



LIVING GUIDE 20/21

Wood Lane Studios



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Welcome

Welcome to your new home at Wood Lane 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 Wood Lane 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 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 and telephone number you supplied us with at the time of booking has changed so we can update our records. Information will also be displayed on the noticeboard adjacent to the communal lounge, the Wood Lane Studios Facebook page and on the Wood Lane Studios Glide page.

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

— Peter Tajok, Residence Manager

Reception.Woodlane@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 WOOD LANE 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, Wood Lane Studios has a large communal lounge, three external courtyards, a quiet study room with meeting room facilities, an on-site gym, laundry facilities, a bike store and vending machines for your convenience.



3

FAMILIARISE YOURSELF WITH THE RESIDENT ASSISTANTS

The Wood Lane 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 Wood Lane Studio's Glide page.

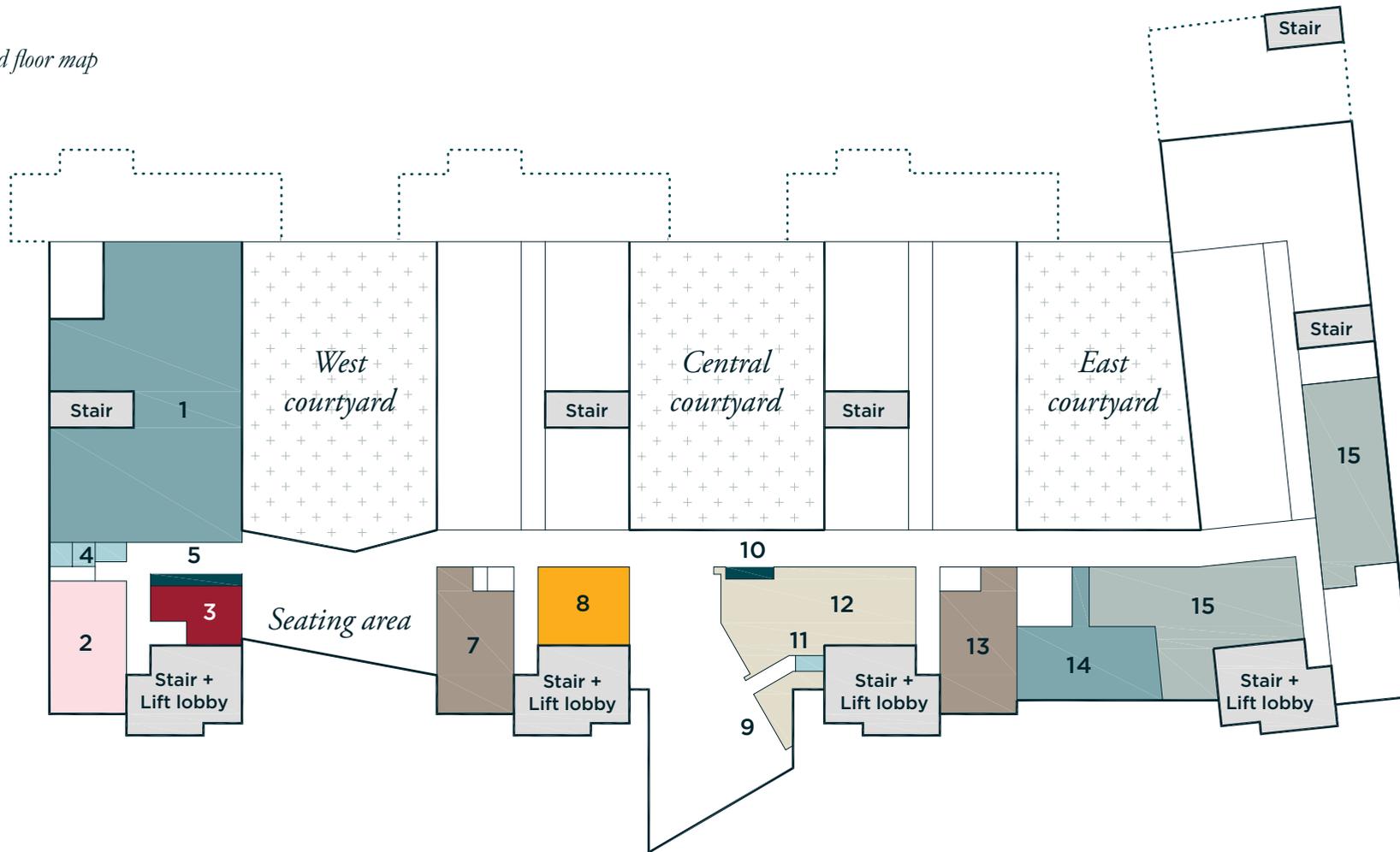
4

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.

Wood Lane Studios

— Ground floor map



BLOCK A

- 1. Common room
- 2. Gym
- 3. Laundry
- 4. WC
- 5. Vending machines

WEST LINK

- 6. Seating area

BLOCK B

- 7. Refuse room
- 8. Post room

CENTRAL LINK

- 9. Reception
- 10. Vending machines
- 11. Visitor WC

BLOCK C

- 11. Management office
- 12. Refuse room

EAST LINK

- 13. Quiet room
- 14. Bicycle store

BLOCK D

- 15. Bicycle store

YOUR NEW ADDRESS

Your studio number
Wood Lane Studios
80 Wood Lane
London W12 0BZ



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

MAIN LIVING AREA

- › 4'0" x 6'3" bed
4'6" x 6'3" in Premium and Deluxe Premium Studios
- › Desk and ergonomic desk chair
- › Wall-mounted bookcases
- › Mobile pedestal unit
- › Pin board
- › Double full length wardrobe plus double shelved wardrobe
- › Data point for 100mbps high-speed internet
- › Full length mirror

For your privacy, all studios have a privacy film on the windows. The film works when the light outside is greater than the light inside, so generally during the day the film reflects the light, stopping people from seeing into your studio. During the evening when it is darker outside, and you have your lights on, you will need to pull down your blind as usual to prevent people seeing in.



KITCHENETTE FACILITIES

- › Refrigerator with freezer box
- › Combination microwave with oven and grill function
- › Two ring ceramic hob and extractor fan
- › Kitchen sink
- › Recycling bin
- › Breakfast bar with two bar stools

EN SUITE BATHROOM FACILITIES

- › Shower cubicle
- › Toilet and sink
- › Shaver socket
- › Heated towel rail
- › Mirrored bathroom cabinet

NB. Premium and Deluxe Premium Studios feature some additional furniture

ALCOHOL POLICY

Alcohol is allowed in your studio, the main communal lounge and the courtyards. 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 just past the reception entrance and can only be accessed from outside. Please speak to reception to activate your card for use of the bicycle store. When leaving your bike in the bike store we recommend that you secure it with a gold standard D-lock. At the end of your tenancy please remove your bike otherwise these will be disposed of after a month.

BRICKFIELDS HALL

Brickfields Hall, accessed via Shinfield Street, is a multi-use space available for residents to book. It has folding tables, chairs, a kitchenette and toilet facilities. Please speak to a member of the Accommodation Team at reception to make a booking — you will be required to make a deposit payment of £100 with your booking, which is refundable provided you leave the hall as you found it.

CODE OF CONDUCT

We want your time at Wood Lane 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/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 Wood Lane Studios, if you are caught with any of these in your possession, they will be confiscated:

- › Candles
- › 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, a free-to-use pool table, table tennis, studying pods, booths for group study and a television. A selection of board and card games are also available to 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.Woodlane@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 a letter or 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, please contact the Helpdesk 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 a letter informing you of the outcome

COURTYARD

The courtyards are for your enjoyment and are maintained by the on-site team. The courtyards are located between the four blocks with the main courtyard adjacent to the communal lounge. They are open between 07.00 and 23.00. The eastern courtyard (between blocks C and D) is a designated quiet zone, please refrain from playing music or noisy games. Smoking is not permitted in the courtyards. Please do not use disposable BBQs in the courtyards as this can pose a fire risk.

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 24 hours' notice will be given to all residents, but no specific appointments will be made available. 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
- › Use the recycling facilities in your studio and communal areas. Ensure you put recycled waste in the correct bins in the bin store. Food is not to be put in the recycling bins
- › Don't leave taps running and only boil as much water as you need
- › Avoid having the heating on and the window open. If you are too hot, simply turn the thermostat down
- › Turn the heating thermostat down when you are not in your studio

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 Wood Lane Studio residents. There is a range of equipment available including treadmills, cycling machines,

elliptical trainers, Concept2 rowing machines, a functional trainer and free weights.

The gym is situated on the ground floor of Block A, just near the communal lounge. To gain initial access to the gym, you will need to sign a Health Commitment Statement (HCS), please ask at reception for more information. After you have submitted the form to the reception desk, your card will be activated to permit access to the gym.

If you injure yourself whilst working out, please contact the Accommodation Team immediately. There is a panic button located near the door that is linked to the Reception. If there is an accident or emergency, please press the button and wait for a member of the Accommodation Team to arrive.

Please do not bring your own equipment to the gym and remember to always wear appropriate clothing. Filtered water is provided in the gym — please bring your own water bottle to fill up. Guests are not allowed to use the gym.

HEALTH AND SAFETY / COVID-19

You must promptly notify Reception via email to 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.

HEATING SYSTEM

The heating system at Wood Lane Studios is governed by the outside temperature — the warmer it is outside, the less heat will be emitted from the radiators. Individual radiators can be turned on/off and adjusted within your studio. To manually adjust the radiator, use the valve located at the bottom left of the radiator — turn it clockwise to increase the temperature and anti-clockwise to reduce the temperature.

The temperature in all communal areas is controlled by the Accommodation Team in order to maintain a comfortable and ambient environment. However, there are individually controlled windows in the communal lounge that can be controlled by residents.

HOUSEKEEPING

During your stay we will clean the communal areas of the building daily. Your studio will be your responsibility to clean. Please remember that London is a hard water area, and therefore you should regularly clean your shower 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 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' StudentCom guide and further help and information can be found on the Glide portal: my.glidestudent.co.uk.

If you require any assistance with the internet, please contact the Customer Services Help Desk on:

T: 0333 123 0115 | 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 is a 24-hour on-site laundry room for residents located in Block A — please check the location on the site map. Irons and ironing boards are available for use in the laundry room.

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, click Laundry View and select Wood Lane 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.

Further information on using the laundry room will be covered in the induction talk — if you are unable to attend, please ask Reception for more details.

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 8746 1423 | Maintenance.Woodlane@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.

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.

PETS

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

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 visit traizr.com. Large parcels will be accepted at the reception desk and a notification will be sent to you via the Traizr email system and you can then collect at your convenience. Please note that due to the volume of parcels received daily at Wood Lane Studios, 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.

QUIET STUDY ROOM

Located on the ground floor between Blocks C and D, this area is, as the name suggests, for quiet study only. It is open 24-hours a day, seven days a week on a first come first served basis. The meeting room, with a plasma screen, can be booked for group study via reception. Please do not leave your belongings in the quiet study room when you are not present. We also ask that you respect others and switch off any potentially audibly disturbing gadgets. Eating food is not permitted.

REFUSE AND RECYCLING

Residents will need to bag rubbish and recycling separately and take it to the refuse stores (figures 7 and 13 on the Wood Lane Studios map on page 6). Separate bins are provided for recycling / general refuse.

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 studio at the end of your Licence Agreement you will need to complete a check-out form and book a check-out appointment at 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 Wood Lane Studios, which will really 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. We want your input for these events, so please feel free to put forward any ideas to the Resident Assistants or via the Wood Lane Studios Facebook page. Past events have included:

- › Sports evenings (special events such as 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. 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 Wood Lane Studios is safe and secure. If your key fob is lost or stolen please inform reception immediately. For everyone's safety, please don't let anyone that you do not recognise tailgate you through the secure building entrance.

SMOKING

Wood Lane Studios operates a strict no smoking policy throughout the residence including the courtyards.

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.

THE LINK CORRIDOR

The link corridor between Blocks A and B provides a more informal study/social space, with studying pods and a foosball table.

TV LICENCE

If you are bringing a television or intend to watch 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 £1,000.

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

If you do not watch or record live television, you should complete the online form 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. We will have to charge for repeated excessive use of utilities.

Safety and security

KEY CARDS

Your key card provides access to your studio; the main building; communal lounge; bike storage; gym and laundry facilities. If you lose your fob please contact reception as soon as possible, there is an intercom at the building entrance. In order to maintain the safety of all Wood Lane Studios residents, you will have to provide photographic ID to receive a replacement key card. A replacement fee will be applicable

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 roofs 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 in Wood Lane 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
- › Please ensure all your electrical items are fitted with the correct fuse (eg. 3A, 5A or 13A)

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 these will shut down automatically when the fire alarm is activated. Please read fire action notices and familiarise yourself with the location of the fire assembly point location (if you don't know, please ask!)

Fire alarm testing will take place every Tuesday at 10.00. 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.

Please complete and return the confirmation of fire evacuation plan form to reception within your first seven days at Wood Lane Studios.

Further information on fire safety will be provided during the induction talk — if you are unable to attend the induction please contact reception.

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 the microwave oven
- › Always 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
- › Ensure the bathroom door is closed when using the shower to avoid the steam accidentally setting off the fire alarm

A fire blanket is provided in your kitchen 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 located within the building are for use by the trained Accommodation Team 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 Wood Lane Studios. Please take note of the following points:

- › Your door will lock automatically when closed. Remember your key card!
- › Your 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 Wood Lane Studios or your studio number to your 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! Reception will book licensed taxi cabs for you at your request
- › Be alert and be 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

If you or someone else have an accident, please contact the team at reception on 020 8746 1423 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.

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 Wood Lane 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 and much more. 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 8746 1423 or email Reception.WoodLane@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.

Contact information for the Resident Assistants can be found on the noticeboard outside the Common Room. If you are interested in becoming a Resident Assistant please contact Reception. Interviews are held during the first two weeks of October.

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

Wood Lane Studios is in close proximity to a range of facilities, services and amenities. If you require any further local information our reception team will be happy to assist you with directions and recommendations. Below you'll find a selection of local amenities.

SHOPPING

There probably isn't a better place to live in London if shopping is something you love. Whether it's food, clothes or antiques, West London has it covered.

Westfield London (Wood Lane) is Europe's largest shopping centre and offers over 300 shops, from luxury brands to high street chains. Apple, Topshop, H&M, G-Star, Levi's to name just a few.

If you're looking for antiques, vintage clothes and boutique food stalls, then check out the world-famous Portobello Road Market. Saturday is the busiest day and it never fails to surprise.

Just 15 minutes down the road is Shepherd's Bush Market, a food shopping mecca with a wide variety of fresh and cooked delights.

SUPERMARKETS

- › **Nisa Convenience store** Wood Lane
- › **Tesco Express** BBC Media Centre, Wood Lane
- › **Sainsbury's** Shepherd's Bush Green
- › **Waitrose** Westfield London
- › **M&S Food** Westfield London

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.

BARS, PUBS AND RESTAURANTS

The local area is crammed full of exciting and affordable places to eat from taste of the Orient to local pub grub, you'll be amazed at the rich diversity of the local eateries. If you fancy a quiet drink, a night out dancing, some live music or a night at the movies, then you'll find everything you're after within easy reach of Wood Lane Studios.

RESTAURANTS

Busaba Eathai Thai, Westfield

Byron Burgers, Westfield

Tapas Revolution Spanish, Westfield

The Meat Co Steakhouse, Westfield

Wagamama Japanese, Westfield

CLUBS

Ginglik Shepherd's Bush Green, W12 8PH

Notting Hill Arts Club 21 Notting Hill Gate, W11 3JQ

BARS AND PUBS

The Bull Westfield London

Albertine Wine Bar 1 Wood Lane, W12 7DP

Raving Buddha 77 Goldhawk Road, W12 8EG

Mau Mau Bar 265 Portobello Road, W11 1LR

Pavilion Wood Lane, W12 OHQ

CASH MACHINES

Numerous machines at Westfield London

Nisa 235–239 Wood Lane

SPORTS FACILITIES

Gymbox Westfield London

Westway Sports Centre 1 Crowthorne Road

HEALTH

NHS Direct has extensive info on medical services near Wood Lane Studios.

Accident & Emergency Hammersmith Hospital

GPs

Hammersmith Centre for Health or
North Kensington Medical Centre

DENTIST

Batman Dental Practice or Canberra Dental Practice

PHARMACY

My Pharmacy (North Pole Rd) or
Pestle and Mortar (South Africa Rd)

SEXUAL HEALTH

St Quintins health Centre

MENTAL HEALTH

Whatever you're going through, you can call Samaritans free any time on 116 123 samaritans.org

HAIR AND BEAUTY

Red Classic's Barbershop Unit 5, Cavvel House,
243 Wood Lane, W12 0HL

Pawlos Barbers 71 Bloemfontein Road, Shepherd's Bush,
London, W12 7DA

Doc Barnet Barber Shop Kiosk 2007a, Westfield.



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.

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

BUS

There are a large number of bus routes serving Wood Lane Studios, there is even a bus stop outside on Wood Lane. Further information on available bus routes and fares can be found on the Tfl website.

UNDERGROUND

Wood Lane Studios is a mere 10-minute walk from two underground stations: White City (Central line) and Wood Lane (Hammersmith and City line).

CYCLING

Local cycling routes and maps can be found at 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.

If you have your own bicycle with you at Wood Lane 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

PARKING

There is no car parking for residents or visitors at Wood Lane Studios except for Blue Badge Holders — please ask at reception for more details.

Residents are not permitted to apply for a resident's parking permit in the local area. There are a limited number of parking spaces for motorbikes and scooters, so parking of these on-site is at the management's discretion. Please contact reception if you would like further information.





Wood Lane Studios
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White City
London W12 0BZ

gradpadlondon.com