



Nido
Student
West Hampstead

WELCOME BOOK

Everything you need to know
about your Nido

www.nidostudent.com



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WE ARE NIDO

Welcome to your Nido

We're not your typical student accommodation in London. We're looking to the future. Not of our business, but of the planet and its people. We know the people living in our Nido community will shape tomorrow. You're going to make the world a kinder, more sustainable, healthier and smarter place.

We love being in London. It is a vibrant, multi-cultural 24-hour city with new and exciting adventures around every corner. One of the greatest things about Nido West Hampstead is how many world cultures are represented here. Last year we had 347 students from over 39 countries.

At your Nido you can enjoy our beautiful common spaces with plenty of comfy seating. Perfect for you to meet your new neighbours in the building (whilst keeping your distance of course!) Our study room may also come in handy for those late-night study sessions. Take advantage of all our spaces, plus super-fast WiFi and events throughout the year. We think you're going to like it here.

We know this year has been full of uncertainty, so we want you to know that we are doing everything we can to ensure you have a safe and enjoyable stay with us. Should you need anything else during your stay, our Nido West. Hampstead team will always be on hand to help.

Becky Woods – General Manager
Becky.Woods@NidoStudent.com



MEET THE TEAM



Becky Woods
General Manager

Running the show, our General Manager, Becky leads the Front of House team in ensuring that you have the best possible time when staying with us.



Abisola Talabi
Administrator

Abi can also be found manning the front desk during the week. She is at your every service, making sure that any problems or questions are answered.



Sarah Cross
Administrator

Abi can also be found at the front desk during the week. Like Abi, Sarah is here to answer all your questions and help with any problems.



Emilee Storey & Nancy Thomas
Housekeeping

Leading our onsite housekeeping team is Emilee, alongside Nancy who makes sure all of our facilities are in the cleanest of conditions.



Israel Mshibe & Peter Harrison
Night Concierge

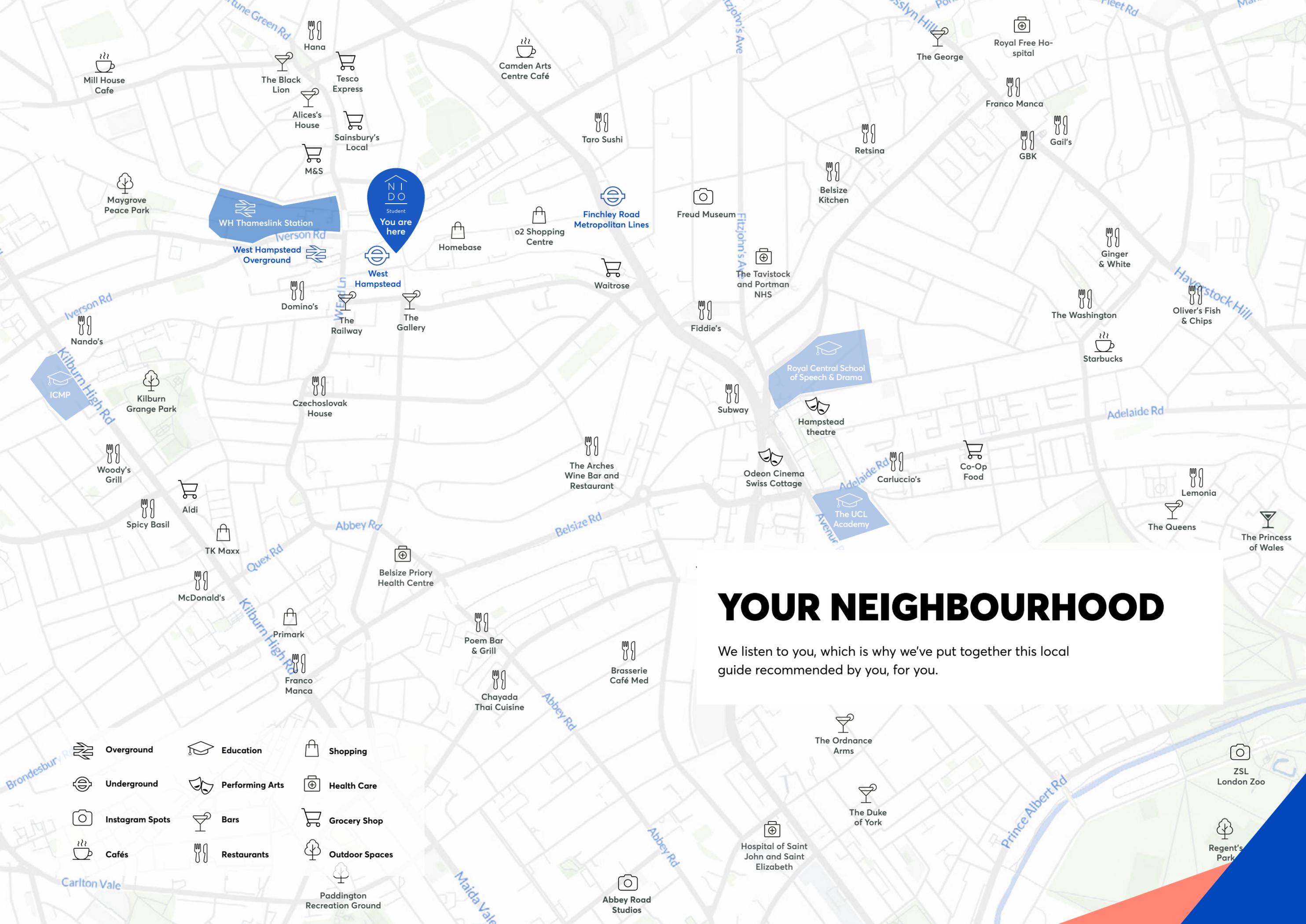
Izzy takes care of all your concerns and questions after 6pm providing extra service and security, whether it be receiving post or checking in evening guests. Peter continues the good work that our Front of House team does long into the evening and is more than willing to help whenever you need him.



Kevin Newman
Maintenance Technician

We aim to keep maintenance problems at a minimum at Nido, but if there are any in your time with us, Kevin is here to help!





NIDO
Student
You are here

WH Thameslink Station

West Hampstead Overground

West Hampstead

ICMP

Royal Central School of Speech & Drama

The UCL Academy

YOUR NEIGHBOURHOOD

We listen to you, which is why we've put together this local guide recommended by you, for you.

- Overground
- Underground
- Instagram Spots
- Cafés
- Education
- Performing Arts
- Bars
- Restaurants
- Shopping
- Health Care
- Grocery Shop
- Outdoor Spaces

Paddington Recreation Ground

Abbey Road Studios

ZSL London Zoo

Regent's Park

FACILITIES

On-Site Gym

Our in-house gym is open 24/7 but due to Covid-19 restrictions, we can only allow a certain number of people at a time to use the facilities. Please adhere to the signage displayed at the entrance to the gym. To get access to the gym you must also fill out a PAR-Q which you will find on your online portal.

Common Space

We've improved our communal spaces at Nido West Hampstead as part of our commitment to give you the best possible experience whilst living with us. We'll have a brand-new reception, common area with study spaces, a gaming area, and cinema room for you to watch your favourite Netflix shows with friends. On top of this, you will also have access to a large outdoor courtyard, on-site laundry facilities, 24/7 access to the gym and bike storage.

Following the latest government advice on social distancing, there will be clear floor markings in these areas as well as increased cleaning of all communal spaces so you can continue to make the most of these spaces.

Bike Storage

You can store your bicycle in the basement. Plus, there are storage units for hire if you want to store your belongings. Please speak to a member of the team for more information.

Fire Alarm

In the event of a fire alarm, please follow the green running man exit signs and evacuate the building immediately. Do not use the lifts or stop to collect personal items.

Please head straight to the Fire Assembly point. This will be pointed out to you once you've moved in. Residents and staff may not re-enter the building until instructed to do so by the proper authorities. The building's fire alarm system is tested every **Wednesday at 2pm**. The test can be identified by a short burst of the alarm. This is the **ONLY** time you do not need to evacuate the building, unless the alarm does not stop. If you can hear the alarm in the corridor but not in your room, please notify the team of this right away.

Remember: Tampering with or impeding the equipment puts everyone's lives at risk. An engineer must be called to check the equipment is working correctly and carry out any repairs resulting from damage. All such repairs and call out charges will be charged to the student/s concerned. Please remember you are responsible for your guest's actions within the building. Costs may reach up to (but are not limited to) **£1,000**.

First Aid

If you have injured yourself or are feeling unwell, please notify the team. We will be happy to help or advise you. Please inform someone and do not suffer alone. Please register with the NHS health service before you need medical advice. Visit: bit.ly/NIDONHS.

Call **111** when you need medical help fast but it's not an emergency. For Urgent and emergency care services in Scotland dial **999**.

We understand things can feel overwhelming or concerning in relation to many things including Covid-19, studying, relationships etc. We are here to support you at all times, if you are feeling unwell or think your mental health is in jeopardy please speak to a member of our residence team as we are here to help and can put you in touch with the right person to speak with further.

Room Keys

There is a replacement charge for lost, misplaced or broken keys / access cards. Rooms keys are £28.50, access cards are **£1** and mailbox keys are **£3.50**. If you are locked out and require a replacement key, you will be asked to show a photo ID. This is for the protection of yourselves and fellow residents.

Mailboxes & Post

All letters and parcels are delivered to the team at West Hampstead. Letters will be sorted according to room numbers and posted into the letterboxes located on the mezzanine floor. You can collect any parcels from the team 24-hours a day. The team will email or text you if there is a package waiting for you. If you need a parcel to be collected by a delivery company, you must bring it to the team in time for collection.

GET CONNECTED TO OUR WIFI

Logging on

So you have arrived at Nido, checked in to your new room and want to get onto the internet to tell your friends and family that you are safe and sound.

Here is how to set up your internet:

1. Enable your Wi-Fi connection on your device and connect to ASK4 Wireless.
2. Open your browser window and you will automatically be taken to the ASK4 broadband sign-up page.
3. Follow the registration process - add your email as the username and follow the sign-up wizard.

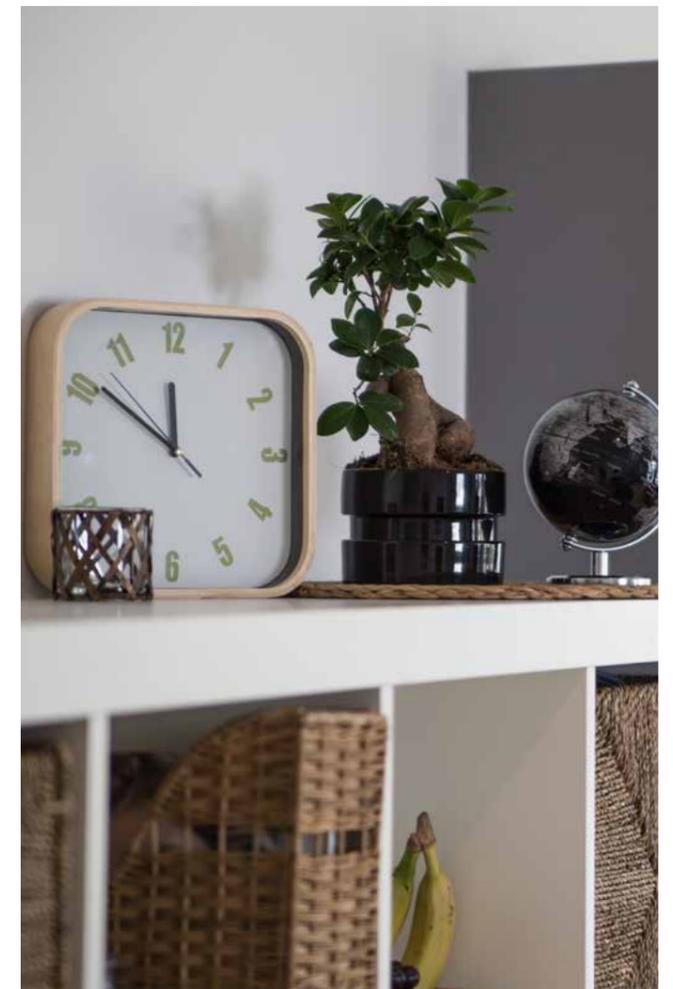
Should you wish for upgrades or any additional equipment, this can be opted for during the registration process. Check out ASK4 to see what is on offer. In order to use the Wi-Fi in common areas, you will need your login details. Just select the ASK4 connection and log on.

Our WiFi speed is 200 Mbps which can be accessed

anywhere the building, and you can also connect up to 6 devices at a time.

Any issues with the internet connection or speed? Report them directly to ASK4:

Telephone: 0114 303 3232
Email: support@ask4.com



ABOUT YOUR NIDO ROOM

Great, now that you are moved in and getting settled into your room, please make sure you fill in the inventory as we will refer back to this when you move out.



Kitchenette area

We do not provide kitchen items as standard, however if you do wish to purchase kitchen items, just visit www.unikitout.com, where you'll find essential student packs that can be delivered straight to your Nido.

- ✓ Always leave all kitchen equipment and utensils clean and tidy for others after you've finished using them.
- ✓ Make sure that while cooking, you always remain in your room/ kitchenette area and keep an eye on the kitchen.



Oven Hob

1. Turn on the power switch located on the wall.
2. Turn the knob to adjust the ring temperatures.

- ✗ Don't leave the hob unattended while in use.
- ✗ Don't lean over the hob when it is on and never store anything on top of it, or drape tea towels etc over it.

- ✓ Clean after use as this is the most common cause of fire alarm activation and fires.



Convection Oven

To help you cook safely, you'll find some instructions below on how to use the oven and the microwave.

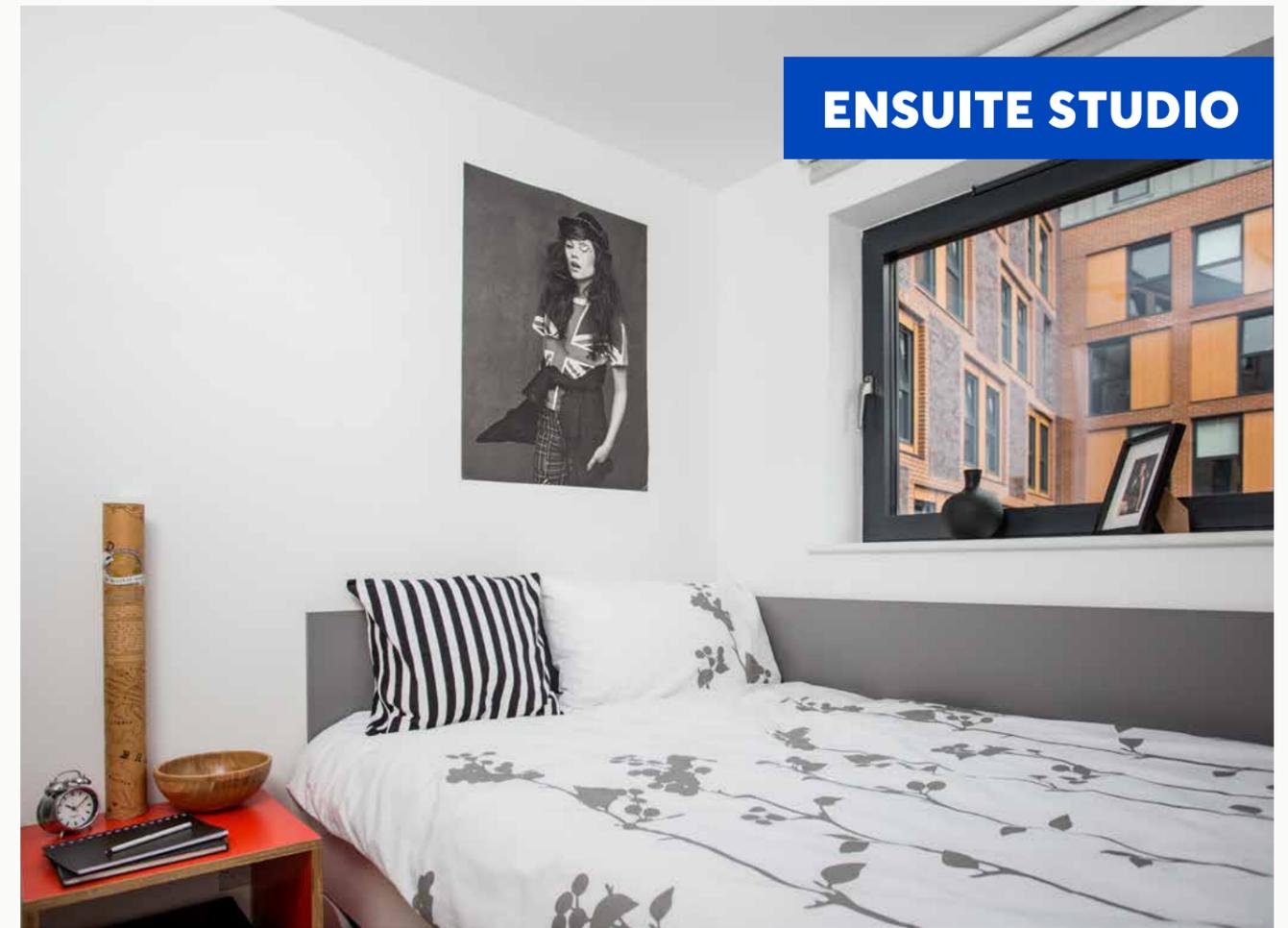
1. Choose the preferable setting:
 - a. Top and bottom heat
 - b. Hot air cooking
 - c. Top heat
 - d. Grill
 - e. Hot air grilling

2. Use the temperature knob to choose the preferable temperature.
3. Set cooking time using time setting buttons.
4. The oven starts heating up automatically.

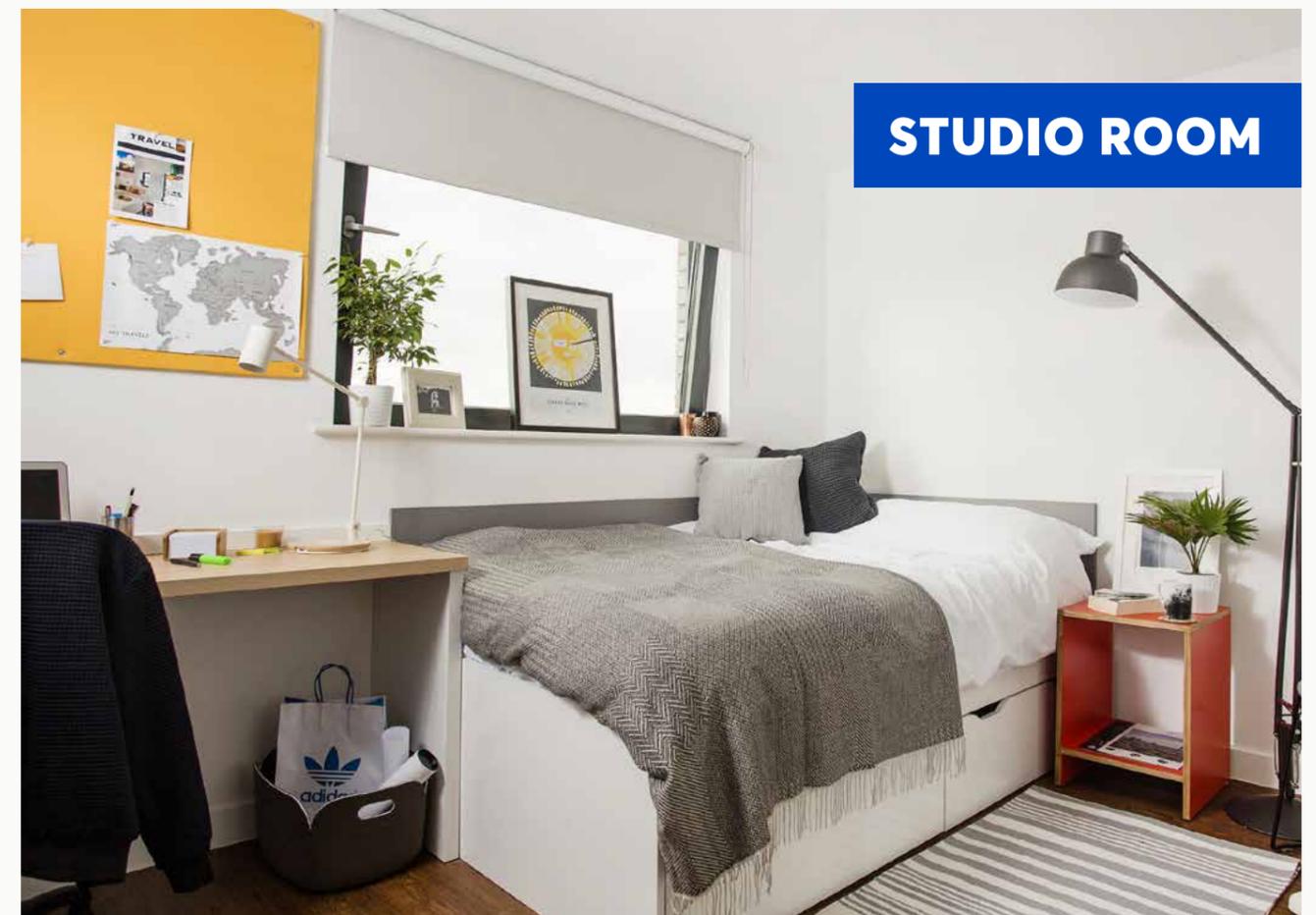


Microwave

1. Choose the preferable electrical power.
2. Turn the time setting knob to desired cooking time. Turn right to increase and left to decrease.



ENSUITE STUDIO



STUDIO ROOM



3. Close the door gently.
 4. Press the Start button once to start cooking.
- ✓ Don't place objects on top of the microwave to avoid covering the ventilation slots.
 - ✗ Don't place anything metallic in the microwave (containers, wire ties, foil or crockery with metal decoration).
 - ✗ Don't put flammable material into the microwave. Remove packaging from ready meals in accordance with instructions.
 - ✓ Only use cling film suitable for use in the microwave.
 - ✓ Make sure that the inside of the microwave is cleaned frequently.

Rice cooker

Rice cookers should **NOT** be kept on the floor as they can cause fires, invite pests and make a mess; any damages resulting will be chargeable. Always keep them on the kitchen worktops. Only use British standard rice cookers.

Rubbish removal

Residents are expected to bag and tie rubbish from their room before bringing it to the designated refuse area. Separate bins are provided for general refuse and recycling. **You'll need to provide your own bin bags.**

Leaving rubbish in hallways is not only unsightly but a dangerous violation of our Fire Safety Policy. Residents identified as leaving rubbish in any common areas may be fined for the removal of set rubbish.

Bathroom

The shower temperature can be adjusted by turning the knob to the left for warmer water or right for colder. If your shower drain is blocked, it is your responsibility to check the shower tray for hair and rinse it out. Should you prefer to have this done for you, a cleaning charge will apply.

Hot water

All taps in the kitchens and bathrooms are colour coded for cold (blue) and hot (red). Some are mixer taps so will need turning to the left or right but again these are colour coded.

International plugs

Products brought from China are usually fitted with international plugs. They are not suitable for use in the UK, it has no fuse and may cause a shock when removed from the socket. If in doubt, please go to reception and we will check it for you. This is **VERY IMPORTANT** as you may be aware that they have caused fires previously.

Washing & drying

All machines operate using a cashless system. One wash is **£3.10**, and dryers cost **£2.10** per cycle*, so you'll want to make sure you have enough credit on your laundry card before using it. Cards are available using the card machine in the laundry room. You can top-up by following the instructions on: www.circuitcardtopup.com

1. Open the door.
2. Load washer/dryer.
3. Add detergent/powder directly into the washing machine drum with your clothes.
4. Close washer/dryer door.
5. Put your laundry card into the reader on the machine.
6. Choose a wash/dry program on the options screen and press the button.
7. Press start button when the green light is flashing.

**Laundry prices subject to change*



In Room safe

In some of our Nido rooms you'll find a safe where you can keep your valuables. Details on how to use your safe are below:

1. Open the door.
2. Load washer/dryer.

3. Add detergent/powder directly into the washing machine drum with your clothes.
4. Close washer/dryer door.

If your safe is locked upon arrival, the pin to unlock the safe is 0000. Upon your check out, please empty your safe and reset the pin back to 0000. If you require further assistance with your safe, you can watch our step by step video here: <https://www.youtube.com/watch?v=1HaSNWRKKgY>

UniKitOut

You can purchase additional items for your room, kitchen and bathroom from one of our brand partners, UniKitOut.

Choose from one of their essential student packs and get everything delivered directly to your Nido.

We are also pleased to be working with Rise & Fall who provide eco-bedding packs for your Nido room. More information can be found at: www.nidostudent.com/about-us/partnerships/



MAINTENANCE

Maintenance service

We have a lovely maintenance team on-site to help you with any problems. You can log a maintenance task via your online Nido portal Log. Simply log onto the portal, click on "maintenance" at the top of the screen, and follow the steps. Our on-site maintenance technician will attend your room as soon as possible to resolve the issue. If the problem continues, please notify the team.

Cleaning service

Cleaning services are available to you all year round and can be booked at the Reception. Payment is made at the time of booking using a debit/credit card and must be made at least 48-hours in advance. Cleaning services are subject to availability.

Ahead of the scheduled cleaning time, please ensure all personal belongings have been removed or put away from the surfaces you wish to be cleaned, prior to the start time. The cleaning team will not remove any personal belongings to clean and no refunds will be provided for the cleaning service if the team are unable to clean due to items being on surfaces.



The cleaning team will leave a note upon completion of the clean and ensure all doors are locked behind them. We offer a variety of cleaning packages, please speak to a member of our team for more information should you wish to book.

- ✓ Don't leave any personal belongings in the common areas (common rooms, hallways or stairwells) as they may be disposed of.

Building safety

Make sure to close the windows when you leave your room. The window restrictors are not an anti-theft device. When leaving your room, always make sure your bedroom door is locked behind you. Nido will not be responsible for items left unattended in common areas.

Waste Collection

The bins are located in the bin store within the car park. Please break down boxes before putting them in the bins. You must ensure all rubbish goes into the bins; any rubbish not in bins is chargeable. Do not dump rubbish around the site or in the hallways.

Storage locker hire

Nido West Hampstead provides residents with lockers to store any additional items you may wish to keep safe and away from your room, this also helps save space. Speak to the team for more information.

THE NIDO DIFFERENCE

Nido Student owns places you can live in whilst at university. We're active on social media and we listen. We know that good locations, Wi-Fi and service are vital, but we also know that sustainable, wellbeing, design and community are just as relevant to you. So we focus on all of these things.

We celebrate the many different cultures and people who live with us. We actively listen to what you want and make the changes you request. Our actions as a business are guided by you. This is the Nido Difference.

WE FOCUS ON 4 THINGS:

- Wellbeing
- Community
- Design & Technology
- Sustainability

Everything we do as a business has these in mind. Nido is known for its exceptional student experience (if we do say so ourselves), so if you're looking for a social, creative and unforgettable student experience, you've come to the right place. We think a lot about how to bring people together in safe and happy ways.

From fundraising charity events, to bring your own dish dinners, we aim to give back to the community and bring the people who live with us together.

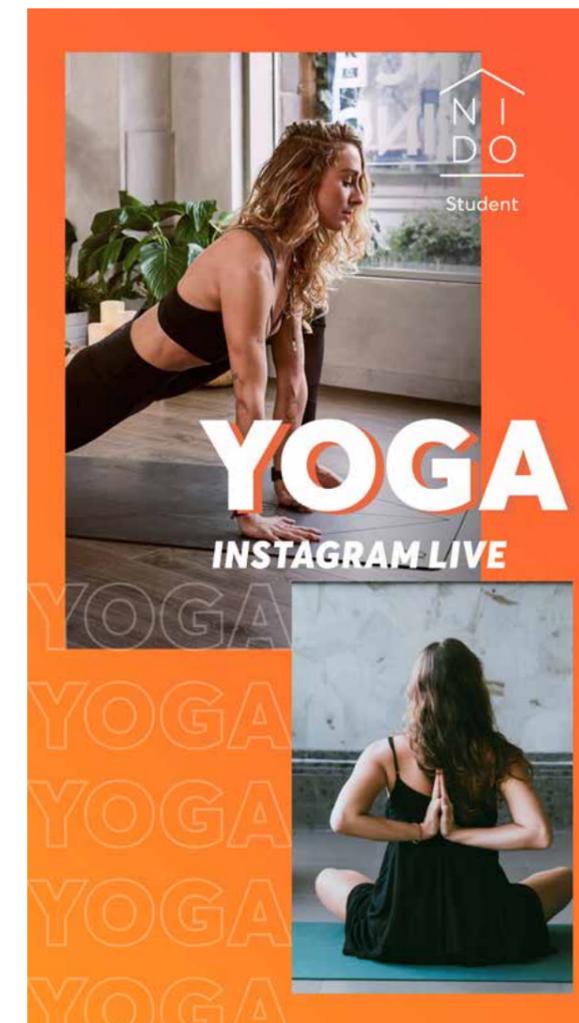
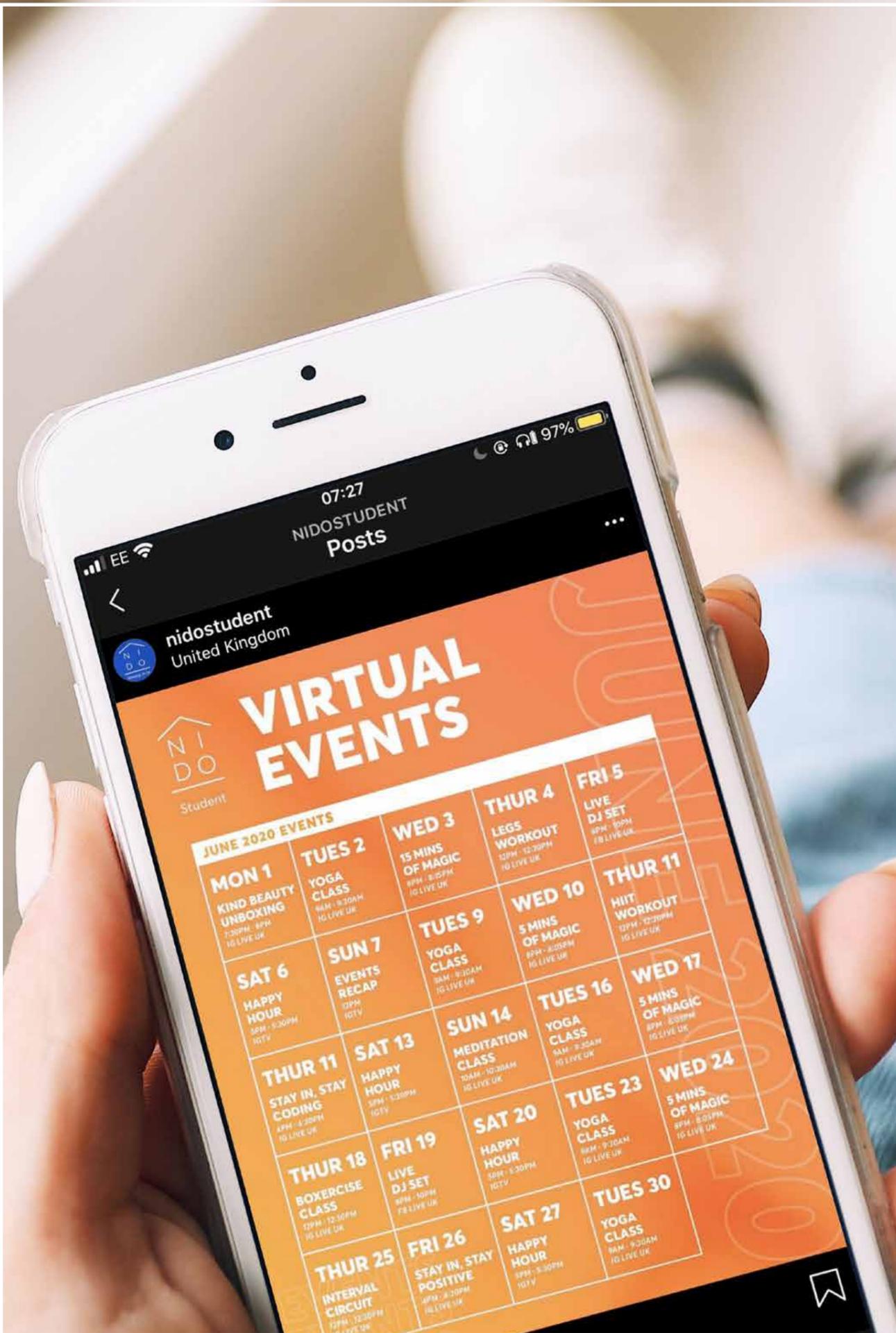


EVENTS

Our events have gone virtual due to the restrictions in place with Covid-19. This allowed us to continue to support and grow our community in a way that kept everyone safe. Our events will continue online via our social handles until we are safely allowed to conduct them face to face. We will keep you posted well in advance of any changes.

Virtual Events:

Our events aren't just for our residents, we have opened up our programme of over 70 events to your friends and family to take part. From Yoga to Guitar masterclasses, BBQ cook outs and floristry workshops we've got an event that's sure to pique your interest. Head to our Instagram account [@NidoStudent](#) to see our monthly calendar and information on how to join. What are you waiting for?

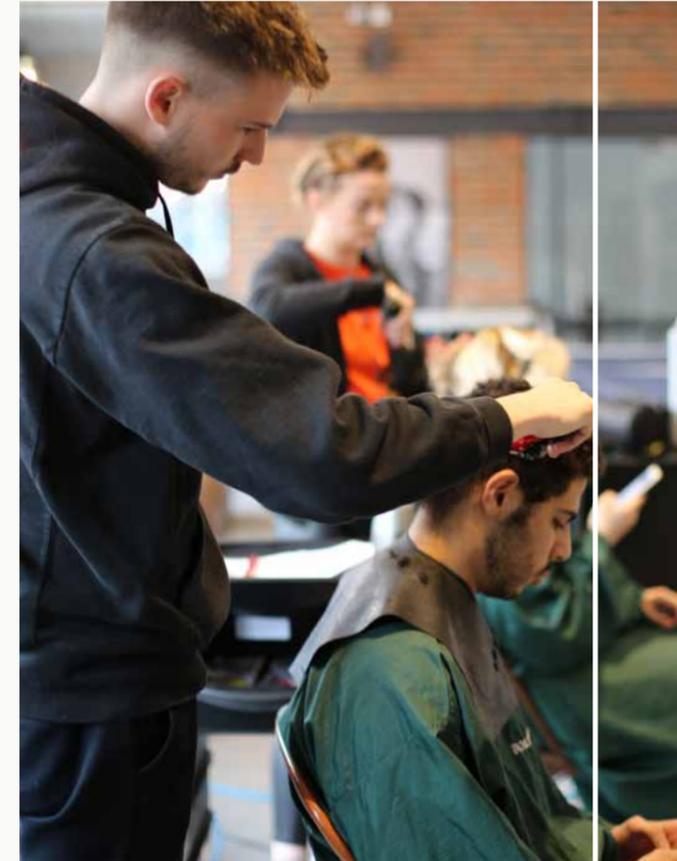


BRAND PARTNERS

We know things need to be wallet friendly whilst studying so we've done the hard work for you to secure discounts at a number of local and national partnerships exclusive to you as a Nido resident. Visit our website for full details and see below for our partners specific to Nido West Hampstead.

OUR BRAND PARTNERS INCLUDE:

- Patch
- Lime
- The Green Room Bar & Eatery
- The Railway
- Smyths Hairdressers
- HĀM
- Bobby Fitzpatrick
- HIIT GYM



FROM SAFETY TO WELLBEING

WE'VE GOT YOU COVERED

Living through a global pandemic can be stressful. Luckily, your Nido team is here to make things a little easier! The health and wellbeing of all Nido residents and employees is our top priority which is why we have implemented some new measures to keep everyone safe and healthy:

- ✓ We will have disposable masks and gloves available at the building when you check-in as well as anti-bacterial wipes for trollies.
- ✓ We will also be giving every resident a reusable Nido branded mask that you can use for the duration of your stay with us.
- ✓ Increased cleaning regimes have been put in place for all common areas and social spaces.
- ✓ You will find hand sanitiser dispensers dotted around the building which we encourage you to use as frequently as you can, especially when entering the building.
- ✓ There will be a number of floor markings in all communal areas to encourage social distancing at all times.
- ✓ Capacity in the lifts will be significantly reduced. Clear signage will be placed outside all lifts to enforce this.
- ✓ Our gyms will be open, but due to Covid-19 restrictions, we can only allow a certain number of people at a time to use the facilities. Please adhere to the signage displayed at the entrance to the gym. There will also be designated hand sanitiser dispensers and wipes to clean equipment after use.
- ✓ Our laundry rooms will also be open but will be limited to two people at a time. Residents are encouraged to use Laundry View in the first instance to book machines and check the status of their laundry.
- ✓ Reception hours will be reduced to limit the amount of people at reception at a time.
- ✓ Protective screens will be placed at reception to keep staff and residents safe.
- ✓ Mailbox and post collection times will be limited for the time being. Staff will be equipped with PPE when handling incoming mail.
- ✓ We will be continuing our virtual events until it is safe to resume our event programme.
- ✓ Emails will be sent out more regularly with the most up to date advice and guidance for the duration of your stay with us.

POLICY OVERVIEW

According to the license agreement, you agree to have read and comply with the Nido Student Handbook.

Reporting complaints

If you have a complaint, please speak to a member of our team on-site. They will be able to resolve the matter swiftly. However, if you feel uncomfortable please email our general manager Becky woods on westhampstead@nidostudent.com. Our full complaints procedure will be posted near reception or you can also ask a member of our team.

Payments

Details of your account including charges and payments, as well as outstanding amounts can all be found on your portal. Simply log onto your portal and click "account" at the top of the screen.

Diversity

You are a part of a very unique community. The residents and staff at every Nido are a multicultural community of individuals. We are of diverse racial, ethnic, class and national origins. We are unique in that we strive to work and live together, and we can learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to providing safe and inclusive spaces for all Nido residents and ask all students to behave in a way that supports each other and is respectful of the differences within our community. We expect residents to respect the rights of others and to be effective citizens of the Nido community. These principles are referred to in the licence agreement that has been provided to, and signed by all residents upon acceptance of their accommodation. Nido's full Equality and Diversity Policy can be found on the Nido website: www.nidostudent.com/help/equality-and-diversity-policy/

Respect for the rights of others

Residents living at Nido are expected to abide by standards of conduct. Respect and take into consideration others and their need to study and rest. At Nido, our team work hard to create an atmosphere conducive to study, enjoyment and learning how to live responsibly with other individuals. Every resident is expected to respond appropriately to requests from fellow students and staff concerning inappropriate or offensive behaviour.

Quiet/courtesy hours

Residents first and foremost have the right to study and to sleep at Nido. It is the responsibility of all residents and their guests to follow the quiet and courtesy hours policy in the building.

Courtesy hours are in effect 24-hours a day in all hallways, rooms and lounges and - this refers to general noise levels which should be 'within reason'.

Quiet hours are in effect from:

Sunday - Thursday between 10pm - 8am

Fridays - Saturdays between 11pm - 8am

During quiet hours, no noise from any source should be audible from outside the room in which it is occurring, this includes the lounges and the hallways.

Intoxication policy

Smoking is strictly prohibited anywhere inside the building. If you are found smoking in a prohibited area, any costs relating to cleaning/ redecoration required will be chargeable. Please remember you are also responsible for the behaviour of your guests when within Nido. Costs may exceed **£500**. Alcohol may be consumed in designated common areas provided there are no violations of UK law (including public intoxication). The use, storage, distribution or possession of any illegal substance is a criminal offence and will be referred to the authorities. Engaging in such activity may result in early termination of the license agreement.



Visitation policy

You are responsible for your guests behaviour whilst they are within the building and ensure all of your guests follow Nido policies. Guests must be accompanied at all times and are not permitted in the building unescorted and do not have access rights to a resident's room. Management reserves the rights to charge the resident for any damage caused by their guests. As well as unlimited guests during the day, residents are also able to have one overnight guest per night. The same overnight guest cannot stay for more than 3 consecutive nights. If you are staying in a twin room or cluster flat, you will need to obtain permission from all your flat mates before allowing a guest to stay.

Checking out

We are sad to see you go and hope you've enjoyed your stay with us. We hope you choose to rebook with us if you are continuing your studies but if not, we wish you the best in your next chapter.

Upon check out you will be required to leave your room by 10am on the check out date which is stated on your license agreement. Any private property or belongings left after vacating or upon the expiration of the license agreement will be considered abandoned and will be disposed of at the expense and risk of the resident. Further checkout instructions can be obtained from the team.



CONTACT

CHEMIST AND PHARMACY

225 West End Lane, London
NW6 1XJ
Mon - Fri: 8.30am - 6pm
Sat: 9.30am - 6pm

DENTISTS

PERFECT SMILE

269 West End Lane, NW6 1QS.
Telephone: 020 7794 3633

POST OFFICE

2 Sherriff Road, London NW6 2AR
Mon - Sat: 8am - 6pm

BANKS & CASH MACHINES

SAINSBURY'S

255 Finchley Rd, NW3 6LU

BARCLAYS BANK

208 West End Ln, NW6 1UY

LIBRARY

Dennington Park Road,
London NW6 1AU
Mon: 11am - 7pm
Tues - Thurs: 11am - 6pm
Fri - Sat: 11am-5pm

TRANSPORT FOR LONDON

NEAREST STOPS:

West Hampstead Underground: Jubilee Line
Finchley Road Underground: Metropolitan Line
West Hampstead Overground Station
West Hampstead Thameslink Station

www.tfl.gov.uk

FINANCIAL ADVICE FOR STUDENTS

INTERNATIONAL STUDENT CALCULATOR

To work out how to manage your money and build a budget for living and studying in the UK: www.sruc.ac.uk/info/120088/international_students/403/international_students_tuition_fees/2

UKCISA

is the UK Council for International Student Affairs. It provides information and advice for international students in the UK or planning to visit the UK: www.ukcisa.org.uk

BRITISH COUNCIL

is the UK's official organisation for educational opportunities and cultural relations: www.britishcouncil.org

UK VISAS is a UK government website that provides advice on applying for a UK visa: www.gov.uk/browse/visas-immigration

COUNSELLING FOR STUDENTS

225 West End Lane, London NW6 1XJ. Mon - Fri: 8.30am - 6pm
Sat: 9.30am - 6pm

DOCTORS SURGERIES

WEST HAMPSTEAD MEDICAL CENTRE

9 Solent Road, NW6 1TP
Telephone: 0207 431 1588

THE ROYAL FREE HOSPITAL

Pond Street, Hampstead, NW3 2QG
Telephone: 020 7794 0500

POLICE STATION

WEST HAMPSTEAD POLICE STATION

21 Fortune Green Road, NW6 1DX
Non-emergency dial: 111
EMERGENCIES dial 999

COUNSELLING AT UNIVERSITIES

UCL COUNSELLING PSYCHOLOGICAL SERVICES

www.ucl.ac.uk/student-psychological-services/counselling

CITY UNIVERSITY LONDON

Student Counselling Service, 1st floor, Drysdale Building, EC1V 0HB
Telephone: 020 7040 5060

UNIVERSITY OF WESTMINSTER

The counselling service offers free, confidential, individual, group counselling and workshops. The service also offers support and guidance to those concerned about the welfare of a friend, relative or colleague.

Telephone: 020 7911 5000 ext 66899
Email: counselling@westminster.ac.uk Website: www.westminster.ac.uk/counselling

DISABILITY LEARNING SUPPORT

Offer information, support and advice for students with physical disabilities or mental health conditions.

Telephone (Central London): 020 7911 5163
www.westminster.ac.uk/disability-services

STUDENT HEALTH SERVICE

Offers information, support, advice and referrals for specialist help.

Telephone (West End): 020 7911 5186
Telephone (Harrow): 0207 911 5000 ext 4107
www.westminster.ac.uk/current-students/support-and-services/student-health

LONDON METROPOLITAN UNIVERSITY COUNSELLING SERVICE

If you want to see a counsellor, you should first attend a 'Pre-counselling Meeting'. You can book one of these by telephoning the Counselling Service or by calling Student Services.

Telephone: 020 7320 2370
Student Services Centre,
Calcutta House,
Old Castle Street, London E1 7NT

KING'S COLLEGE LONDON - COUNSELLING SERVICE

A counselling service regarding problems with relationships, friendships, family issues, bereavement, anxiety, stress, depression, sexual problems, sleeplessness, substance misuse, eating problems and difficulties in concentrating or focusing on studies

Visit: www.kcl.ac.uk/campuslife/services/counselling/about/service.aspx



Student
West Hampstead

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WestHampstead@NidoStudent.com

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nidostudent.com

Follow us on:

 Nido Student

 @NidoStudent

 @Nido_Student