



# LIVING GUIDE 20/21

Griffon studios





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# Welcome

*Welcome to your new home at Griffon Studios.*

*As Residence Manager I am responsible for the management and operation of the property. Both my team and I work hard to ensure that the site runs smoothly and that the Griffon Studios community is supported and comfortable.*

*We want to ensure that your time here is an enjoyable experience so please do make the most of the facilities and let us know if you have any queries or experience any problems. Please do get in touch if you have any comments or suggestions on how we could improve our services — any feedback is greatly appreciated.*

*From time to time we will need to contact you. We find that the most effective way to communicate new information to residents is by email so please do let us know if the email address you supplied us with at the time of booking has changed so we can update our records. Information and how to get in touch can be found on the screens in the reception area and on the Facebook page.*

*If you require assistance or information during your stay please do not hesitate to contact a member of the Griffon Studios Team and we will be pleased to help.*

*— Chris O'Driscoll, Residence Manager*

reception.griffon@upp-ltd.com

# First Steps

*To help you get settled into your new home, we recommend you complete the following steps when you arrive.*

1

## COMPLETE THE STUDIO INVENTORY

Please ensure that you complete the inventory for your Studio (located in the welcome pack folder) and return this to reception within seven days of your arrival. If you require any further information on how to complete the form, please do not hesitate to ask.

The inventory is really important for you and the Accommodation Team; if we don't get a completed inventory signed and returned we will consider that you are happy with the condition of your accommodation and that you have approved the inventory. If you do not return your inventory there will be no point of reference if damages, which you believed already existed, are noted during inspections.

2

## EXPLORE GRIFFON STUDIOS

Explore your studio, the on-site facilities and take a walk around the grounds. In addition to the facilities provided within your own studio, Griffon Studios has two large communal areas (lounge and courtyard) for your use, an on-site gym, laundry facilities, a snooker room, a bike store and vending machines for your convenience.



3

## FAMILIARISE YOURSELF WITH THE RESIDENT ASSISTANTS

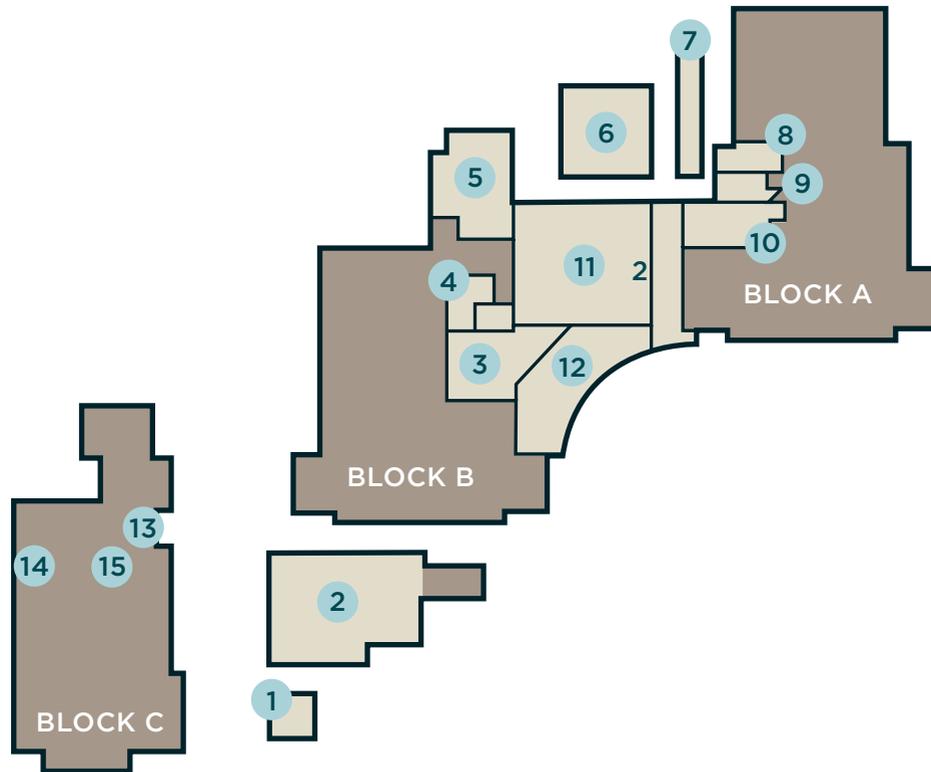
The Griffon Studios community is supported by a team of representatives who can direct you to all the services available and can help you to get to know other residents through social events and activities. Information on the services they provide and how to get in touch can be found on the screens in the reception area and on the Griffon Studio facebook page.

4

## GET CONNECTED

Use the wired connection point in your room (using the ethernet cable provided) to access the 100mbps service. Please follow the step-by-step guide instructions in the Glide guide.

# Griffon Studios



— Ground floor plan

## KEY

1. Car Club spaces
2. Parking
3. Reception offices
4. Laundry
5. Refuse store
6. Courtyard
7. Entrance to bike store and snooker room
8. Laundry
9. Refuse store
10. Gym
11. Communal lounge
12. Reception lobby
13. Block C entrance
14. Refuse store
15. Stairs to laundry in basement

## YOUR NEW ADDRESS

Your studio number  
Griffon Studios  
Winstanley Road  
London

## YOUR POSTCODE

A0–A2 SW11 2DL  
A3–A5 SW11 2DW  
A6–A9 SW11 2EB  
B0–B3 SW11 2ED  
B4–B6 SW11 2EU  
B7–B8 SW11 2EX  
C0–C2 SW11 2EY  
C3–C5 SW11 2FA





## YOUR STUDIO

You will find the following fixtures and fittings in your studio.

### MAIN LIVING AREA

- › 4'0"×6'3" (1.2m×1.9m) bed
- › Single sofa chair
- › Desk and desk chair
- › Wall-mounted bookcase
- › Mobile pedestal unit
- › Three drawer unit
- › Pin board and shelves
- › Full length wardrobe
- › Data point for 100mbps high speed internet
- › Television point



### KITCHENETTE FACILITIES

- › Refrigerator with freezer box
- › Combination oven with microwave and grill function
- › Two ring ceramic hob and extractor fan
- › Kitchen sink and draining board
- › Refuse bin and recycling bins
- › Dining table plus two dining chairs

### EN SUITE BATHROOM FACILITIES

- › Shower cubicle
- › Toilet and sink
- › Shaver socket
- › Heating towel rail (premium studios only)
- › Mirrored bathroom cabinet

# Appliances

*Below you will find the basic operating instructions for the appliances in your studio. If you require any further information, would like a demonstration, or if there are problems with the appliances, please contact reception.*

## MICROWAVE COMBINATION OVEN

### MICROWAVE AND OVEN FUNCTION

Please make sure that there is no metal in the oven when using this function.

1. Rotate the function selector to the position corresponding to the microwave combination function
2. Select the power required by turning the power dial
3. Using the “+” and “-” keys set the desired operating time
4. Press the start key
5. If you wish to stop cooking press the stop key X

### GRILL FUNCTION

1. Rotate the function selector to the position corresponding to the grill function
2. Select the power required by turning the power dial
3. Using the “+” and “-” keys set the desired operating time
4. Press the start key
5. If you wish to stop cooking press the stop key X



1. Control panel
2. Oven door
3. Function selector
4. Display window | left—right:
  - › Operating time indicator light
  - › Power level indicator light
  - › Clock indicator light
  - › Child lock indicator light
5. Buttons | left—right:
  - › Plus key
  - › Minus key
  - › Lock
  - › Start key
  - › Stop key
6. Power selector

### MICROWAVE AND GRILL FUNCTION

Use this function to cook food suitable for a conventional oven. Please make sure that there is no metal in the oven when using this function.

1. Rotate the function selector to the position corresponding to the microwave and grill function
2. Select the power required by turning the power dial
3. Using the “+” and “-“ keys set the desired operating time
4. Press the start key
5. If you wish to stop cooking press the stop key X

The oven should be cleaned regularly. When cleaning this appliance the power should be switched off. Do not use abrasive cleaning products, scourers that scratch surfaces or sharp objects since stains and scratches may occur.

### EXTRACTOR FAN

The extractor and light can be activated by pushing the control buttons on the right side of the unit.

To achieve better extraction it is recommended you switch the extractor on a few minutes before starting to cook (3–5 minutes) so that the air flow is continuous and stable when extracting any cooking fumes. There is also an extractor fan located in the bathroom, this will automatically activate when the bathroom light is switched on.

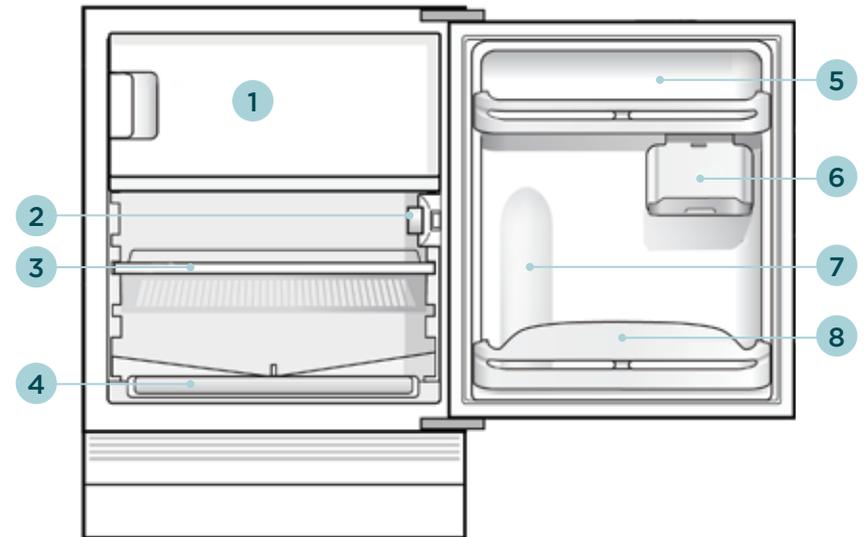
### ELECTRIC HOB PLATES

To thoroughly clean your glass-ceramic cook top, first remove dirt and food with a scraper or special sponge for glass-ceramic cook tops.

Once the glass-ceramic cook top has cooled, put a few drops of a suitable cleaner on it and rub it in with a paper towel or clean cloth. Then wipe with a damp cloth and dry with a clean cloth. Never leave the switched on hob unattended.

### REFRIGERATOR

The refrigerator has an automatic defrosting function. To ensure it works efficiently, residents are asked to regularly clean the drainage hole in the bottom of the refrigerator.



1. Freezer and storage compartment

2. Temperature control

3. Shelves

4. Fruit and vegetable crisper

5. Removeable lidded shelf with egg tray

6. Hinged shelf

7. Compartment for a 2-litre bottle

8. Bottle shelf

## DEFROSTING THE FREEZER COMPARTMENT

If the ice layer is greater than 5mm, you should defrost the freezer manually.

1. Set the temperature adjustment button to position 0
2. Wrap frozen foods in a newspaper and place them in another freezer or in a cool place.
3. Leave the door open until the frost has melted completely.
4. This can be made easier by placing containers of lukewarm water in the freezer compartment.
5. Clean and dry the freezer compartment carefully before switching the appliance on again.
6. Wait for approximately two hours, i.e. until the ideal storage conditions have been restored, before placing the food in the freezer compartment.

## FOOD STORAGE

The following guidelines will help to ensure your food is stored correctly.

Food	Place inside the refrigerator
Fresh fish and meat	Above the fruit and vegetable bins
Fresh cheese	Above the fruit and vegetable bins
Cooked food	On any shelf
Salami, bread, chocolate	On any shelf
Fruit and vegetables	In the fruit and vegetable bins
Eggs	On the shelf provided
Butter and margarine	On the shelf provided
Bottles, drinks, milk	On the shelf provided

# Your accommodation

## ALCOHOL POLICY

Alcohol is allowed in your studio, the main communal lounge and the courtyard. Please dispose of any used bottles or cans accordingly, preferably in the recycling bins.

Whilst alcohol use is not illegal, it must be recognised that consumption well over the recognised safety levels is inevitably detrimental to studies, finances and in some cases, could lead to anti-social behaviour. Therefore the Accommodation Team encourages 'sensible' drinking practices; please recognise your limits and do not allow peer pressure to take you well beyond your normal limit.

## BICYCLE STORAGE

For your convenience we have facilities for the safe, secure and tidy storage of bicycles. The bicycle storage facility is located in a secure below-ground area which can be accessed from the garden at the rear of the complex. Please speak to reception to activate your access card for use in the bicycle store. When leaving your bike in the store we recommend that you secure it with a gold standard D-lock.

## CODE OF CONDUCT

We want your time at Griffon Studios to be one to remember for the right reasons. We aim to maintain a safe, secure and pleasant community for all. Behaviour that falls under the following categories will not be tolerated:

- › Conduct which constitutes a criminal offence e.g. assault, theft or deception
- › Violent, indecent, disorderly, threatening or intimidating behaviour or language towards residents, your guests, visitors or members of staff
- › Sexual, racial or any other form of harassment or discrimination
- › Misuse, misappropriation, theft or damage of property
- › Abusive or anti-social behaviour, inconsiderate noise, criminal damage to private property
- › Behaviour that is likely to cause injury or impair the health and safety of others

**PROHIBITED CONDUCT**

- › Any illegal or criminal conduct
- › Aiding, abetting, inciting or cooperating with another person in violation of a policy. This includes being in the presence of a policy violation and not removing yourself from the situation, whether actively participating in the violation or not
- › Acts or omissions of residents and/or guests which have an adverse effect on the health and safety of others
- › Endangerment to self, others or to property, including any action which, as a result, did or could have endangered the safety or property of others
- › Harassment, coercing, intimidating or demeaning conduct to others
- › Physical and/or mental abuse
- › The use of firearms, weapons, ammunition, explosive devices or fireworks
- › Deception, fraud, and misuse of documents or IT services
- › Unauthorised possession or duplication of keys, key cards, and/or the distribution of such to others
- › Interfering with the response of officials to emergency calls
- › Unauthorised removal, use or possession of property belonging to others
- › Destruction or damage to property belonging to others
- › Allowing any object at any time to drop from a window or through a ventilation grate
- › Misuse of firefighting appliances

For obvious reasons, the following items are prohibited from use within Griffon Studios — if you are caught with any of these in your possession, they will be confiscated:

- › Candle
- › Shisha pipes
- › Incense burners

- › Oil burners
- › Deep fat fryers
- › Chip pans
- › Weapons of any kind (firearms, crossbows, bows and knives except kitchen utensils)
- › Fireworks
- › Any item which produces a naked flame
- › Heaters (including oil filled, electric, gas, etc)
- › E-cigarettes

**COMMUNAL LOUNGE**

The lounge is an area where residents can socialise and relax with soft seating, vending machines and a large-screen television. A selection of board and card games are also available for loan from reception. We ask that you sign the games out and return them after use so they are available for all residents to enjoy.

After 23.00, and before 07.00, please keep noise to a minimum in the communal lounge and when returning to your studio. Please show consideration for other residents wishing to use the lounge by tidying after yourself.

**COMPLAINTS PROCEDURE**

Below are the steps involved if you wish to raise a formal complaint.

1. Contact a member of the Accommodation Team in person or by email at [reception.griffon@upp-ltd.com](mailto:reception.griffon@upp-ltd.com)
2. You may be asked for further details if and when required in order to progress your complaint to the Residence manager for investigation
3. Your complaint will be acknowledged via email within five days, this will include a reference number

4. Following acknowledgement, the complaint will be fully investigated within 14 days. If the complaint should take longer, you will be duly informed of the investigation status
5. If you are not satisfied with the outcome of the investigation or the manner with which it was dealt with, please contact reception again quoting your complaint reference number and the issue will be escalated to the Residence Director
6. Upon resolution, the Residence Director will send you an email informing you of the outcome

### **COURTYARD**

The courtyard is for your enjoyment and is maintained by the on-site team. The courtyard is located to the rear of the property, adjacent to the communal lounge. After 23.00, and before 07.00, please keep noise to a minimum in the courtyard and when returning to your studio. Please do not use disposable barbecues in the courtyard as this can pose a fire risk. Speak to the Resident Assistants/ Accommodation Team about borrowing the Griffon Studios barbecue.

### **DAMAGE POLICY**

During your stay the team will carry out three interim studio inspections per year, and we will re-inspect your studio when you vacate your accommodation. A minimum of seven days' notice will be given to all residents, but no specific appointments will be made available for quarterly room inspections. Any damage found to your studio will be investigated and you will be notified of any costs incurred by email. You are entitled to seven days to dispute any costs after which the charges will be deducted from your deposit and you will be invoiced for any charges in excess of this amount.

### **GREEN POLICY**

Your studio is fitted with smart metering so that your individual utilities usage can be regularly monitored by the Accommodation Team. Please keep the following “green tips” in mind:

- › Turn off lights when not needed

- › Recycling facilities are available and located in all three bin stores, please use where possible
- › For dry mixed recycling please ensure cardboard is flattened, containers are empty, dry and clean
- › Food recycling should only be placed in the food recycling bins and in clear biodegradable bags
- › Don't leave the taps running and only boil as much water as you need
- › Turn the heating thermostat down when you are not in your studio
- › Avoid having the heating on and window open at the same time. If you are too hot, simply turn the thermostat down

### **GUESTS**

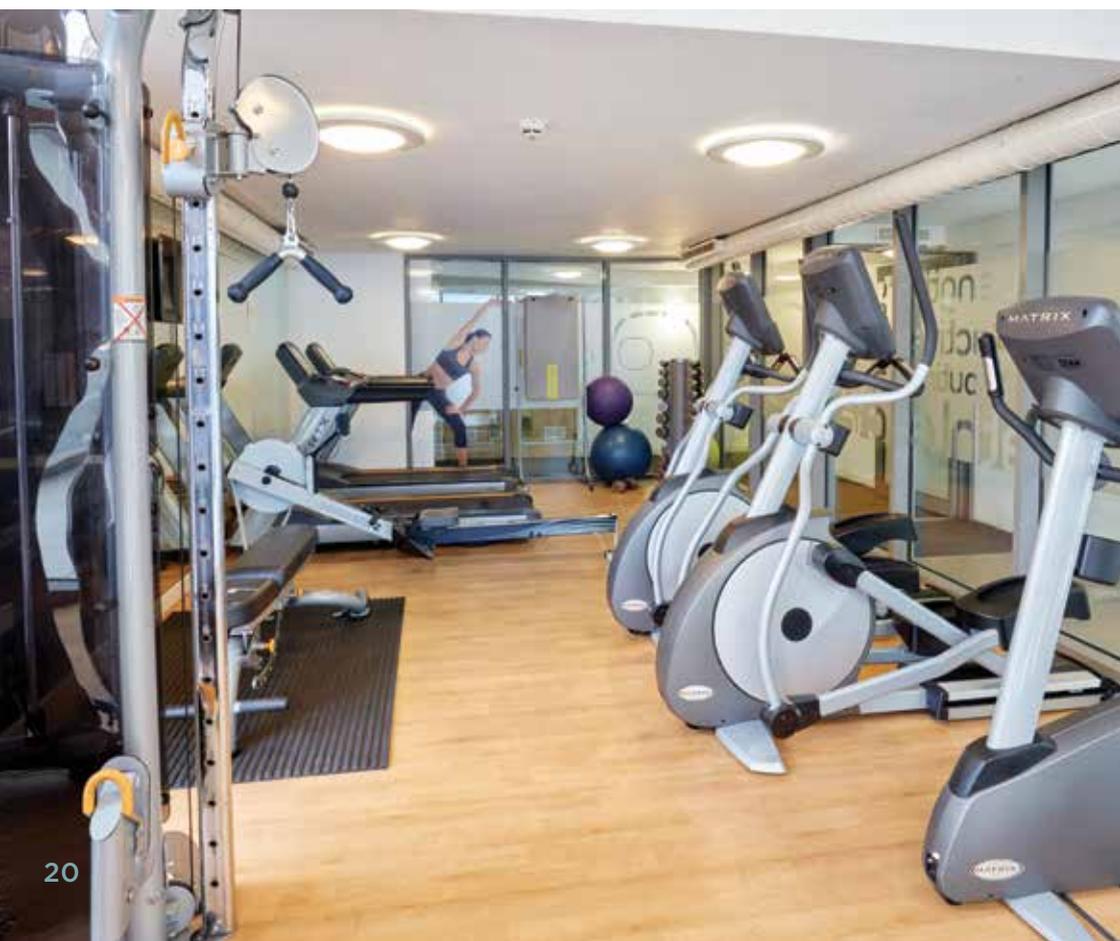
You can host up to three 'daytime guests' at any one time. All guests must sign in at reception. Daytime guests who are under the age of seven years old may remain on the premises for a maximum of two hours. Any guest who is still on the premises after 23.00 will be considered an 'overnight guest' and must be registered as such. You may have up to two guests to stay overnight in your accommodation for a maximum of 14 nights in any calendar month. These 14 nights can be used consecutively if you wish. The Accommodation Team must be informed of all overnight guests to ensure that they can be accounted for in the event of an emergency evacuation. All overnight guests must be over 18 and must be signed in at reception with photographic ID. Please see your Licence Agreement or ask a member of the Accommodation Team for further information.

### **GYM**

An on-site gym is available for Griffon Studio residents. There is a range of equipment available including treadmills, cycling machines, elliptical trainers, a Concept2 rowing machine, a functional trainer and free weights.

The gym is situated opposite the common room in block A and can be accessed through the courtyard. To gain initial access to the Gym facility, you will need to sign a Health Commitment Statement (HCS), please ask at reception for more information.

- › Do not bring your own equipment into the gym and always wear appropriate clothing
- › Filtered water is provided in the gym, you should bring your own water bottle to fill up
- › You should wipe machines after use with the spray and paper towels provided
- › If you injure yourself whilst working out, please contact the Accommodation Team immediately



### HEALTH & SAFETY / COVID-19

You must promptly notify Reception via email to [reception.woodlane@upp-ltd.com](mailto:reception.woodlane@upp-ltd.com) or report via our Home at Halls App if you have symptoms or suspect you may have COVID 19 or in the event that you are required under current UK Government COVID-19 guidance to shield, isolate or quarantine.

You agree during your Accommodation Period:

- › to follow the UK Government's latest COVID-19 guidance relating (but not limited) to social distancing, quarantine and isolation;
- › to respect the safety of staff and other people living in your accommodation by making every reasonable effort to minimise the risk of the spread of COVID-19;
- › to follow any special rules and procedures relating to COVID-19 for your accommodation which you are notified about (which might include a requirement to wear a face covering); and
- › to follow any reasonable instructions given by accommodation staff relating to how to practice social distancing or isolation in your accommodation/hall.

GradPad will make reasonable endeavours to ensure that its staff and other residents in your accommodation abide by the Gradpad rules and procedures relating to COVID-19 and the UK Government's latest COVID-19 guidance.

### HOUSEKEEPING

During your stay we will clean the communal areas of the building daily. Your studio will be your responsibility to clean. Please remember London is a hard water area and therefore you should regularly clean and descale your shower and toilet to prevent limescale.

Vacuum cleaners will be available for you to use and can be obtained from reception. Please note that the vacuum cleaners are not to be used for cleaning up liquids — if you damage a vacuum cleaner you may be asked to pay for a replacement. Should you have any cleaning requests, please submit these to the reception and these will be dealt with promptly. A payable cleaning service is available, please enquire at reception for further details.

**INSURANCE**

Insurance has been arranged to cover your possessions whilst they are in Griffon Studios through Endsleigh Insurance, the No. 1 student insurance provider. Please input the policy number **HH1118a** at [endsleigh.co.uk/student/check-your-student-cover-new](https://endsleigh.co.uk/student/check-your-student-cover-new) to check your full policy details. Please read the details of the policy carefully to ensure it is adequate for your needs. You will be able to access your certificate of Insurance, information on key exclusions and excesses, information on how to make a claim, including how to personalise cover to meet your needs. Additional cover is also available from Endsleigh Insurance for accidental damage to expensive items such as laptops and bikes.

**INTERCOM**

The intercom is two-way so you can call reception and they can call you.

**INTERNET**

There is 100Mbps wired internet in your studio and Wi-Fi coverage across all living and communal areas. Step by step instructions to set-up your internet service can be found in your 'Get Connected' Glide guide and further help and information can be found on the Glide portal: [my.glidestudent.co.uk](https://my.glidestudent.co.uk)

If you require any assistance with the internet please contact the Glide Customer Services Help Desk on.

0333 123 0115 | [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk) | [@GlideStuHelp](https://twitter.com/GlideStuHelp)

Please refrain from using torrent-based websites to source free content as it slows down the bandwidth for everyone.

**LAUNDRY**

There are 24-hour on-site laundry rooms for residents located in Block A, Block B and Block C. Please check the locations on the site map. The washer/dryers in the laundry room are operated by Circuit which allows you to see a 3D virtual view of the laundry room, check the availability of washing machines and tumble dryers and look at remaining cycle times. You can view this by visiting the Circuit website on [circuit.co.uk](https://circuit.co.uk). Simply click on 'Laundry view' and select Griffon

Studios from the drop-down menu. Once you have registered, this system can also issue an email or text to alert you that your wash/dry cycle is complete.

**MAINTENANCE**

Please report any faults or damages to your studio, or to a communal area (e.g. Laundry, gym, communal lounge etc) to reception in person, via telephone or email.

020 7924 3200 | [reception.griffon@upp-ltd.com](mailto:reception.griffon@upp-ltd.com)

Please provide as much detail as you can when reporting your fault (e.g. oven not working, faulty shower head, no heating, loose tap, failed light above desk etc) as this will assist us in responding to your request as quickly as possible. If you require any assistance with reporting a fault, please contact the Accommodation Team.

Repairs are dealt with using a prioritised system. When we receive simultaneous damage reports; emergency faults (e.g. a burst pipe) will be attended to before minor faults (e.g. a failed light bulb). If you report a fault, we will assume that you have given permission for authorised personnel to enter your studio to investigate and carry out any necessary repairs. We will leave a calling card to let you know that we have entered your studio — and if we are unable to repair your fault upon the first visit, we will keep you updated on the repair status.

Any leaks or signs of damp need to be reported to reception immediately.

**NOISE POLICY**

Please respect our neighbours and your fellow residents by keeping quiet between the hours of 23.00 and 07.00, as per your Licence Agreement, especially around the grounds, the link corridor, courtyard and common room. Reception staff monitor this, during late evenings and throughout the night.

If you have any noise complaints after 11pm, please let reception know immediately;

- › In person at the reception desk, which is open 24 hours a day

- › Via email [reception.griffon@upp-ltd.com](mailto:reception.griffon@upp-ltd.com)
- › Over the phone 0207 924 3200

### **PETS**

No animals (other than registered guide dogs) are allowed at Griffon Studios at any time.

### **PEST CONTROL**

It is your responsibility to report any issues with pests, bugs or rodents to reception at the earliest opportunity.

### **POST AND PARCELS**

All letters and small parcels will be delivered directly to your mailboxes at reception. We use a smartphone app at reception to process mail that is too large for your mailbox called Traizr. For further details and to sign up, visit [traizr.com](http://traizr.com). Large parcels will be accepted at the reception desk and a notification will be sent to you via the Traizr app, which you can then collect at your convenience.

Please note that due to the volume of parcels received daily, it can take some time to sort and process, so please be patient and wait for your Traizr notification. Also make sure that the sender clearly prints your name and studio.

### **REFUSE AND RECYCLING**

Residents will need to separately bag their rubbish and recycling and take it to the refuse store (figures 5, 9 and 14 on the Griffon Studios Map). Recycling is split in the bin store into paper, metal, glass and food waste. Please follow the instruction provided in the bin store or ask for help at reception.

If you wish to recycle clothes or items not suitable for the recycling bins on site, please ask reception who will be able to provide you with details of local recycling points and charity shops.

### **STUDIO CHECK-OUT PROCESS**

Before you permanently check out of your accommodation at the end of your Licence Agreement you will need to obtain a check out pack from reception. The check-out form will detail the studio vacation process to ensure that everything is completed before you depart.

### **SOCIAL EVENTS**

The Accommodation Team want to create a real sense of community at Griffon Studios, which will help you enjoy your stay with us and make it as comfortable as possible. With this in mind, the Resident Assistants will help organise a series of events designed to be fun and inclusive of all residents. Please feel free to suggest ideas for social events to the Resident Assistants. Past events have included:

- › Sports evenings (special events such Superbowl Sunday)
- › Games nights
- › Table tennis and pool competitions
- › Quiz nights
- › Christmas parties
- › Film nights

A charge may be applicable to some of the events to help cover the cost. You are welcome to bring guests along, just let us know in advance and follow the guest sign in procedure. We look forward to hearing your ideas!

### **SECURITY**

In addition to the secure door entry system and CCTV across the site, reception is staffed 24-hours a day to ensure that residents feel confident that the Griffon Studios is safe and secure. If your access card is lost or stolen please inform reception immediately. For everyone's safety, don't let people you don't recognise tailgate you through secure access points.

### **SMOKING**

Griffon Studios operates a strict no smoking policy and smoking is not permitted in the courtyard.

### TENANCY AND RENT

If you have any queries about your Licence Agreement, dates of stay or rent payments please contact the central GradPad team directly on 020 3489 5853 or at [info@gradpadlondon.com](mailto:info@gradpadlondon.com).

### TV LICENCE

There is a television aerial point in your studio apartment. If you are bringing a television or intend to watch television programmes through your computer, tablet or smartphone you will need to purchase a separate television licence on arrival. Please note that you will not be covered by a licence for your home address and if you are caught without one the fine may be in excess of £1000.

The cost of a television licence is £154.50 (at February 2020). For further information, please contact Television Licensing on 0300 790 6090 or visit their website [tvlicensing.co.uk/studentinfo](http://tvlicensing.co.uk/studentinfo). If you do not watch or record live television, you should complete the online form [tvlicensing.co.uk/notv](http://tvlicensing.co.uk/notv).

### UTILITIES

Gas, electricity and water are included in your rent as standard. The Accommodation Team will let you know if they believe your consumption is excessive, allowing you to curb your usage levels as we will have to charge for repeated excessive use of utilities.

# Safety and security

### ACCESS CARDS

Your access card provides access to your studio, the main building, communal lounge, bike storage, gym and laundry facilities. If you lose your key card, please inform reception as soon as possible and they will organise a replacement. In order to maintain the safety of all Griffon Studios residents, you will be asked to show photographic ID to receive a replacement key card. A replacement fee will be applicable. For additional security at night, the automatic reception door will be locked from 23.00 – 06.00 daily. You will need to use your access card to access reception during these hours.

### WINDOWS

In order to comply with Health and Safety regulations and to improve security all windows are fitted with restrictors. Please close windows when you are not occupying your studio, particularly if you live on the ground floor. Window restrictors should not be tampered with or damaged, this will be treated as a breach of your Licence Agreement. Please also be advised that access to the roof terraces is not permitted.

### ELECTRICAL SAFETY

We would recommend that if you are bringing any appliances which are over 12 months old, that these are PAT tested (Portable Appliance Testing). Reception will be able to advise further on how to get appliances PAT tested.

The standard UK supply at Griffon Studios is 220/240 volts, 50 cycles, AC. If you bring an electrical item with you from outside of the UK, you will need to use a converter or adaptor. If you are unsure of the correct converter/adaptor for your appliance, then please check with reception who will be able to give you further information.



Please ensure that you adhere to the following:

- › If you discover that a switch or socket is damaged or faulty, please discontinue use and contact reception
- › Please do not use multiple plugs in extension leads as these can overload the circuits causing a fire hazard
- › Disconnect any electrical equipment when not in use
- › Always replace frayed or damaged cables as they may be dangerous
- › Switch off and disconnect any faulty equipment immediately

### DOOR WATCH ALARMS

Each studio door is linked to a door watch alarm; if your studio fire door is held open for more than 52 seconds this will trigger an alarm in your studio and also in reception. This is to ensure safe exit in the event of a fire.

### FIRE SAFETY

Should the fire alarm sound, please evacuate the building briskly, leaving possessions behind, via your nearest escape route. Do not attempt to use the lifts as they will shut down automatically when the fire alarm is activated. The assembly point will be the communal lounge on the ground floor (number 11 on the Griffon Studios floorplan on page 6). However, should a fire occur in the communal lounge itself the secondary assembly point will be the courtyard (number 6 on the ground floorplan on page 6).

Fire alarm testing will take place every Wednesday between 14.00 and 15.00. If the alarm sounds for longer than 10 seconds, you should assume that it is not a test and evacuate the building immediately. Fire drills will be held twice yearly. This will ensure that, in the unfortunate event of a fire, everyone is prepared.

If you see any firefighting equipment that appears to be damaged, missing or being used for any purpose other than for which it is intended please report this to reception immediately.

Please ensure that all exits are kept clear of obstruction, rubbish and personal belongings at all times. If you see that there is anything obstructing the stairwells or exits, please report this to reception.

Further information on fire safety and will be provided during the induction talk – if you are unable to attend the induction please contact reception. Please also read any information displayed on the pinboard in your studio.

Please make sure that you know the location of:

- › The fire Alarm break-glass call point
- › Escape routes from your own area
- › The designated Fire Assembly Point

To reduce the risk of fire or setting off the alarms accidentally:

- › Never leave your kitchen unattended when you are cooking
- › Don't put metal containers in your microwave oven
- › Make sure that the door to the hallway is kept closed

- › Always use the extractor fan when cooking — controls are located on the bottom right of the hood when pulled out
- › To eliminate cooking odour and potential smoke, it is prudent to use the extra extractor controlled by the adjustment switch located on the wall. This will allow better extraction and air flow through your Studio and help prevent the cooking smoke activating the alarms
- › The use of candles, incense sticks and fairy/Christmas lights are not permitted
- › Please make sure that your bathroom door is closed when using the shower to avoid the steam accidentally setting off the fire alarm

### **FIRE BLANKET**

A fire blanket is provided in your Studio to extinguish very small cooking fires. Please read the following instructions:

- › Activate nearest fire alarm call point
- › Hold fire blanket with extended arms
- › Lay the fire blanket over the fire (keeping it away from you at all times). This will have a smothering effect and help to control the fire until further assistance arrives
- › Follow aforementioned evacuation procedures
- › Always inform the Accommodation Team if you have used your fire blanket

### **FIREFIGHTING APPLIANCES**

Firefighting appliances located within the building are for use by the trained Accommodation Team use only. Misuse of fire alarms and fire equipment is a criminal offence, and you may face prosecution and/or a fine. Setting off a false alarm will lead to a fine and for subsequent occurrence, termination of your Licence Agreement.

### **PERSONAL SAFETY**

We want you to feel safe at Griffon Studios. Please take note of the following points:

- › Your door will lock automatically when closed. Remember your access key card!

- › Your access key card is yours and not for anyone else to borrow
- › Don't let strangers into the building
- › Say hello to your neighbours, a friendly atmosphere is a safer one
- › Remember to close your window before leaving your studio
- › Avoid leaving money or valuables on display
- › If you see anything suspicious occurring, contact reception or one of the Accommodation Team
- › Take the time to mark property with your name, making it harder to be sold and easier for identifying (we can help you with this)
- › Don't attach the name of Griffon Studios or your studio number to your access key card for security purposes

London is a wonderful place with plenty to see and do, but like any big city you should be aware of your surroundings. Some practical tips include:

- › If you have a bicycle, always lock it up when you are not using it
- › When using your bicycle at night, ensure it is fitted with appropriate lights so you are visible to traffic and pedestrians
- › Avoid displaying other expensive items such as watches, jewellery or mobile phones in public places
- › Walk confidently on the pavement facing oncoming traffic
- › If you are returning home late at night, walk in a group or use public transport
- › Avoid putting yourself at risk by taking shortcuts, for example through dark alleyways or parks
- › Never take unlicensed taxi cabs, this is just a stranger's car. The reception team are able to book licensed taxi cabs for you at your request
- › Be alert and brief when using a mobile phone in public
- › Keep an eye on your drink when you are out, never leave it alone and come back to it



# First aid

## **PHYSICAL FIRST AID**

If you or someone else have an accident, please contact the team at reception on 020 7924 3200 stating the location of the injured person and a brief description of the injury if known. A trained first aider will respond immediately.

Please note first aid kits do not hold any drugs or medications and first aiders are not permitted to administer a person's own medication. If the injury or illness requires medical assistance the Accommodation Team will call for an ambulance or arrange transportation to the nearest hospital.

## **MENTAL HEALTH FIRST AID**

As well as physical first aid, we also have a mental health first aider at Griffon Studios. If you require assistance for yourself or someone else in the building, please contact reception. This could be for information and advice on where to get additional help in a crisis.

## **NHS 111 SERVICE**

If you feel ill and would like advice or guidance, you can dial 111 to get the right help whatever the time. NHS 111 is available 24-hours a day, 365 days a year. Calls are free from landlines and mobile phones.

The NHS 111 service is staffed by a team of fully trained advisors and experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be Accident and Emergency (A&E), an out-of-hours doctor, an emergency dentist or even a late-opening chemist. Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to — and if NHS 111 advisors think you need an ambulance, they will immediately arrange for one to be sent to you. For more information, please see: [nhs.uk/111](https://www.nhs.uk/111)



# Support and welfare

*The team at Griffon Studios is available to support you as you settle in and throughout your time living here.*

## **RECEPTION**

Reception is staffed 24-hours a day offering help and assistance with any queries or concerns. Most importantly the Accommodation Team offer a concierge service which will assist with a wide variety of requests including booking taxis, local area information, room cleaning services and much more. Please also report any maintenance or cleaning concerns to reception. The team will endeavour to assist with your requests ensuring that your time with us is as comfortable as possible. If you wish to contact reception, please call 020 7924 3200 or email [reception.griffon@upp-ltd.com](mailto:reception.griffon@upp-ltd.com).

## **RESIDENT ASSISTANTS**

In order to maintain a strong community feeling, Resident Assistants are in place to ensure the general well-being of residents by providing support, advice and assistance. The Resident Assistants live within the building and are on hand to help with any queries or concerns you may have, they also organise social events on site which are a great way to meet people, particularly if you are a newcomer to London. Please feel free to suggest ideas for social events to the Resident Assistants.

You can contact the on-duty Resident Assistant by calling 07850 771 419.

## **HEALTH AND MEDICAL ARRANGEMENTS**

All residents living in GradPad accommodation are encouraged to register with a local NHS General Practitioner (GP) near to their term-time address in order that a doctor may be called in case of an emergency illness. GPs are trained doctors that specialise in diagnosing and treating all

kinds of health problems. The majority of medical conditions can be diagnosed and treated by your GP. However, if you require specialist treatment, your GP can refer you to a specialist within the relevant department of a hospital. Your GP can also provide you with other common health services such as vaccinations etc. Even if you are fit and healthy, you may experience problems obtaining treatment in an emergency if you are not registered — it is therefore essential that you register as soon as you have moved in.

### **SEXUAL VIOLENCE AND HARASSMENT**

Sexual violence involves unwanted sexual activity that takes place without a person's full and informed consent including rape, sexual assault and forced marriage. If you have experienced sexual violence or harassment, or are worried about a friend, you can find out more about specialist, confidential support from the organisations below. Your university will also be able to provide you with support and guidance and may have a dedicated support team.

- › The Havens
- › Solace Women's Aid
- › Survivors UK (male survivors)
- › University support services

### **MENTAL HEALTH AND WELLBEING**

If you are worried about your mental health and wellbeing, there are a number of places that you can get advice and support. You can make an appointment with your GP to discuss your concerns. Your university should also offer specialist support for students via their counselling and mental health services. You might also find the following resources useful:

- › The Samaritans
- › Nightline (term time only)
- › Papyrus Hope Line (suicide prevention and support)
- › Mind
- › Student Minds
- › University support services

### **UNIVERSITY SUPPORT AND WELFARE**

Although each university is different, your student services centre or personal/academic tutor should be able to provide you with advice and signposting on a wide range of issues including, but not limited to:

- › Financial support
- › Physical and mental health support (including counselling and mental health services)
- › Disability support services
- › Academic support
- › Language support
- › Sexual violence and harassment
- › General wellbeing (homesickness, active lifestyle, culture shock)
- › Multifaith chaplaincy

Your university Students' Union can also provide advice and signposting on a wide range of issues including, but not limited to:

- › General advice and signposting
- › Financial support
- › Academic misconduct
- › Peer support



# Local area

*Griffon Studios is in close proximity to a range of facilities, services and amenities and the following are all located within a 10-minute walk. If you require any further local information our Accommodation Team will be happy to assist you with directions and recommendations.*

## SHOPPING

There is a wide range of high street shops, book stores and coffee shops only a few minutes' walk from Griffon Studios. There is also a direct train from Clapham Junction to Westfield Shopping Centre in Shepherd's Bush. The majority of shops are located on St Johns Road and Lavender Hill, which are very close by.

## BARS, PUBS AND RESTAURANTS

Clapham Junction is well served by a large variety of bars, cafes and restaurants and there is plenty to do in the area. The bars and restaurants below are close to Griffon Studios and serve a variety of different drinks and food choices.

### BARS

Be at One  
All Bar One  
Sugar Cane Bar  
Bar Social  
The Northcote  
Revolution

### RESTAURANTS

Pizza Metro Pizza  
Banana Tree  
Pizza Express  
Nando's  
Fish in a Tie  
Mien Tay  
Thai Garden  
The Merchant  
Byron  
Gourmet Burger Kitchen



### SUPERMARKETS

1. LIDL, Falcon Lane
2. Sainsbury's, St. John's Hill
3. ASDA, 204 Lavender Hill
4. Waitrose, 40–44 St. John's Road
5. The Co-operative, 15–17 Northcote Road

### BANKS & POST OFFICES

1. Halifax, 6 St John's Hill
2. HSBC, 240 Lavender Hill
3. NatWest, 66–68 St John's Road
4. Santander, 24–26 St John's Road, Battersea
5. Post Office, 202 Lavender Hill



### HEALTH CENTRES & PHARMACIES

1. The Junction Health Centre, Arches 5–8 Clapham Junction Station  
Tel 0333 200 1718  
[thejunctionhealthcentre.co.uk](http://thejunctionhealthcentre.co.uk)
2. Boots Pharmacy, 10 Falcon Lane
3. Superdrug Pharmacy, 36 Saint John's Road

*Please note that this is not an exhaustive list and is correct at the time of going to print. GradPad is not affiliated with any company on this list.*

# Transport

*Getting around the surrounding area is easy as there are plenty of public transport links and taxis. Reception will also be able to provide further information on the local area and book taxis for you.*

## **STUDENT OYSTER PHOTOCARD**

All full-time postgraduate students are eligible to apply for a Student Oyster Photocard which provides a 30% discount on most TfL public transport. You will need to get your university to stamp a form to provide evidence that you are enrolled as a full-time student. For further information on obtaining an Oyster Photocard and timetables for TfL public transport visit [tfl.gov.uk](http://tfl.gov.uk).

## **BUS**

There are a large number of bus routes serving Griffon Studios. Further information on available bus routes and fares can be found on the TfL website.

## **RAIL**

Clapham Junction is located immediately south of the Griffon Studios development. There are frequent services to London Waterloo and London Victoria (trains run at least every five minutes during peak times). Direct connections with key destinations including Basingstoke, Brighton, Guildford, Reading, Portsmouth Harbour, Southampton, Winchester, Ascot and Weymouth are also provided by at least two trains per hour from Clapham Junction. For train timetables and fare information visit [nationalrail.co.uk](http://nationalrail.co.uk).

## **OVERGROUND**

Clapham Junction Overground services provide access to many areas of London including Shepherds Bush, Stratford and Hampstead Heath. For timetables and fare information visit [tfl.gov.uk/overground](http://tfl.gov.uk/overground).

## **CYCLING**

Local cycling routes and maps can be found at [tfl.gov.uk/cycling](http://tfl.gov.uk/cycling). This website also details information on the TfL cycle hire initiative which is a share scheme providing easy access to bicycles all over London. Griffon Studios is very close to the Cycle Superhighway 8 which provides a continuous cycle route from Wandsworth to Westminster.

If you have your own bicycle with you at Griffon Studios, please take the following precautions to stay safe:

- › Wear bright clothing in the day and reflective clothing or accessories at night
- › Use lights after dark; white at the front and red at the rear
- › Wear a cycling helmet
- › To keep your bicycle secure you will need to purchase and use a lock. It is also advisable to security mark your bicycle. Further information on this can be found at [securedbydesign.com](http://securedbydesign.com).

## **PARKING**

There is no parking for residents or visitors at Griffon Studios except for Blue Badge Holders who are permitted to park onsite at all times. If you wish to bring a motorbike or scooter please contact the Residence Management, this may be allowed at the Management's discretion. Wandsworth Council will not accept parking permit applications from Griffon Studios residents to park in the local area.

Limited short-term parking is available on Grant Road. Electric vehicles can park and recharge for free in the marked bays, no restriction apply. For all other vehicles, charges apply between 08.30 and 18.30 Monday to Saturday for a maximum two hour stay, which is charged at £3.10 per hour. Further information on local car parking (including costs) can be found at [parkopedia.co.uk/parking/clapham\\_junction](http://parkopedia.co.uk/parking/clapham_junction).

## CAR CLUB

Zipcar is the UK's largest pay-as-you-drive car club with a fleet of cars located at convenient locations across London, including a VW Golf at Griffon Studios.

Zipcar members benefit from 40 free miles, free fuel, insurance, maintenance, and the Congestion Charge is covered. With no hidden costs, Zipcar provides students with an alternative to the high costs and hassles of owning a car.

For details of the latest membership deals, please enquire at reception or visit [zipcar.com/griffon](http://zipcar.com/griffon)



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