

Imperial College
London

Living Guide

The Costume Store
2021-22

STUDENT ACCOMMODATION OFFICE



Welcome to Imperial

Congratulations on your place at Imperial! Whilst things may be a bit different this year, we are excited to welcome you to your new home.

We know that this year may not be the first-year experience you anticipated, but we hope that you'll be happy with us and we'll do everything we can to make sure it's a place where you can study, sleep, relax and enjoy yourself.

The Costume Store is looked after by a team of experienced and knowledgeable staff, who are here to help you settle in as quickly as possible.

We really want you to enjoy your stay here so please do make the most of the facilities and let us know if you experience any problems.

In return, we rely on you to make a positive contribution to the hall community by following hall rules, being courteous and considerate to your fellow residents and respecting our neighbours who live in the nearby area.

Enjoy your stay!

Paul Noke

Head of Residential Services and Support Operations
Imperial College London

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Welcome to your new home

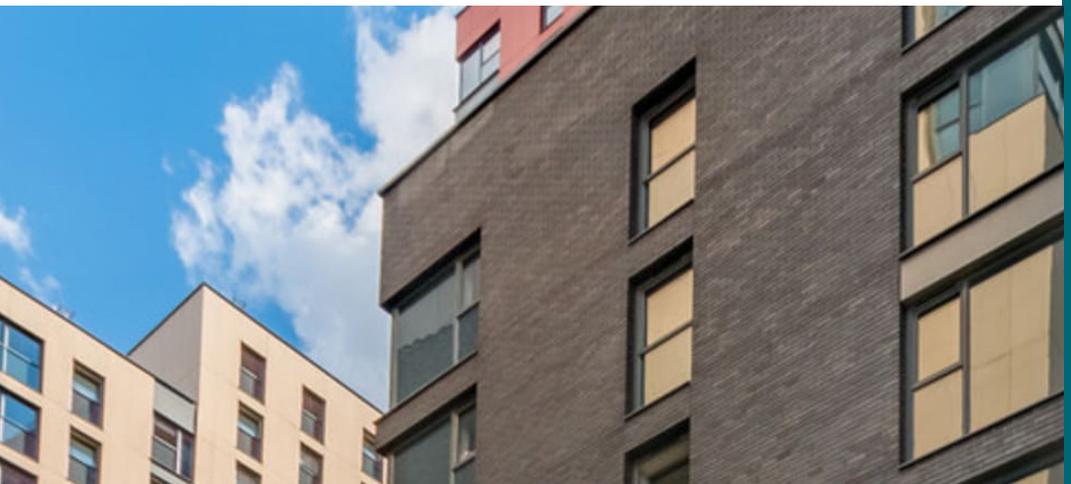
We're looking forward to welcoming you very soon!

The Costume Store is modern complex of student accommodation located in North Acton, London. Although not directly run by the College, we will be working in partnership with The Costume Store to ensure that our residents get the same excellent accommodation experience. You'll also be in the heart of the North Acton student community, with Imperial's Kemp Porter Buildings and Woodward Buildings right on your doorstep.

The Costume Store complex is made up of over 700 bedspaces across four blocks. The building is owned by iQ Accommodation and is primarily used by the University of Arts London.

This year, Imperial students will be occupying 48 bedspaces. Every effort has been made to 'cluster' Imperial residents together, although there may be residents from other universities in neighbouring flats.

You will still have access to the same wide network of support as all of our residents. You'll have College subwardens on-site and - given its proximity - you'll form part of the wider Kemp Porter Buildings community, including their events and social calendar.



Out and About

The Costume Store is part of the North Acton neighbourhood, which is now a bustling community that is home to thousands of university students, including the College's Woodward Buildings and Kemp Porter Buildings.

Students are eligible for discounts on local services so it is well worth getting a student Oyster card which can save you up to 30% on your travel expenses.

Tube

North Acton station (Central Line) is just opposite the main entrance to the Costume Store.

Bus

North Acton bus station is located just outside the Costume Store, offering direct access to White City, Wembley and other nearby neighbourhoods.

More details of public transport in London can be found on the Transport for London website: www.tfl.gov.uk.

located an approximately 15 minute walk away in Park Royal.

Local restaurants

With Westfields just a short trip away on the tube, there are no shortage of excellent restaurants, with cuisines from all over the world. There are also a number of fast food and takeaway options available within close walking distance to the hall.

A Costa Coffee is also located on-site.

Nightlife

North Acton is conveniently located within easy access of central London.

The last underground trains leave the city around 12.30am. Alternatively there are 24-hour buses if you choose to stay out. Always check travel updates online before you leave.

The local area

Supermarkets

There are plenty of local supermarkets in close proximity, including Sainsburys Local and Tesco Express. A large Asda is

IT'S ALL ABOUT YOU.



Here for you

During your time at Imperial there may be times when you require advice and support about a problem or difficulty you are facing.

You'll find a network of people to turn to if you're experiencing problems, from reporting a fault to personal problems such as being homesick or having an issue with a neighbour.

Your hall wardening team will be primarily based out of Kemp Porter Buildings, although there are also three subwardens living on-site at the Costume Store. Your hall wardens are available to support with any wellbeing concerns and are contactable via the duty mobile during out-of-hours times. More information will be provided when you move in.

The Reception team are responsible for managing the facilities, maintenance and safety in Halls of Residence and are your first point of contact for all maintenance or housekeeping issues and for any day-to-day queries.

We always have staff working at reception 24/7. Security officers work overnight and at weekends, keeping an eye on things and patrolling the site for your safety. Residents with any immediate queries or concerns outside office hours should contact security

Fire Safety

All of our student accommodation have robust fire safety measures in place, including automatic fire detection, alarms, regular audits and teams of highly trained staff ready to respond 24/7.

Watch this short video on fire safety in halls - <http://bit.ly/IC-fire-safety>

Fire poses the greatest danger in residential accommodation due to the number of people living in close proximity. Most people underestimate the speed at which fire and smoke spreads in a building and the damage they can cause.

We work in partnership with the London Fire Brigade to make our buildings safe, improve fire safety practices and provide the right information to our residents about staying safe.

Here are some tips to help reduce the likelihood of a fire starting and help you in the event of an evacuation:

1. Read important notices in your flat.

We've placed important notices about fire safety on the back of your flat door. This outlines what you must do in the event of a fire or emergency. Contact reception if you have any questions or if the notice is missing.

2. Familiarise yourself with the emergency escape routes from your flat and other areas you visit.

Your nearest emergency exit route may not be the same as the normal route you take in and out of the building. Fire exit routes are marked with green exit signs above doors. Take note of the location of fire assembly points and always evacuate via the nearest exit.

3. Do not tamper with, obstruct, remove or cover up any notice or equipment provided for fire safety.

For your protection, the residence has

a comprehensive fire safety system, including smoke detectors and sounders, smoke extraction risers, fire extinguishers and fire blankets.

All equipment is inspected and tested regularly. Anyone who knowingly or recklessly misuses the fire safety equipment or who sets off any fire alarm unnecessarily will be subject to disciplinary procedures.

4. Keep fire doors closed.

One of the biggest risks of fire and smoke spreading is from doors being left open. Fire doors help prevent the spread of fire and smoke through the building. Every door in your flat is a fire door (bedroom, kitchen flat doors and exit doors) and must never be wedged or propped open.

5. Do not obstruct fire routes or doors.

Please let reception staff know immediately if fire routes or doors are blocked. Do not leave rubbish, shoes or belongings outside your bedroom door – all corridors are fire routes and need to be kept clear at all times.

6. Carelessness can cause a full-scale alarm.

The smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking, hair straighteners and aerosol sprays.

Extractor fans are installed in kitchens and should be used when you are cooking to prevent smoke or fumes from collecting.

Keep kitchen and bedroom doors closed to restrict the flow of smoke or steam. Smoking anywhere inside the building is strictly prohibited. Remember, the fire brigade will be called if the alarms are set off.

7. No naked flames allowed.

Candles, incense, oil burners, hookah pipes and similar items have been associated with more than 2,000 fires in university residences around the UK.

They are not permitted under any circumstances and will be removed if found and subject to disciplinary procedures.

8. Non-essential electrical appliances must be switched off at the mains and unplugged after use.

Hairdryers and straighteners are particularly hazardous so always double check that you have unplugged them.

9. Do not leave any cooking appliance unattended (toaster, kettle, hotplate, cooker, grill, microwave etc).

Always ensure they are switched off when you have finished cooking. Chip pans and other deep-frying utensils are not permitted. Cooking appliances (including toasters, kettles, coffee-makers and rice cookers) must not be used in bedrooms.

Never cook if you have been drinking alcohol or if you are tired as this increases the risk of fires. Reference guides for kitchen appliances can be found in every kitchen and are available upon request from reception.

10. Tell us if you need assistance in the event of an evacuation.

If you have an injury or a disability that may prevent you evacuating safely, please let staff know so we can complete a Personal Emergency Evacuation Plan (PEEP). Also let a friend know where you are and where you'll be waiting. Designated Refuge Areas are located on each stairwell landing.

Health - Doctor Registration

All residents living in College accommodation must register with a local National Health Service (NHS) General Practitioner near to their College term-time address so that a doctor (GP) may be called in case of an emergency illness. **You will need to have an NHS number and a UK mobile number in order to receive a COVID-19 test**, so it is therefore essential that you register as soon as you have moved into your hall - please do not wait until you need medical help!

You should register with a GP as soon as you can after arrival. For more information about registering with a GP see the College's website:

www.imperial.ac.uk/student-support-zone/your-health/doctor-and-dentist

Students living outside the extended catchment area for Imperial College Health Centre can still use the Health Centre during the day but will also need to register with a local GP.

It is important to let your warden know which GP you are registered at, in case of emergency.

Vaccinations

We strongly encourage everyone in our community to have two vaccinations for COVID-19. Vaccination is free for everyone in the UK, including international students.

We also recommend that if you are under 25 years of age, you take advantage of free vaccinations against meningococcal infection and mumps.

Although rare, both illnesses occur more commonly amongst university students and both are potentially serious. Meningococcal meningitis can kill and mumps can damage fertility. It is recommended that you have two MMR vaccines (these should be spaced at an interval of at least three months).

If you have not had any vaccinations, it is very important that you arrange with your GP practice to do so as soon as possible, as the risk of infection is greatest in the first few weeks of term.

If you are uncertain about your vaccination status, it is safer to be given the vaccines again, rather than be potentially unprotected.

Disability advice service

If you would like access to friendly, confidential advice and support or if you have a disability please get in touch with the Disability Advisory Service. The service can also provide screenings and assessments if you think you may be dyslexic or dyspraxic.

College ID

To ensure you are able to receive your ID card when you arrive in halls, please upload your photo on the 'Personal Details' tile on **My Imperial** when registering for your course online. <http://my.imperial.ac.uk>

If you have uploaded your photo, we will try to ensure that you are issued with your College ID card on arrival.

Please be aware that you could encounter long queues at the Security Office if you do not upload your photo before arrival. If you are required to self-isolate on arrival you will not be able to leave halls to get your ID card until after your isolation period has ended.

If you have any issues uploading your photo please contact:
registry.systems@imperial.ac.uk

Security, Health and Safety

As a resident of the Costume Store, you must take reasonable care for your own and others' safety by adopting safe working practices and making appropriate use of the safety facilities provided. You are required to comply, at all times, with local Hall rules, College health and safety policies and codes of practice.

The College advises that you never leave large amounts of money in your room. Instead this should be banked as quickly as possible. All students are advised that any valuable items are stored securely away.

Imperial takes the safety and security of its students, staff and buildings very seriously. We believe all of us have a part to play to ensure that best practice is followed at all times. Please help us to help you by remembering the following:

- Carry your College ID card at all times
- We strongly recommend that you download the College's SafeZone app, which is available on Apple and Play stores. www.imperial.ac.uk/estates-facilities/security/safezone/
- Report lost cards to Security immediately on +44(0)20 7589 1000 or extension 4444
- Report lost keys to reception.
- If you are uncertain about, or worried by something you see, do not hesitate to contact Security through the SafeZone app
- Lock your study-bedroom door, even if you are only going to the kitchen or

bathroom

- Check doors and windows are locked at night or when going out (don't assume someone else will do it)
 - Check when entering your hall that nobody is tailgating behind you
 - For your own safety and security
- window restrictors are fitted to all windows
 - If you are bringing a bicycle we recommend that you secure your bicycle with a D-lock. These can be purchased for a discounted rate from Imperial College Security.

Make the Most of Imperial

Welcome Season

We look forward to you joining us and hope that you take part in our Welcome Season! There will be a combination of in-person and virtual events for you to take part in, and plenty of ways to connect and make new friends.

To help you prepare for your arrival at the College and get ready for Welcome Season we have a 'Welcome to Imperial' app. This smartphone app will ensure you have the most up to date information and event schedule for the welcome activities at the start of term. It contains important information about campus operations, aspects of student life, a schedule of welcome activities and information about life in halls.

You can download this app from the Apple app store or Android app store