with God.	
Service We aim to reveal God's kindness and generosity through working with, and serving others, with excellence. We choose to extend God's welcome to whoever we meet, to show our spirit of adventure, love of life and thankfulness.	
Respect We aim to honour others by living with integrity, in an open and honest way. We refuse to engage in gossip, judgmental attitudes or criticism. Instead, we choose to forgive and seek reconciliation, just as we have been forgiven by Christ.	

CHRISTIAN WORSHIP



You are very welcome to join with the Community for prayer, worship and Communion services which take place in the Chapel, located next to the Garden Room near Reception. Please check the notice boards for times of these services.

Please see the notice boards for details of other activities and times of special services, for example at Christmas and Easter.

Please feel free to use this space for worship, quiet time, and reflection. If you would like someone to pray with you, please contact any member of our Christian Community. We also have a prayer box in the lift area and inside the Chapel, if you would like to submit a prayer request.

Please speak to one of our Reception team if you would like your own copy of the Bible.

We are also available to pray with you and help you explore any questions you might have about the Christian faith. Contact Sue Cady on suecady@leeabbeylondon.com.

DEFINITIONS AT LEE ABBEY

The following definitions may be helpful:

- **RESIDENT (Student):**
full-time in-person student at a recognised educational institution in London, or undertaking a period of work experience or training as an integral part of their course. Current written evidence of eligibility is required and the minimum period of stay is the entire academic year totalling 39 weeks.
- **SHORT-TERM GUEST:**
Any other visitors booked in to stay for a period of up to five weeks, including those who are students.
- **COMMUNITY MEMBERS:**
properly accredited member of the Lee Abbey London Christian Community either live-in or live-out.
- **DAY VISITORS:**
Any person legitimately signed in as a visitor of someone who is currently booked in to stay here and not booked overnight. They must leave the building by 23:00.

ALL GUESTS WHO STAY HERE INDEPENDENTLY MUST BE AT LEAST 18 YEARS OLD.

COMMUNITY LEADERSHIP TEAM AT LEE ABBEY

Please feel free to talk to any of the following senior members of staff regarding any issues you have. We will do our best to help.

Adam James (Facilities Manager) a.james@leeabbeylondon.com	Statutory Compliances, Health & Safety, Major Repairs & Redecoration, Building Projects
Chris Barry (HR Manager) cbarry@leeabbeylondon.com	Joining the Community, Financial difficulties, Internet access
Rebecca Higgins (Housekeeping Manager) rebecca@leeabbeylondon.com	Cleaning of public areas, Room checks
Diana Krauss (Evening Host) d.krauss@leeabbeylondon.com	Social & Events Programme Coordinator
James Fulford (Director) jfulford@leeabbeylondon.com	Oversees all Operational and Commercial services of Lee Abbey London Bookings, Payments, Deposits, Room allocation
Saffie Pearson (Deputy Facilities Manager) spearson@leeabbeylondon.com	Minor repairs, Redecoration
Vita Tritska (Deputy Housekeeping Manager) v.tritska@leeabbeylondon.com	Cleaning of public areas, Room checks
Sue Cady (Chaplain, Deputy Director, Head of Student & Pastoral Services) suecady@leeabbeylondon.com	Chaplaincy, Wellbeing, Safeguarding, Worship, Faith, Oversight of Lee Abbey London in the Director's absence

YOUR STAY



1. BOOKINGS, PAYMENTS AND BOOKING DEPOSITS

1.1 Basis of Stay

All who stay at Lee Abbey do so on a “Residents’ Licence”. Lee Abbey is a *specified institution* under the terms of schedule 1 of the **Housing Act 1988** and cannot therefore provide an Assured Tenancy to those who stay here.

This means you may not allow someone else to occupy your room when you are away from Lee Abbey yourself but still paying fees. Lee Abbey may terminate your residency and take possession of your room (following our published procedures) should you fail to pay your fees or fail to keep Lee Abbey’s rules as explained in this handbook.

1.2 Bookings

Dates for the **2026-2027** Academic Year consisting of 39 weeks are as follows:

From Saturday, 19th September 2026 until Saturday, 19th June 2027

The minimum period of stay is one Academic Year. Residents who wish to leave Lee Abbey during the academic year will be responsible to pay their fees in full for the entire Academic Year.

1.3 Deposits

When offered a place, each Resident is required to pay a deposit of 4 weeks’ fees in order to secure their space, this kept by Lee Abbey for the duration of your stay. The minimum booking is for the entire academic year totalling 39 weeks. If you arrive after the start of the academic year or if you depart before the end of the academic year, you will be charged for the entire academic year totalling 39 weeks. Upon arrival you will be issued with a welcome pack. If you see any problems with your room, please raise a maintenance ticket on the Lee Abbey app (Reception can help you log into this).

Lee Abbey reserves the right to use all or part of your deposit to pay for:

- Fee increases due to failure to provide current written evidence of eligibility e.g. a letter from your college.
- Fees arrears, or lack of the proper notice of departure.
- Outstanding bills – photocopies, social activities.
- Damage – to your room (over and above normal wear and tear), missing furniture or fittings, and any damage to Lee Abbey property anywhere. Lee Abbey reserves the right to hold people jointly responsible for damage. If damage is noticed or reported during your residency at Lee Abbey, you will be invoiced for the repair. If the damage is reported very near your departure date, or on departure, the cost of repair will be deducted from your deposit.
- Additional cleaning and or disposal of rubbish if your room is left in an unacceptable state upon departure or if any personal items are not removed at the time of departure.
- Keys – If you lose your keys or fail to return your keys to Reception on the day of your departure, a deduction of £20 will be made.

At your final departure, you will be sent an email asking for your bank details so that your deposit can be returned after your departure. Deposits are not returned in cash. (Please note that bank charges may be deducted from the amount you receive if you request a overseas bank transfer. UK bank accounts are preferred).

In straightforward cases deposit refunds are normally processed within two weeks after the end of the academic year or your final departure date. If you have caused damage, or left fees unpaid, it will take longer to return any balance. You are responsible for leaving a forwarding address. Tenancy deposit protection arrangements do not apply, but Lee Abbey London is responsible for the safe return of your deposit.

1.4 Leaving early during the academic year

If you decide to leave Lee Abbey during the academic year, any advanced fee payments will be non-refundable and your deposit will be forfeited. If you are asked to leave at short notice because of your behaviour, Lee Abbey reserves the right to withhold all or part of your deposit.

The only exemption from the above requirement is if you have withdrawn from or been excluded from or refused admission to your institution of study or if you have been absent from your course for more than 60 days due to illness and have agreed with your university or college to suspend your studies. In this scenario you must:

- give at least 4 weeks' written notice to the Director.
- state your intended date of departure.

- give written evidence from your college/university of your non-student status or your suspension from your studies due to illness.
- move out of your accommodation on or before the departure date stated in the notice.

1.5 Payment of Fees

All fee payments must be made in advance. We do not accept payment of accommodation fees in cash or cheques and our preferred method of payment is by bank transfer. If you pay your fees for the full academic year in advance, you will be eligible for a £50.00 discount. If you are not able to do this, please pay according to the following schedule:

- 16 weeks' fees due before the start of the academic year on 19th September 2026
- 8 weeks' fees due before 9th January 2027
- 15 weeks' fees due before 6th March 2027.

If you are paying for your accommodation fees through a scholarship, student loan or stipend, please provide documentation to the Director. **If you have any difficulties regarding fee payments you should make an appointment to see the Director to discuss the matter immediately. Do not wait until you are in arrears with your payments.** It is your responsibility to ensure that your fees are always paid on time, and to forward invoices to your parents or a third party if they are paying your fees.

Disciplinary procedures may apply for those who fail to pay accommodation fees on time, or fail to pay fees in full and may result in the termination of your residency and other recourse to recover fees for the academic year. Your fee payment record will be taken into account if you reapply to stay at Lee Abbey for the next academic year.

1.6 TansferMate

TransferMate offers a fast and secure way to send payments globally at no cost to the payer or the payee by using a simple 3 step process. **Have a look at the following link: [leeabbeylondon.paytostudy.com](https://www.leeabbeylondon.com/paytostudy.com)**

TransferMate
GLOBAL PAYMENTS



1.7 Eligibility

To qualify for 'Resident' status at Lee Abbey you must be 18 years old or over and provide a letter from your educational institution stating that you are enrolled as a full-time in person student on a particular course or written evidence that you are undertaking a period of work experience or training as an integral part of your course for **this entire academic year**. Failure to provide such a letter will result in you being in breach of your Resident's Licence and your residency being terminated. **This also applies to Residents returning for a second or subsequent year.**

Lee Abbey operates an Equality and Diversity Policy. A copy of this policy is available from Reception or can be [downloaded from our website](#).

1.8 Summer Holiday Bookings

Partway through the academic year, we will write to all Residents asking if you require accommodation at Lee Abbey during the summer holiday. **All accommodation during the summer holiday is booked on a first-come first-served basis, but priority is given to those booking for 2 months or more.** If you request a holiday booking late, we cannot guarantee that we will be able to offer you a space. Please

note that you may be required to move rooms for all or part of your holiday. A cancellation of your summer holiday booking beyond a specified date, may result in a cancellation charge.

1.9 Start of Academic Year

If you do not arrive at Lee Abbey by the end of the first week of the academic year and have not paid your 1st instalment, your booking will be cancelled and your booking deposit will not be refunded.

1.10 Final Departure

You must vacate your room before 09:00 at the end of the academic year or if you have extended your booking, on the stated day of your departure. If you fail to do so, Lee Abbey reserves the right to pack up and remove any property and to take possession of the room on the original departure day. **A charge of an extra night's fees may be imposed for late departure, or failure to pack up your room.**

Please ensure that all furniture and fittings are left in good condition, that all your **possessions are removed and rubbish is disposed of prior to your departure** (See also Section 5.6 about disposal of rubbish). Charges for additional cleaning or disposal of rubbish or items left in room after departure may be deducted from your account if you do not leave your room clean and in good condition.

All outstanding accounts for accommodation, social programme, etc. must be settled before departure and your keys must be returned to Reception.

The condition of your room will be checked soon after your departure. The cost of any damage or losses will be deducted from your account. Should you wish to be present during this room inspection, please contact the Housekeeping Manager at least 1 week before your departure.

You must leave a forwarding address. Mail will be forwarded for 1 month if you have a UK postal address. After that time, it will then be returned to the sender or disposed of. If you fail to leave a forwarding address, all post will be returned to sender and no mail will be held for you.

1.11 Damage

Damage – to your room (over and above normal wear and tear), missing furniture or fittings, and any damage to Lee Abbey property anywhere. Lee Abbey reserves the right to hold people jointly responsible for damage and you will be invoiced for the repair as well as:

- Additional cleaning and or disposal of rubbish if your room is left in an unacceptable state upon departure or if any personal items are not removed at the time of departure.
- Keys – If you lose your keys or fail to return your keys to Reception on the day of your departure, a deduction of £20 will be made.

If you decide to leave Lee Abbey during the academic year, any advanced fee payments will be forfeited. If you are asked to leave at short notice because of your behaviour, Lee Abbey reserves the right to forfeit monies paid to date.

1.12 In the case of a Resident's death

If a resident dies while booked in with us, Lee Abbey London will:

- Treat the deceased's obligations under the resident licence agreement as ending on the date of death.
- Agree that the obligations of any guarantor of the deceased's obligations will end on the date of death.
- Not pursue any liabilities under the resident licence agreement that accrued before but remain unpaid at the date of death.
- Refund (apportioned on a daily basis) any rent or fee paid by the deceased in advance in respect of a period after the date of death.

Lee Abbey London will also contact the deceased's next of kin, nominated contact, executor or personal representative and offer them the opportunity to collect the deceased's personal effects in the first instance. Where they decline to do so, Lee Abbey London will remove them and may dispose of them.

1.13 Membership of the National Code (UNIPOL)

Lee Abbey London is proud to be a member of the ANUK/UNIPOL National code of Standards for student accommodation providers - a government recognised code of best practice. Membership of this code

means that Lee Abbey voluntarily agrees to comply with good practice standards that relate to both the physical condition of our building as well as its day-to-day management. We also agree to be vetted to check we are meeting the standards.

This means that, amongst other things, students living at Lee Abbey can expect:

- Buildings that meet or exceed fire safety requirements
- Managers of buildings to act in a professional and courteous manner at all times
- Managers are trained in mental health awareness
- Repairs to be completed within agreed timescales
- Complaints are handled professionally, with external input from the National Codes if they cannot be resolved.

1.14 Complaints Procedure

It is accepted that there may be occasions when you feel you have cause for complaint. Complaints may be made by individuals or a group of residents. It should be recognised that the vast majority of residents' complaints can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis by discussing the problem with the Director or staff member concerned. Only when informal means have been exhausted should a formal complaint be pursued.

Should you wish to pursue a formal complaint please use the following procedure:

Stage 1:

Please raise your complaint with the Director in the first instance, who will forward it on to the appropriate person for follow-up. If your complaint relates to the Director personally, please raise your concern with the Deputy Director, Rev Sue Cady. Should you wish to raise a complaint confidentially, please raise this with the elected student representative who will communicate with the Director on your behalf.

Complaints received will be acknowledged within three days and a substantive written response to the complaint will be made within 10 days. Where matters are complex then a written response will be given within 10 days explaining why a longer period of consideration is necessary, together with an anticipated time when a full response can be provided.

In responding to a complaint, Lee Abbey management will set out any actions they intend to take and the timetable they aim to achieve and will honour any outcome within 10 days of a settlement being agreed.

If you would like to raise a concern regarding safeguarding, please report it directly to our Designated Safeguarding Person (**Sue Cady**).

Stage 2:

Should Stage 1 not produce a satisfactory outcome, please request an appointment at Reception with the Director (**James Fulford**) or Chaplain (**Sue Cady**) at Reception. The Director will consider your complaint and will determine the outcome of your complaint.

Stage 3:

Should you be dissatisfied with the Director's decision in Stage 2, you may appeal against this decision by submitting your complaint in writing to Reception, addressed to the HR Manager (**Chris Barry**), who will arrange for your complaint to be investigated and heard by a panel including at least one member of the Board of Trustees of Lee Abbey London. When considering your appeal, the panel will refer to your Resident Licence, the Residents' Handbook and any other relevant evidence.

Appeals against charges for damage.

Residents may appeal against charges for damage, by using the above complaints procedure and discussing their case with the Director in the first instance.

This complaints procedure is also available for use by neighbours living in Lexham Gardens and nearby. Should the above process be exhausted without a satisfactory outcome, or should a student not receive a response from Lee Abbey management within 28 days, they are entitled to raise their complaint with the National Code of Standards Complaints Investigator, following the National Code complaints process, <https://www.nationalcode.org/national-code-complaints-process>.

2. LOCATION AND COMMUNICATION

2.1 Reception

The Reception Desk is open during the academic year as follows:

Monday - Saturday from 08:00 - 16:00*

Sunday CLOSED

*These times may vary depending on staffing levels throughout the year.

2.2 Night Time Emergency & Building Security

The Leadership Team of Lee Abbey are committed to taking all reasonable steps to ensure your safety and security at Lee Abbey. A copy of the "Lee Abbey London Security Plan" is available upon request from Reception.

If you have an emergency, please speak to Reception. When Reception is closed, please phone 07546 576756 on mobile/WhatsApp to speak to the person who is on duty. For less urgent matters, you can email hello@leeabbeylondon.com or speak to Reception.

2.3 Mail

All incoming mail is kept in your post box in the Reception area. If you receive a package, a note will be left in your mailbox for you to collect during Reception opening hours only. Registered mail must be signed for. You cannot accept post/deliveries for any other person than yourself. Please do not let any delivery person into the building without a member of staff. Please note that there are no postal deliveries on Sundays or Bank Holidays. Our full postal address is:

Lee Abbey London
57/67 Lexham Gardens
Kensington
LONDON
W8 6JJ

2.4 Fire Alarm Test

Every **Monday at 11:00** the Fire Alarm system will be tested. You do not need to respond to this alarm. (Please see Section 10 for Fire Instructions in the event of a fire.)

2.5 Wi-Fi

Lee Abbey is pleased to offer each Resident free Broadband provided by Glide. Connection instructions are provided in the “Glide- Let’s Connect” leaflet included in your welcome pack and available from Reception.

2.5.1 Getting Started

Step 1: Connect to Glide Wi-Fi

- Scan for available Wi-Fi networks and select Glide_Signup.
- Open a browser and you will be re-directed to the Glide welcome screen.
- Under “Just moved in?”, click on Register.

Step 2: Create account

- Complete all fields and click Register.

Step 3: Connect to your secure network

- If registration has been successful, a confirmation screen with your unique network passkey, will be displayed.
- Click on the copy icon and go to your device’s network settings.
- Forget the Glide_Signup Wi-Fi network and connect to the Glide_Resident network instead.
- Paste your passkey in at the prompt and continue.

- Once connected, you can get online.
- You can use the same passkey to add further devices to your personal, private network.

HINT: Make sure you keep your passkey safe. This will also be sent to you via email and text message for your convenience.

2.5.3 Support

The easiest way to get support is by installing and using the Glide app.



App Store



Google Play

Alternatively, please call 0333 123 0115, or email studentsupport@glide.co.uk. The Glide helpdesk is open 24/7. It is essential that you contact them directly in order for your issue to be resolved. Lee Abbey staff are not able to log a support query on your behalf. Further information, frequently asked questions and how-to guides are available at: [https:// my.glidestudent.co.uk/support](https://my.glidestudent.co.uk/support).

2.6 Visitors

When visitors are allowed in the building, Residents must assume responsibility for their visitors and accompany them at all times while in the building. Residents must ensure that their visitors behave in accordance with our requirements.

Visitors are not allowed to stay overnight in any part of the building and should leave individual rooms and the building by 23:00. They must not be admitted before 08:00.

Residents who are expecting visitors to arrive at times when the Reception desk is closed should email Reception in advance for a temporary code for the front doors to be valid until 23:00.

Do not allow anyone into the building (including delivery people!) who you do not know personally, otherwise you are putting the security of all who stay here at risk.

All visitors and contractors must sign in at Reception on arrival and wait there to be collected. Keys are not to be given to or shared with any visitors. If you are found to have given your keys to any person not a resident at Lee Abbey London, this will result in termination of your residency (see 4.1).

Children must be supervised at all times when visiting.

2.7 Food Deliveries

Please note that we do not accept hot food deliveries without the person who ordered it being present. Make sure when ordering food for delivery that your name, mobile number and room

number are included on the order form. On arrival, the delivery driver should ring your number and wait outside the front doors for you to collect. A delivery driver is not allowed to deliver items to a resident room.

3. MEALS

All meals are served in the Servery and are to be eaten (apart from the Grab & Go meal on Sundays) in the Dining Room or the Garden.

In order to ensure sanitary conditions around the house and to keep free from pests, please do not take food, cutlery or crockery out of the Dining Room except to take a meal to someone who is sick. In this case you must ask permission from the chef on duty at the time and return the dirty plates etc to the Dining Room. For reasons of safety and hygiene you are reminded that you are not allowed to go behind the Servery counter at any time, and shoes must be worn in the Servery area. No bare feet. Cold drinking water is available from the water dispensers in the Dining Room and in Reception.

3.1 Meal Times

	Mon-Sat	Sunday
Breakfast	07:30-09:00	08:30-10:00
Tea/Coffee	10:30	
Lunch	1300-1400	1300-1400
Tea/Coffee	15:10	
Grab & Go Meal		From 1700
Dinner	18:00-19:30	18:00-19:00
Coffee Bar	19:00-20:00	

Please note that we stop serving food promptly at the end of each meal time, so please arrive at least 10 minutes before the closing time.

3.2 Guests

If you would like to have a guest for a meal, you must purchase a meal pass (£6.50) from Reception before 10:00 and accompany your visitor to the Dining Room. Only guests with a valid booking will be allowed in the Dining Room. Children under 11 should not enter the Servery area (for Health & Safety reasons) and should be accompanied by an adult in the Dining Room.

3.3 Unavailability for Dinner

During Lee Abbey term time only, if you have late classes or other academic commitments, you can request to swap dinner for lunch. Requests to join lunch must be emailed to Reception before 10:00 on the day required.

These are a discretionary privilege. Lunch is served from 13:00-13:30 on weekdays.

3.4 Menu

We aim to provide freshly cooked, healthy meals every day. Please note that we cannot guarantee that there will always be a choice of menu. We regret that we are unable to provide for special diets. If you have a genuine food allergy please inform Reception and fill in a Food Allergy & Intolerance Form. We do not supply extra free food to take away. The House Kitchen is available if you wish to cook a meal yourself (see Section 6.7).

3.5 Meals which you bring in from outside

Please only eat take-away meals in the House Kitchen or in the Garden Room.

LIVING TOGETHER



4. BEHAVIOUR

Please be aware that Lee Abbey is situated in a residential area. We ask you to please show consideration for the residents of Lexham Gardens and surrounding streets by behaving appropriately outside the house and with other residents inside the house.

There are strongly enforced local laws about such things as noise and litter, drinking alcohol in public etc. The Director and Community have to take responsibility to ensure that all such requirements are met.

Any behaviour which may bring the name of Lee Abbey into disrepute is not acceptable.

4.1 Disciplinary Procedure

As a Resident, you are responsible for acquainting yourself with Lee Abbey London's rules and procedures as explained in this Resident Handbook.

Disciplinary action may be taken against any resident who is found to be disregarding Lee Abbey published rules and procedures, or whose conduct has a negative impact on the reputation of Lee Abbey.

The action taken under the Disciplinary Procedure for Lee Abbey Residents will depend on the nature of the incident, and will be determined as below. These include provision for expulsion from Lee Abbey where necessary.

Disciplinary actions will also be taken against any resident whose guest(s) or visitor(s) are involved in an incident / misconduct. Residents are held fully responsible and accountable for the actions of their visitors and guests. The level of disciplinary action taken against a hosting resident will normally match the level of action that would have been taken against the guest, if the guest were a resident, unless the host has taken demonstrable steps to curb the behaviour of his/her guest.

Formal Warnings

The formal disciplinary procedure is initiated when an incident is reported and/or recorded by staff or Residents and it warrants more than an informal caution.

Formal warnings are issued by a member of the Lee Abbey Leadership Team after an investigation and interview(s) have been conducted by relevant senior Lee Abbey staff as appropriate. They are not usually issued while an investigation is ongoing. If the investigation finds residents' statements in conflict or contradiction with each other or other witness reports, the Leadership Team will use the balance of probability as guiding principle in the application of any disciplinary action.

The investigation would normally be conducted by the relevant senior staff members and completed within ten working days of its commencement. Lee Abbey reserves the right to extend time scales in complex investigations. Records of the investigations and warnings are kept in the Resident's file.

(i) Verbal Warnings

Residents will be issued with verbal warnings for incidents that fall into the following categories:

- Incidents which are deemed a general nuisance to other Residents or staff members such as, but not limited to, loud music, noise, late gatherings, non-compliance with an agreed cleaning rota etc., where the behaviour is found to be the result of lack of consideration.
- An incident where the guest or visitor of a Resident has been involved in misconduct, where the resident has taken demonstrable steps to stop the problematic behaviour while it was ongoing, and/or contacted a member of staff to seek assistance in curbing the behaviour.
- Any incident which would normally warrant a Written Warning, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation by Management, and where the relevant Manager believes it to be in the best interest of Lee Abbey that the level of warning be mitigated.

Verbal warnings can be issued by any member of the Lee Abbey Leadership Team. There is no appeals process for verbal warnings.

(ii) Written Warnings

Residents will be issued with a written warning for incidents that fall into the following categories:

- Any incident which would normally warrant a verbal warning, where the resident has already been issued with a verbal warning for prior misconduct.
- Late or non-payment of fees.
- Noisy behaviour, especially at night.
- Drunken Behaviour in Public
- Having a guest stay overnight in your room without a campbed booking.
- Incidents which are deemed a general nuisance to other Residents, staff or other users of Lee Abbey.
- Incidents or behaviours which are in breach of the Lee Abbey Safeguarding Policy or Health and Safety codes and Conditions of Occupancy such as wedging fire doors open, use of candles and naked flames.

- Incidents which involve conduct that is found to be malicious and/or offensive.
- Incidents which have the potential to damage the reputation of Lee Abbey.
- Any incident which would normally warrant a Final Written Warning, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation and where the relevant Lee Abbey Manager believes it to be in the best interest of the Lee Abbey that the level of warning be mitigated.

Following the completion of an investigation and interview(s) written warnings are issued by any member of the Lee Abbey Leadership Team. Normally written warnings are delivered by hand to the Resident's room in person and left under their door in their absence. Residents can appeal against written warnings by following the appeal procedure outlined below.

(iii) Final Written Warning

Residents will be issued with a final written warning for incidents that fall into the following categories:

- Any incident which would normally warrant a verbal or written warning, where the Resident has already been issued with a written warning for prior misconduct.
- Any incident or behaviour that is found to compromise the safety and security of Lee Abbey and its occupants, such as, but not limited to, enabling unauthorized persons to access the building.
- Late or non-payment of fees.
- Incidents where Residents refuse to cooperate with reasonable requests by staff such as, but not limited to, inappropriate language/dress/behaviour, request for proof of identification, room number, names of their guests as well as failure to respond to meeting requests
- Incidents that involve verbal attacks on Residents, staff, or members of the local community.
- Incidents or behaviours which constitute harassment of a Resident, member of staff, or other users of Lee Abbey, including unwanted sexual advances in person or on social media.
- Incidents which bring Lee Abbey into disrepute.
- Smoking within the building.
- Noisy or disruptive behaviour on the front steps or in a location that may affect Lee Abbey neighbours in Lexham Gardens and Marloes Road, which includes consuming alcohol on the front steps.
- Incidents which constitute trespassing and/or unauthorised entry.
- Any incident which would normally warrant the termination of residency at Lee Abbey, but where the Resident has been able to demonstrate extenuating circumstances and where the Resident has fully cooperated with the investigation and where the relevant Lee Abbey Manager believes it to be in the best interest of Lee Abbey that the level of warning be mitigated.

Following completion of an investigation and interview(s), any member of the Lee Abbey Leadership Team can issue final written warnings. Normally written warnings are emailed to the Resident. Residents can appeal against final written warnings by following the appeals procedure outlined below.

(iv) Termination of Residency

Residents will have their residency at Lee Abbey terminated for incidents that fall into the following categories:

- Any incident which would normally warrant a verbal, written or final written warning, where the Resident has already been issued with a final written warning for prior misconduct.
- Late or non-payment of fees.
- Any incident which is deemed to expose Residents, staff, other users of Lee Abbey to potentially serious danger such as, but not limited to, malicious break glass fire alarm activation, causing fire through negligence.
- Any incident or behaviour that suggests the continued presence of the Resident at Lee Abbey poses a danger or serious threat to the wellbeing of other Residents and the wider Lee Abbey community. This includes, but is not limited to, the consumption, storage or trade of illegal substances (drugs), physical assault, theft, and other serious misconduct. Lee Abbey will assist the police with any investigation.
- Any incident, misconduct or harassment found to be motivated by hostility or prejudice based upon the victim's disability, race, nationality, religion or belief, sexual orientation, gender, transgender or age.
- Deliberately setting off the Fire Alarm or tampering with detectors and fire extinguishers.
- Incidents which involve the deliberate and not accidental destruction of property.
- Graffiti and any form of vandalism.
- Theft or wilful damage to the property of another resident.
- Aggressive or abusive behaviour towards staff members.
- Behaviour which brings the name of Lee Abbey into disrepute.
- Any instance in which a visitor is given a Resident's key(s).
- Failure to cooperate with reasonable request of the Director or Deputy Director

Terminations of occupancy can be issued by the Director. Residents who have their Lee Abbey residency terminated are not allowed to return to the building at any time. Residents can appeal against their termination of residency by following the appeals procedure outlined below. Lee Abbey reserves the right to terminate the residency of any Resident on disciplinary grounds without refund of Lee Abbey Fees or deposit by giving notice to that effect. Where a decision to terminate a Resident's licence under disciplinary action (iv) above has been made, a date by which to vacate Lee Abbey is specified. If Residents engage in further breaches of the Lee Abbey rules during this time, they will be asked by the Director to vacate within 12 hours of that further breach.

In very serious cases where the continued presence of the resident at Lee Abbey is regarded to pose a risk to Lee Abbey or any of Lee Abbey's Residents, staff, or property, termination may be immediate.

Rights of Appeal

a) Verbal Warning

There is no right to appeal against measures taken under the verbal warning above.

b) Written and final written warnings

A Resident who wishes to request a review of disciplinary actions under (ii) and (iii) above must lodge an appeal within five working days of the notification of the disciplinary decision stating the grounds on which they are appealing. The appeal must be submitted to the Director. The Director who reviews the disciplinary actions taken will either uphold, commute or invalidate them. The outcome of this review process is final and is not subject to any further appeals.

c) Termination of Residency

A Resident who wishes to request a review of a disciplinary decision under (iv) must lodge an appeal within five working days of the notification of the disciplinary decision stating the grounds on which they are appealing. The appeal must be submitted to the Director in the first instance, enclosing all relevant documentary evidence. Failure to provide sufficient details and supporting evidence will result in rejection of the appeal. The request of appeal may be based on one of the following grounds:

1. Evidence which for good reason was not divulged at the time disciplinary action was taken. The “good reason” must be stated in the letter of appeal.
2. Evidence that the decision to exclude was not made in accordance with Lee Abbey’s rules.

In the case of termination, the Director may at his absolute discretion insist that the resident vacates the premises during the term of the appeal.

4.2 Language and Relationships

At Lee Abbey our aim is to provide a secure environment in which individuals can live, make friendships, and pursue the objectives for which they have come to London, which is usually a course of study.

Private morality is an individual concern. However, the laws about such matters as racism and sexual harassment are strong in Britain. We have a responsibility to enable everyone to live here without being subjected to the pressures of permissive behaviour, which can cause offence. Standards of morality at Lee Abbey are those which are traditional in many other cultures. Just as we expect high standards of honesty and integrity, we also expect tolerance and respect for other cultures.

We need to be sensitive and avoid undermining others by saying hurtful things, or making jokes that could be misunderstood and cause offence. Please avoid language, behaviour and dress that may embarrass those from different cultures than your own. This includes any physical display of affection that might be misunderstood or embarrass others.

4.3 The Community

Please treat the Community members with respect and do not make it difficult for them to do their work. Please co-operate when they need access to your room.

4.4 Smoking

Smoking is not permitted in any part of the building.

As a concession to smokers, we have a smoking area on the left-hand side of the Garden where we will allow smoking during those periods when the Garden is open (8:00-22:00). Smoking in any other areas such as your bedroom, out of an open window, in bathrooms, on front porches and steps is not permitted and would be considered gross misconduct.

Candles, incense sticks, etc. are not allowed anywhere in the building except when used for an official Lee Abbey event.

See also Section 5.3, concerning the setting off the Fire Alarm.

4.5 Controlled Drugs

It is illegal in Britain to use certain drugs such as Cannabis (Marijuana), L.S.D., Barbiturates, Heroin, Cocaine, etc. **Anyone found using, possessing or supplying illegal drugs in the building or garden will be asked to leave immediately. The police will also be informed.**

4.6 Alcohol

Alcoholic drinks may not be consumed in any public area (including the House Kitchen, Front Lounge, Garden Room, Garden, front steps, or in the street), except when provided by Lee Abbey at social events. Drunken behaviour is not acceptable and is a disciplinary offence.

4.7 Graffiti

Anyone known to put graffiti anywhere within these premises will face disciplinary procedures and may be charged for the repair of any damage. Disciplinary action may include the termination of your Resident licence.

4.8 Noise

Lee Abbey is used mainly by students who live here while they undertake serious studies. Please have consideration for the students, the other occupants of the house and for our neighbours in Lexham Gardens and surrounding streets. Residents are required to observe quiet inside and outside of the

house after **23:00** and until 8:00 (9:00 on Sundays). This applies particularly to the front porch, the steps and the street immediately outside the house, and the garden.

Please remember that other Residents may be under pressure to meet deadlines for assignments and examinations.

Do not shout out of the windows to people in the street or the Garden.

Keep the volume of electronic devices at a level where you can hear them but others cannot, preferably using headphones. This includes telephone calls, especially late at night, which may be a disturbance to your neighbours.

NB: A law was passed in London in July 1996. Noisy behaviour which disturbs other people between 23:00 and 07:00 may result in an on-the-spot fine of £100. Payment of the fine will be the responsibility of the individuals concerned not Lee Abbey.

4.9 Musical Instruments

Instrumental and vocal music practice may only take place in the Music Practice Rooms in the lower ground floor between 08:00 and 22:00 (see Section 6.5). Musical instruments may not be played anywhere else, except at official Lee Abbey occasions.

The Chapel should only be used for group music practice for Lee Abbey events and services and only if the music rooms are busy or too small. Please do not use the Community instruments in the Chapel for private practice. without permission from the Chaplain.

4.10 Dress

Please do not dress in a way which may embarrass others. Footwear must be worn in the Dining Room and Servery to comply with UK hygiene and Health and Safety regulations.

Roller blades, football boots and other footwear that damages floors must not be worn in the building.

4.11 Front Porch and Steps

Please do not wait around, sit, drink, smoke, eat, or use mobile phones and laptops on the front porch or on any of the front steps or the pavement outside Lee Abbey, as this disturbs the neighbours. If you are waiting for someone, please wait quietly inside the Reception Area.

4.12 Litter

Please dispose of all your litter in the bins provided. Please be careful not to put anything in or ²⁷ near the bin that you do not want to be thrown away. Recycling bins can be found in the Reception area and in the Front Lounge.

Blue/Green bins in your room are for recycling, the other bins are for general waste. Bins are emptied weekly on a specific day.

Recycling bins are ONLY to be used for the disposal of:

- Paper, card, and cardboard
- Cans, tins, and empty aerosols
- Cartons
- Plastic bottles, pots, tubs, and trays (no lids)
- Glass bottles and jars (no lids)

Please do NOT put any of the following into a recycling bin:

- Shredded paper
- Clothes and textiles
- Food waste
- Hard plastics
- Soft plastics (food packaging, bubble wrap, etc.)

Please visit www.rbkc.gov.uk/recycling for more information.

4.13 Trading and Business

Residents are not allowed to carry out a trade, profession, or business using either the Lee Abbey name or Lexham Gardens address. This involves the delivery or supply of goods to or from Lee Abbey London, nor should you use the rooms or public spaces for business meetings without express permission. The address of Lee Abbey London can be used as a correspondence address for personal effects but is not to be used as the Registered Address for any other organisation.

4.14 Suggestions

If you have a suggestion about any aspect of life in Lee Abbey please send an email to the relevant manager (page 9) or email Reception at hello@leeabbeylondon.com so that your comment can be considered. Please include your name and room number. If you would like to discuss any aspect of your stay at Lee Abbey with a senior member of staff, please make an appointment to see the Director, Chaplain, HR Manager, Facilities Manager, or Accommodation Manager who will be happy to discuss your concerns with you.

5. YOUR ROOM

In general:

- We will try to accommodate you in the same room throughout your stay, but occasionally we may have to ask you to move rooms.

- Lee Abbey reserves the right of access to your room for the purpose of cleaning, maintenance, routine inspection, and in case of emergency. Appropriate notice will be given should non-emergency access be required.
- No-one is allowed to stay overnight in any room other than their own.
- Remember that visitors are not allowed to stay overnight without booking. (See Section 2.7).

5.1 Access to your Room

Where access to your bedroom is required for routine inspection, Lee Abbey will provide you with at least 24 hours notice of the time, date and purpose of the visit. More immediate access to your bedroom may be required in the case of an emergency such as a leak or if we have any concerns regarding safety and security, in which case it will be by a manager only, acting at their discretion.

Where required, sanitary bins in en-suite bedrooms are provided and are emptied every 2 weeks.

5.2 Use of your Room

Do not smoke, burn candles, tealights or incense sticks while in your bedroom, or out of an open window. (See section 4.4). Hair straighteners are a fire hazard and should not be left on the carpet or any surface that is flammable or could be damaged by heat.

Please read the information displayed on the notice in your bedroom.

Please treat your accommodation with respect and remember that others will stay here after you.

Musical instruments may not be played in your room (practice rooms are available see Section 6.5), nor may you practise singing in your room.

If you are in a twin or triple room:

- Share the space and facilities equally.
- Be sensitive about the use of lighting, sound equipment, computers, etc. between 23:00 and 8:00 so that others can get to sleep.
- Please be aware of your own personal hygiene which may affect others, and ensure that your area of the room is kept clean and tidy, especially with regard to dirty clothes and litter.
- Please do not use the bed, desk or wardrobe set aside for your roommate if this bedspace is unoccupied. A new roommate may be allocated at any time.
- If sharing a room, please only invite visitors to your room with the express permission of your roommate(s).

Do not allow anyone to have access to the room during your absence.

5.3 Fire Alarm

When you hear a continuous alarm sounding, please follow the Fire Instructions (see Section 10), except on Monday at 11:00 when the weekly fire alarm test takes place and the sounders are only on for a few seconds.

Fire extinguishers are for emergency use only.

If a smoke detector or fire extinguisher or any other fire safety equipment is tampered with, interfered with, or set off because someone smokes in a bedroom, or for any other reason, Lee Abbey reserves the right to dismiss the occupant(s) and retain their entire deposit. In the instance of shared rooms, the occupants will be held jointly liable.

5.4 Security

Make sure that you lock your room whenever you are not in it. Please report any suspicious activity to the person on duty (see Section 2.2).

Do not bring cash to Lee Abbey or the UK in general. There is no need to use cash in London and we do not accept cash on site. Please put your money in the bank where it belongs and use a contactless device for your payments.

5.5 Bedding

Your bed should have a mattress cover, a sheet, one pillow with pillowcase, and a duvet with cover. You are responsible for laundering of the linen while you are staying at Lee Abbey London.

Please, do not remove bedding from your room, even if you use your own linen. If bedding from your room is missing or in an unusable condition after your stay, the cost will be deducted from your deposit.

You may purchase your own additional bedding online or in store.

5.6 Cleaning

Residents are required to clean their own rooms and cleaning products will be provided. We expect you to keep a good standard of cleanliness and tidiness in your room. If you share your room please respect your roommate(s) keeping your space and personal belongings tidy and clean.

Rubbish will be collected from your floor on a scheduled day of the week. Please do not leave rubbish bins outside your room at any other time as this is a Health & Safety and fire risk. Please put items for recycling in the green bins or use the recycling boxes. Recycling bins can be found in the Reception area, in the Front Lounge and in the rubbish cupboard near the Housekeeping Office on lower ground floor.

The team will carry out periodic room inspections which you will be notified about in advance.

A copy of the "Lee Abbey London Waste Management Plan" is available upon request from Reception.

On departure, please make sure all rubbish is put into bin bags which are available from House Team. Anything found in a black bag will be disposed of. Any items of value left in your room will usually be retained by the Housekeeper and then disposed of after one month. Please note that if your room is left in a particularly untidy state, a contract cleaner may be called at the discretion of Lee Abbey London and the amount charged for the clean will be deducted from your room deposit.

5.7 Pictures and Posters

Pictures and posters are only allowed to be hung on the pinboards provided and are not permitted anywhere else in your room. Blu-Tack and Sellotape are not permitted to be used on any wall in your room. Please note that any damage to walls or paintwork will be charged to your account and deducted from your room deposit.

5.8 Laptops and Tablets

In public areas, laptops and other devices should only be used without sound.

5.9 Other Electrical Equipment

The following electrical and cooking equipment **must not** be used in bedrooms:

- Microwave Ovens
- Hotplates
- Irons
- Heaters
- Toasters and other cooking equipment
- Rice cookers

Residents are allowed to have a small refrigerator in their rooms provided that they meet the following requirements:

- Not more than 1 year old when first brought to Lee Abbey
- Voltage (V-Ac): 220-240
- Energy Consumption not exceeding 120 kWh per year
- Volume not exceeding 100L
- Height not exceeding 100 cm

Any refrigerator found to be exceeding the above limits will be removed. Any resident who leaves a refrigerator in their room after their final departure will be charged a disposal fee of £100.00.

Extension Leads must have clearly labelled surge protection. We are not able to supply extension leads, but we recommend the following lead: **Masterplug SRGDU61PW2 13amp 6 Socket 1M Compact Surge Protected Extension Lead With 2 X USB - 2.1A**

If any of the above items including unapproved extension leads are found in your room they will be removed. Cooking appliances are available for public use in the House Kitchen. Irons are available for use in the Ironing Rooms on the lower ground floor. Kettles may be used with care. Please avoid spills and always place kettles safely on a heat resistant table surface. Do not leave kettles on the floor as they are a trip hazard and the high temperatures may damage the carpet. Please note that the electricity supply in Britain is 240 volts AC. Check with the Maintenance Team if you have any queries about your appliance. Do not overload electrical sockets. We reserve the right to remove any appliance and extension lead that we consider to be dangerous or which fails to meet our requirements.

5.10 Furniture

Each resident is provided with a bed, wardrobe, desk, desk lamp, chair, linen, duvet and pillow, and internet access.

The furniture has been specifically allocated and placed in your room. Any changes to or movement of the furniture in your room must be discussed with the Housekeeper. You will be invoiced for any missing furniture, or any that is damaged beyond reasonable wear and tear (Should this be necessary, the appropriate amount may be deducted from your deposit).

5.11 Maintenance

Please report any faults in your room as soon as possible, (e.g. lights not working). You can do this by Raising a Ticket in the Report a Problem section of the Lee Abbey London App. The Maintenance Team will assess the urgency of any fault and tackle it according to the following performance standards:

Priority 1 – emergency repairs – should be completed within 24 hours of the report of a defect. These include:

- Any repairs required to avoid a danger to health; and
- Any repairs that pose a risk to the safety of occupants or serious damage to buildings or occupants' belongings.

Priority 2 – urgent repairs – should be completed within five days of the report of a defect. These include:

- Any repairs that materially affect the comfort or convenience of the occupants; and

- repairs required in any rooms adapted for students with disabilities.

Priority 3 – non-urgent repairs – should be completed within 28 days of the report of a defect. These are any repairs that do not fall within the above categories.

5.12 Roofs and Balconies

Under no circumstances is anyone allowed out onto the roofs and balconies anywhere in the building. This is dangerous and it may cause damage. Anyone found on a roof or balcony without permission will have their residency at Lee Abbey reviewed.

5.13 Safety in Rooms

Keep your room neat and tidy, so that you maintain direct access to the doors at all times. Objects lying around, such as clothes, trailing electrical wires, etc. are obstructions and hazards that could endanger life in the event of a fire.

5.14 Television Licences

Under British law you require a TV licence if you own a TV set or if you watch TV on your phone or computer, whether live or on catch-up. You can purchase a TV licence and find out more information online at www.tvlicensing.co.uk or by calling 0870 241 6468. Breaking this law can result in a fine of £1,000.

5.15 Windows

Window limiters have been installed in all windows up in the house. This is necessary for security and insurance purposes, and they may only be unlocked for cleaning and maintenance purposes. Please do not climb out of or throw anything from the windows. For your own safety **do not** sit on the window sills. Please do not hang washing or other articles out of the windows or on the window frames.

Windows are cleaned by an external contractor every few months. You will be notified of the specific date a few days beforehand. The contractors will be accompanied by a member of staff. Please allow them access to your room from 08:30 and please make sure that you clear the area in front of your window(s), so access to the windows is not obstructed.

5.16 Corridors

Do not leave anything in the corridors as this is a fire hazard.

6. PUBLIC AREAS

6.1 Dining Room

Please do not obstruct the Servery Team at work.

The Dining Room is closed from 12:30 – 14:00 Monday to Friday when it is used by Lee Abbey Community.

Please do not take food, crockery, or utensils out of the Dining Room.

6.2 Front Lounge

This is the main sitting area. Please help to keep it clean and tidy by keeping your feet off the furniture and using the litter bins provided. If you move furniture please put it back the way you found it. If you wish to watch movies or listen to music, please use earphones so as not to disturb others.

6.3 Garden

Please help us to keep the Garden as a place of quiet and relaxation. Chairs from the building should not be replaced if taken out into the garden.

No frisbees or energetic ball games are allowed. Toddlers balls, badminton, and dog balls are allowed, if not causing a nuisance.

Smoking is only permitted in the Smoking Area in the Garden. Speakers and musical instruments are not to be played in the Garden except during officially authorised events.

The Garden is normally open from 08:00 to 22:00, unless needed for Lee Abbey purposes.

6.4 Garden Room

The Garden Room is NOT a study room! Whilst we don't mind you studying in the Garden Room during the daytime, please note the Garden Room is a space for socialising. Those who want to have conversations, have coffee, play music, play games take precedence over studying. This is what the space is for.

If you are looking for a room outside of your bedroom to study, you may use the dining room (or the games room) when they are not being used for their primary activities. Please keep noise down if you are using this after 23:00. Please be aware of the noise of your footsteps on those sleeping beneath.

Please note that this room may be rented out or required for private functions by charities/church at any time, which may affect availability for other uses.

The grand piano is only for expert pianists to play scheduled concerts or full pieces - it cannot be used for practice.

The television projector and music centre in this room are not for general use. This equipment is used for films and major sporting or other events. If you wish to watch a special programme, please ask for permission in advance from the Duty Person who can be contacted through Reception.

Please be mindful of our quiet hours if using the Garden Room after 23:00.

6.5 Large Gatherings (of more than eight guests)

Lee Abbey London is a shared space, all our social activities are designed to be available to everyone, as it is important to us that everyone feels welcome and included. We want you to feel at home here and to be able to invite friends into our building during the daytime and evenings. Yet on the other hand we also do not want the impact of the activities of a few to cause inconvenience or worse to everyone else.

However, we ask that you speak to the Director/Deputy Director with any proposal you have to hold a larger gathering (such as to celebrate your birthday before any invitations are sent) who will evaluate your proposal against the point above. Please take note that the earlier you discuss your proposal, the greater the possibility of it being accepted. The decision made will be at the absolute discretion of Lee Abbey, and Lee Abbey managers may choose to close the event down at any time at their absolute discretion for any reason.

As a matter of policy, if any event is approved, all external visitors will need to be signed in before the event, the event host is responsible for the clearing up after the party, and our “no alcohol in shared spaces” policy remains in place.

There is an expectation that any celebration will include an invitation to everyone in the house including tourists and community (i.e. that you will not turn residents away if they wish to join in).

6.6 Music Practice

Music practice rooms are on the lower ground floor. Priority is given to registered music students and worship practice by Community members. Music practice is only allowed between 08:00 and 22:00 and practice times may be booked. Out of consideration for those living and working nearby, please close the door when practicing. Please do not practice musical instruments in your bedroom. The Grand Piano in the Garden Room may not be used for practicing.

6.7 Games Room

A table tennis table, mini football and a pool table are situated in the Games Room. Details for using them can be obtained from Reception. Please note that, in order not to disturb other Residents, this room is closed at 22:00 each evening. Please do not bring any food or drink into this room and do not move the tables. The Games room may be closed at other times for Lee Abbey purposes.

6.8 House Kitchen

This is on the lower ground floor. You need to provide your own cooking utensils. Please label any personal equipment with your name and store this either in your assigned locker or in your bedroom.

The Cookers are available for use from 06:00 to 01:00 only. Please ensure that you wash up and put away everything that you have used. Dirty pans etc. may be removed. The House Team are not responsible for washing up and tidying away. Wipe the cookers clean after use and please remember to turn them off.

Make sure all electrical appliances (except the fridges and freezers) are turned off before you leave.

Please label all food in the fridge with your name and the date. We reserve the right to dispose of stale, outdated, or unlabelled food. You can sign up for a locker space at Reception.

All food and utensils left in the House Kitchen are left at your own risk. Lee Abbey reserves the right to close the kitchen for health and hygiene reasons.

6.9 Chapel

You are very welcome to join our daily worship or simply sit and be still in the chapel at any time. The times of services can be found on the notice boards.

6.10 Bathrooms, Showers and Toilets

Please make every effort to avoid spilling water on the floors. Please remember to close the curtain or glass shower doors before turning on the water. Remember that others will need to use the bathrooms etc after you, so please leave these rooms clean and tidy. If you make a mess in the toilet, it is your responsibility to clean it up. Brushes are provided. Please remove all toiletries after use.

7. OTHER FACILITIES



7.1 Coffee Bar

The Coffee Bar in the Garden Room is a great place to meet people and enjoy a free hot drink served by members of the Community. Occasionally, this will include an event, such as a quiz or music night. Free hot drinks are served Monday - Saturday from 19:00 - 20:00.

7.2 Electric Iron

An iron and ironing board are situated in the Ironing Room on the lower ground floor. No irons are permitted in bedrooms. Any damage to carpets due to improper use will be charged to your account.

7.3 Residents' Overnight Guests

If you would like to book a family member or friend to stay, please see the Lee Abbey London listing on Booking.com for more information or book a folding bed as described below.

Folding Beds

If there is no room available anywhere in the building we may be able to put a folding bed in your room subject to you giving at least 24 hours' notice, subject to minimum space requirements and the following conditions:

- Only guests of the same gender can stay in folding beds in resident rooms.
- Guests on folding beds can stay no longer than seven nights. Guests pay £20 per night for their stay and are entitled to the same meals as the Resident.
- When checking in at Reception, the guest may be given a key on request.
- If you are in a shared room, you must provide written agreement from your roommates.
- Folding beds are not normally available during holiday periods.

All such bookings are strictly at the discretion of the Accommodation Manager. There may be times when this facility is not available. Bookings should be made as far in advance as possible.

7.4 Laundry

Washers and dryers are available at any time on the lower ground floor, which are operated by card or the AirWallet app. Follow the instructions for use very carefully to avoid causing damage to your clothes. Lee Abbey does not accept any responsibility for damage caused to articles laundered in these machines.

Please remove your laundry from the machines as soon as possible after it has been washed.

7.5 Photocopying/printing

Please speak to Reception if you have any small mono (black/white) printing or copying needs. These will be charged at £.05 per page. Printing jobs may be emailed to hello@leeabbeylondon.com.

7.6 Bicycles

Bicycles may only be left on the racks outside 59 and 63 porticoes, as well as the storage shed under the pavement. All bicycles should be reversed in with the seat resting on the steel bar. Bicycles may not be taken to bedrooms.

If you are unsure about where to leave your bicycle, please ask at Reception. All bicycles are left at the owner's risk.

8. SOCIAL ACTIVITIES



There is a WhatsApp group each year for all residents and community where events are communicated. Activities are organized throughout the year, and we welcome your input. If you have any ideas of what you would like to do, please email the Chaplaincy Assistant (d.krauss@leeabbeylondon.com).

9. HEALTH AND WELLBEING



If you are injured, please contact Reception or call 07546 576756 on your mobile/WhatsApp to speak to the person who is on duty.

Lee Abbey cannot accept any responsibility for medical care beyond emergency first-aid. We regret that we are not able to supply plasters, paracetamol etc. Every resident is advised to have his or her own first-aid kit.

If you are here for more than a few weeks it is important that you register with a doctor. Our local practice is the Abingdon Health Centre in Earls Court Road, through which you may be entitled to free consultation under the National Health Service (NHS). For other treatment you may need to pay and so you may wish to obtain private medical cover or insurance.

If you have an ongoing medical condition, disability, or food allergy the Accommodation Manager must be notified in writing with a note from your doctor.

9.1 If You Are Ill

Any illness or medical condition requiring you to stay in your room should be reported immediately to Reception or the person on duty. If you are injured call 07546576756 on mobile/Telegram. Anyone with a disability, even temporary i.e. crutches, should inform Reception so that they know in case of fire.

If you have an urgent medical problem and aren't sure what to do, call NHS 111. This service is free and is available 24 hours a day, 7 days a week.

Please refer to the NHS website www.nhs.uk for access to up-to-date information and advice.

In cases of extremely urgent medical emergencies only, an ambulance should be called by dialling 999 from a mobile phone at any time (such calls are free of charge). Please inform Reception or the Night Duty person as soon as possible giving the name and room number of the person who needs an ambulance.

If you call a Private Doctor to Lee Abbey, you will be responsible for any costs incurred. If you are admitted to hospital, please notify the duty manager at Lee Abbey by calling the duty phone number.

If we have concerns regarding your health and safety and how it may affect you and others, we will if possible discuss the matter with you, but we may need to contact your GP/Emergency services/ Parents/Emergency contact without your consent.

Lee Abbey reserves the right of access to your room in case of emergency.

9.2 Doctors

It is very important that you register with a doctor as soon as possible. It is now possible to register online using the following link: www.abingdonmedicalpractice.co.uk/pages/Registering-and-Usual-GP

DO NOT WAIT UNTIL YOU ARE ILL BEFORE REGISTERING!

The nearest doctors are:

The Abingdon Health Centre
88-92 Earl's Court Road

London W8 6EG

Tel: 020 7795 8470

Open: Monday to Friday and Saturday mornings.

In case of emergency outside of normal surgery hours please call 020 89697777.

This practice has an arrangement with Lee Abbey and they will take you on to their list of patients if are going to be here for six months or more. You should have received a "To Whom it May Concern" letter with your welcome pack which will help you to register with the doctor. You will also be offered a free health check with the practice nurse. The doctors will see you by appointment only.

9.3 Hospitals

The nearest hospital is:

Accident and Emergency Department
Chelsea and Westminster Hospital
369 Fulham Road
Chelsea, SW10 9NH
Tel: 020 8746 8000

If you need urgent medical help at the weekend or during the night, you can get treatment at the local hospital, but you may have to wait a long time (3 hours +) if it is not urgent.

Directions to the Hospital: Turn left out of Lee Abbey then left again into Earl's Court Road. Cross Cromwell Road and go past the tube station and on to the first main set of traffic lights. Continue straight on along Redcliffe Gardens. At the next road junction with traffic lights turn left along Fulham Road and the hospital is about 100 metres down on the right hand side of the road. Allow about 20 minutes to get there. Alternatively you can take a bus or a taxi. Buses C1 and 328 go every few minutes along Earl's Court Road from the bus stop opposite the Abingdon Health Centre to the junction with Fulham Road. Turn left into Fulham Rd and the hospital is a short distance on your right. To return to Lee Abbey turn left out of the hospital, cross Earl's Court Road then take the next road right which is Finborough Road. The bus stop is on your left near the junction with Fulham Road.

9.4 Dentists

The following dentists do work within the NHS. However, you may only have free treatment once you have completed a HC1 form and sent it to the NHS. They will then send you an exemption certificate, if you indeed qualify. These forms may be obtained from the dental practices listed below:

Earl's Court Health and Wellbeing Centre
2b Hogarth Road London SW5 OPT

Tel: 020 7341 0300

80 Kensington Dental Clinic

80 Kensington High St
London W8 4SG
Tel: 020 7938 2833

NHS Dentist London 355

North End Road
Fulham SW6 1NW
Tel: 020 7610 1110

For Emergency treatment only:

Guy's Hospital

Great Maze Pond SE1 9RT
Tel: 020 7188 0511

Open From 07:45 Monday to Friday. Arrive early to be sure of treatment, as only the first 30 people are seen.

Directions to Guy's Hospital: Take the District Line to Monument, walk over London Bridge along Borough High Street and you will see St Thomas Street on the left.

King's College Hospital Dental Institute

Denmark Hill Site
Caldecot Road SE5 9RS
Tel: 020 3299 9000

Directions to Caldecot Road: Take the tube to London Bridge (District Line to Westminster, Jubilee Line to London Bridge) and catch a train to Denmark Hill. Turn right into Denmark Hill and first left into Bessemer Road. First left into Caldecot Road.

9.5 Mental Health + Wellbeing

Pastoral Care is one of the key parts of our support to you here at Lee Abbey, indeed it is often a reason why you or your parents might have chosen us as your choice of residence.

You need never feel alone! Our community are always here to look after you, include you, hang out with you, and make you feel at home.

There are many ways in which we support the well being of those who live at Lee Abbey London. Our team all make themselves available to spend time with you.

Social activities are regularly held here and advertised on social media and notice boards during the year

There are opportunities to attend wellbeing focused evenings. If you would like some company, there is always a member of our team at the Coffee Bar in the Garden Room between 19:00-20:00.

Sue is our trained resident Chaplain who is always available to provide a listening ear when needed. Her contact details during working hours are suecady@leeabbeylondon.com, Mobile 07977 219305. (If support is needed outside of working hours then please call the duty mobile phone)

In addition to what we offer, please see the list of external sources of support below and on our Well-being Notice Board.

HELPFUL RESOURCES

There are now more and more apps out there that can help with anything from managing your general wellbeing (mood trackers) to those for more specific health concerns. Whilst apps can be useful, they are not a replacement for seeking medical advice if you have concerns about any symptoms you are experiencing. Websites you may wish to look at include:

Nightline - www.nightline.org.uk

Mind - www.mind.org.uk

Papyrus - www.papyrus-uk.org

The Samaritans - www.samaritans.org

The Blurt Foundation - www.blurtitout.org

Premier Lifeline - www.premierlifeline.org.uk

Student Minds - www.studentminds.org.uk

Please see our Wellbeing Notice Board in the Reception area

10. FIRE INSTRUCTIONS

Fire Safety



Fire Alarm Test

The fire alarm is tested every **Tuesday at 11:00**. During this routine check, there is NO need to evacuate the building except if the alarm sounds for more than 10 seconds, everyone must evacuate the building.

If the fire alarm sounds at any other time, you **MUST** evacuate the building. Failure to do so may put you and others in danger, and may result in your stay being terminated.

Discovering a Fire

When you discover a fire, the following steps should be followed: 1)

Immediately operate the nearest fire alarm call point

2) Report the nature and location of the fire to Reception

Hearing the Fire Alarm

When you hear the fire alarm:

1) Leave the building by the nearest fire escape route.

2) Close ALL doors behind you.

3) Follow the instructions of community members and staff by going outside and assembling along the sidewalk, across the road on both ends of the building on the left and right of Lexham Gardens.

Precautions

Please adhere to the following guidelines:

1) Familiarise yourself with the nearest exits and all fire escape routes from your room.

2) Know how to raise the fire alarm.

- 3) Do not keep doors open or obstruct the doorway.
- 4) Keep your floor clear.

11. SAFEGUARDING

It is the policy of Lee Abbey London to follow the Church of England's safeguarding guidelines. If you see or hear something that makes you question someone's safety or wellbeing, please report it as soon as possible! Any concerns or allegations must be made to the DSP in the first instance who will assess the situation and report this directly to the Diocesan Safeguarding Advisor (DSA).



**Your Designated Safeguarding Person (DSP) is Sue Cady
Chaplain, Deputy Director, Head of Student & Pastoral Services
Mobile: 07977219305 suecady@leeabbeylondon.com**

[The Lee Abbey London Safeguarding Policy](#) is published on our website. All of our team are trained and expected to report any concern directly to the Designated Safeguarding Person (Sue Cady).

12. USEFUL ADDRESSES AND TELEPHONE NUMBERS

Home Office Immigration and Nationality Directorate:

Lunar House
40, Wellesley Road
CROYDON
CR9 2BY

Tel: 0870 606 7766 www.ind.homeoffice.gov.uk email:
indpublicenquiries@ind.homeoffice.gsi.gov.uk

For Registering with the Police (previous Aliens Registration Office):

Overseas Visitors Records
Ground Floor, Brandon House
180, Borough High Street
SE1 1LH (Next to Borough Tube)

Info line: 020 7230 1208

U.K. Council for Overseas Student Affairs (UKCOSA):

9-17, St. Albans Place
London N1 0NX

Tel: 020 7107 9922 (Advice Line: Monday – Friday, 13:00 – 16:00)

www.ukcosa.org.uk

Police Station: (for reporting stolen items, vandalism, etc.)

Kensington Police Station 72,
Earl's Court Road

Tel: 020 7376 1212

Emergencies only: (if you are outside Lee Abbey)

Police, Fire, Ambulance Telephone: 999