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Welcome to urbanest Vauxhall

urbanest

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# WELCOME TO YOUR NEW HOME

We hope you've had a pleasant journey and are looking forward to your time studying in London.

We want to ensure that you get the most out of living here, which is why we have put together this handy welcome booklet to help ease you into life at urbanest. From local amenities, to where you can dispose of your rubbish, to how the laundry machines work, we've got you covered.

From the day we opened our first nest, sustainable student living has been at the heart of what we do. We are committed to reducing our impact on the environment and so we have included some information on ways you can help us to reduce waste, save energy and operate as sustainably as possible during your time in London.

**Thank you for choosing urbanest. We hope you enjoy your time with us. If there is anything you need, please let us know!**

## YOUR NEW ROOM

When you arrive in your new room take a few minutes to look around, and if you see anything that isn't quite right, please let reception know, we'll be more than happy to help. We want to ensure that your room continues to be in the best possible condition, so we will be conducting room inspections every term to identify any potential problems with your room. An email will be sent out before as a reminder, but once again feel free to talk to the team at reception with any questions you might have.

# GETTING AROUND

Vauxhall has great transport links, so you're never far from where you want to be.

## BUSES

A few minutes walk from the property is Vauxhall Bus Station, one of the best serviced bus stations in London. From routes to and from every corner of the city at any time of day or night, London is on your doorstep.

## UNDERGROUND STATIONS

Just along from the bus station is Vauxhall Underground station, which is serviced by the Victoria Line. A little further along the Wandsworth Road is Nine Elms Underground station which is an extension to the Northern Line.

## RAILWAY STATIONS

Vauxhall train station serves overground routes to other major London Stations and the south.

For information on how to get around and timetables, check the TFL website at [tfl.gov.uk](https://tfl.gov.uk).



Top tip: For the best value travel, make sure you buy an Oyster card. This can save you up to 50% on your travel costs and is valid on buses, the Underground, Overground and National Rail services within London.





## YOUR URBANEST SUPPORT

Here's how you can  
contact us during  
your stay:



SCAN ME

Visit your  
portal



Contact our  
Customer  
Support  
Team on  
0207 042 7890



Speak to  
our on-site  
team who  
are here to help  
24 hours a day



Contact our  
Customer Support  
Team by email at  
[support@urbanest.com](mailto:support@urbanest.com)



SCAN ME

Scan here  
to contact  
the Building  
Safety Team

# GREEN LIVING

Your new home is BREEAM Excellent certified, which means it meets high standards for environmental performance and sustainability. This includes efficient energy use, water conservation, and the use of sustainable materials, all aimed at creating a healthier living environment. We're proud to offer a space that not only provides comfort but also supports a more sustainable future.



urbanest is striving to be an environmentally friendly company and we would love your help. It's important to look after the world we live in and to help our environment as much as we can. The high levels of plastic in our oceans currently are staggering, it is estimated that about eight million metric tons of plastic finds its way into the world's oceans every year.

We would love your help in our commitment to reducing our impact on the environment by following these five simple steps:

## 1 REDUCE YOUR PLASTIC

Avoid using plastic straws and cutlery where possible



## 2 GRAB A REUSABLE BAG

Use a canvas bag or 'bag for life' when going shopping – this will reduce the amount of plastic produced and save the 5p - 10p charge many shops now charge for bags



## 3 SWITCH OFF

Please switch off the lights in your room and kitchen and all of your electrical appliances when they are not being used. This will save energy and electricity



## 4 RE-USE YOUR BOTTLES

Buy your own reusable water bottle as there are quite a few water fountains within the area where you can fill up!



## 5 WATCH WHAT YOU FLUSH

To help prevent blockages, problems with our waste network and damage to the environment, please do not flush the following items down the toilet:



- Cotton Buds & Cleansing Pads
- Facial Wipes / Baby Wipes
- Toilet Roll Tubes
- Tampons, Tampon Applicators and Sanitary Pads
- Medicines & Plasters



## RECYCLING & WASTE

Disposing of your recycling and waste correctly is essential for when it comes to sustainability.

The bin store is located on the ground floor through a door by the post room.

You will find a handy guide telling you what you can and can't recycle.

Please be sure to dispose of your rubbish when your kitchen bins are full. The bins are separated in recyclable and non-recyclable, so let's do our bit for the environment and separate your plastics from your general rubbish when throwing them away. There are helpful posters above the bins to advise what should be recycled.

# FIRE PREVENTION & ALARMS

All of our properties have state-of-the-art fire protection systems in place. Kitchens and communal corridors are equipped with heat and smoke detectors and bedrooms are equipped with smoke detectors.

On Thursday at 15:00, we run a weekly fire alarm test during which the fire alarms will sound briefly. We apologise for the inconvenience, but this is essential to ensure that the system is fully operational.

If you notice any damage to your room or flat entrance door please report it via your portal, or to the urbanest site team. This includes damage to the frame, door, smoke seals, or the door closing device.

Please check the fire safety arrival sheet and the fire safety video ([urbanest.com/fire safety](https://urbanest.com/fire-safety)) for further information. Your health & safety is our main priority. To help us please make sure that:

- when cooking food on your hobs, please ensure that you use the smoke extractors located at the top of the oven
- do not cover your detector
- please do not prop open fire doors at any point
- cooking should not be left unattended
- candles and incense should not be used within the property

Scan here to watch a fire safety video



SCAN ME





## ELECTRICAL SAFETY

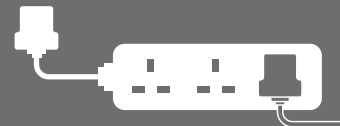
Electrical appliances can be a serious fire hazard. If you are planning to use any electrical appliances within your room/flat there are a few simple things we ask you to do:

- always buy your appliances from a reputable source
- register your appliance/obtain a warranty
- check leads and plugs for scorch marks

- Make sure your appliance is fitted with a 3-pin UK plug and has a CE or a UK CA mark



- switch off your appliances when you are not using them
- do not 'daisy chain' or plug multiple extension leads into each other



- the storage and charging of e-bikes and e-scooters is prohibited in the building

# INTERNET

## CONNECTING TO THE INTERNET

Here at urbanest, we provide up to 200MB internet speed.

- to use the Wi-Fi; select Glide from your internet connect options
- if using a cable; just plug it into the socket under your desk

Then all you need to do is open your internet browser click “Get Started” and follow the instructions. If you ever have any questions about your internet connection, you can contact Glide on:

Tel: 0333 123 0115

E: [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

Twitter: @GlideStuHelp

Alternatively, you can download the Glide App to report any issues.

# MAINTENANCE

At urbanest we have a dedicated on-site maintenance team who are here to help.

From light bulbs to showers, there is no job too big or too small for them to help you with. If you do have a maintenance issue, there are several ways to report it:

- through your online urbanest portal
- come down to reception and tell a member of staff
- by calling us on 020 7042 7890
- by emailing us at [support@urbanest.com](mailto:support@urbanest.com)

Our maintenance team will investigate all reports within 1 working day and leave you a report card so you know what they have done. The working hours are Monday – Friday 8am – 5pm

**IMPORTANT INFO:** Our Maintenance team are on hand 24/7 a day for emergencies; contact the reception desk so we can send someone up immediately!



# HEATING

When you look around your room you will notice that there are no radiators. This is because your room is kept warm during those cold winter months with our underfloor heating system.

To control the temperature simply adjust the thermostat on the wall in your bedroom. It's that simple. If the heating has been off for an extended period of time, it may take a little longer than usual for the temperature to rise.

# COMMUNAL LIVING

We've designed urbanest Vauxhall with a great selection of shared spaces for you to use, please ensure that you use all communal spaces safely and with respect for other residents. Here's a selection of what you'll find:

## COMMON ROOM

Located on the 31st floor, the common room offers fantastic views across London, as well as an outdoor terrace with loads of comfy seats.

## CINEMA ROOM

This is our personal favourite...the cinema room. With 2 huge plasma screen TV's and super comfy chairs to lay back and relax on.

## STUDY AREA

Located on the Mezzanine level above reception, this space offers a range of private study pods and communal tables and sofas.

## GUEST POLICY

Like many other aspects of living with urbanest, our guest policy works through mutual respect. Please remember guests cannot take up permanent residence (even for a short time) and must adhere to all property regulations while they are in the building.





## LAUNDRY ROOM

The machines are operated by a dedicated smartphone app called Circuit Go, where you can top up your account using a credit/debit card or your PayPal account, as well as check when your washing is done and when the machines are free to use.

To prevent problems arising with the machines, we kindly ask that you don't overload them when doing your washing or use dryer sheets in the tumble dryers.

## ITEMS FOR HIRE

At reception, we have lots of things to make your stay with us more comfortable, including irons, ironing boards and hoovers. You can hire these 24 hours a day, simply sign the hired item out at the reception desk and make sure you return all items on the same day, in the condition they were provided in, when you're done.

## WATER STATIONS

At the reception, you will find a handy water refilling station! Great for those of you who have a refillable bottle. We will be able to provide you daily chilled, filtered water for you to get on your way out the door.



## BIKE STORE

For those of you who like to get from A to B on two wheels, we have bikes! You can hire them from us any time you like.

The bike store is located through the door on the far left of reception as you enter the building. If you'd like to hire a bicycle, simply fill in a form at reception and the bike is all yours.

Please be aware that the bikes are available on a first come first served basis. If a bike is damaged whilst in your use, we kindly ask that you let a member of the team know, so that we can get it repaired.

## POST & DELIVERIES

All letters delivered to you during the year are put in your dedicated post box on the ground floor post room. All packages will be given to the reception team to be logged, we will look after them until you come home to pick them up. If you do not want your parcels delivered to reception please inform the delivery company. Please ensure you put your full address including your room number when placing your order. Unfortunately, we cannot accept any food deliveries at reception, please be in the building to pick up any food deliveries in person.



# CLEAN LIVING

For your comfort and wellbeing, and to ensure your room and kitchen are being maintained and looked after, we will carry out regular inspections. We will let you know beforehand by email.

Find cleaning a bit of a chore? Organise a weekly or one-off room clean with our cleaning partner, Cabenco. They can help keep your room & kitchen in perfect condition throughout your stay.

Cabenco provides a full range of cleaning services. They can also arrange a clean of your shared kitchen if you are in a flat at **[cabenco-students.co.uk](https://cabenco-students.co.uk)**



# STAYING SAFE

Your safety and security are our number 1 priority during your time here, which is why we have a dedicated member of urbanest staff on-site 24 hours a day, 7 days a week, 365 days a year. We also hold regular resident safety forums to discuss building safety with the management team. We will always be available to help, but we advise that you follow these steps to ensure your safety.

- keep your room and flat door locked at all times, don't wedge them open to allow friends in
- please do not give your room key to anyone else.
- if you lose your key, please report it to reception immediately
- make sure you have all your personal belongings with you at all times. if you lose something make sure to ask reception to see if it's been handed in
- please be aware of tailgaters when entering and exiting the building, especially at night
- be aware of your personal belongings and your surroundings when going to and from university, and when you're on a night out
- finally, if you see anything suspicious, report it to a member of urbanest staff



# EVENTS & SOCIAL

Over the year, we will be running a series of events in your property. From Movie Nights to New Year's Celebrations, we've got you covered.

We recommend that you get involved with as many of the events as you can. Life at university is what you make of it, so whilst it's important to study hard, it's just as important to make friends and enjoy this period of your life!

We are always looking for event recommendations, so whether you want help advertising your FIFA tournament or want to get a few more people along to your Film Noir discussion group, let us know!

[Click here to join your building's Whatsapp Communities group](#) to meet your neighbours, find new friends and stay up-to-date with the latest building information.





# DISCOVER YOUR VAUXHALL

You are now officially living in one of the most diverse, exciting cities in the world! There is so much to see and do in London, we would have to publish a book to cover everything!

However, we thought we would give you a helping hand to get you started with a few local essentials.

## LOCAL SUPERMARKETS

There are a number of supermarkets in the immediate area. The closest is Tesco just a 4 min walk away. Just leave the building and turn left towards Wandsworth Rd, at the end of the road turn right and follow the road until you get to a zebra crossing, cross the road and it's on your left.. You will also find a larger Sainsbury's superstore located at 62 Wandsworth Road. It takes about 5 minutes to walk there.

Simply leave the building and turn left towards Wandsworth Rd, at the end of the road turn left and follow the road until you see the large Sainsbury's sign. Here you will find homewares and a Starbucks and well as groceries.

## GYM ACCESS

GradPlus residents can receive free annual peak membership for the Strand Gym and Waterloo Gym (during centre opening hours). Residents can also upgrade their membership for £40 to unlock access to London Bridge Gym.

## DOCTORS/GP

One of the first things you need to do when you arrive here, is register to the local GP's clinic. In the event that you fall ill, you will then be able to make an appointment to go and see them. To register, just walk in and fill in a form.

Floor G, St George's Wharf,  
18 Wandsworth Road SW8 2JB  
Telephone number: 020 7735 7918

For non-urgent health advice, you can also call the NHS helpline on 111.

**For medical emergencies you can call an ambulance on 999.**



## MENTAL HEALTH SUPPORT

For mental health support please call the NHS dedicated 24/7 helpline on **0800 731 2864**.

For further support talk to your university student services team to see what support they can offer or go to [studentminds.org.uk](https://studentminds.org.uk)

# LOCAL FAVOURITES

To keep up-to-date with what's going on, check out the 'Discover your Vauxhall' page on our website that is regularly updated with new openings and events in your area [urbanest.com/discover-your-vauxhall](https://urbanest.com/discover-your-vauxhall)

As a starter though we have listed 6 of our local favourites to give you a flavour of what's going on right on your doorstep!

## VAUXHALL FOOD & BEER GARDEN

A collection of food stand with an array of different cuisines including American, Greek, Asian and Italian; all in a lively space [vauxhallfoodbeergarden.com](https://vauxhallfoodbeergarden.com)

## THE FENTIMAN ARMS

A busy, homely, local pub serving British food and a large beer garden for the Summer. Ideal local for urbanest residents. Check out latest events and menus on their website [thefentimanarms.co.uk](https://thefentimanarms.co.uk)

## MARKET PLACE

Just around the corner from Vauxhall Train Station you'll find the nation's favourite street food community. 56 Independent International Street Food Traders bringing all the sights, sounds and smells of truly global street food.



## VAUXHALL CITY FARM

If animals are your thing, take a walk down to the city farm where you can get up close to an array of furry friends. We especially love the Old Dairy Café where you can get a great coffee along with homemade lunches and cakes [vauxhallcityfarm.org](http://vauxhallcityfarm.org)

## BATTERSEA POWER STATION

Just a 15 walk along the river you will find the newly developed Battersea Power Station, an iconic grade 2 listed London landmark that has been brought back to life and is London newest destination for shopping, leisure and entertainment. There is so much to do and see, check out what's on at [batterseapowerstation.co.uk/](http://batterseapowerstation.co.uk/)

## VAUXWEST CLIMBING

Whether you are an experienced climber or fancy trying something new you can visit the Vauxwest Climbing Centre just 5 mins towards the train station. A fun way to keep fit or meet new friends - they have a great on-site coffee shop too [londonclimbingcentres.co.uk/centre/vauxwest/](http://londonclimbingcentres.co.uk/centre/vauxwest/)



# LET'S GET SOCIAL

A great place to keep up-to-date with latest news, offers and events at urbanest are our social media channels. Our main pages can be found at the addresses below:

Facebook: /urbanest



Instagram: @urbanestuk



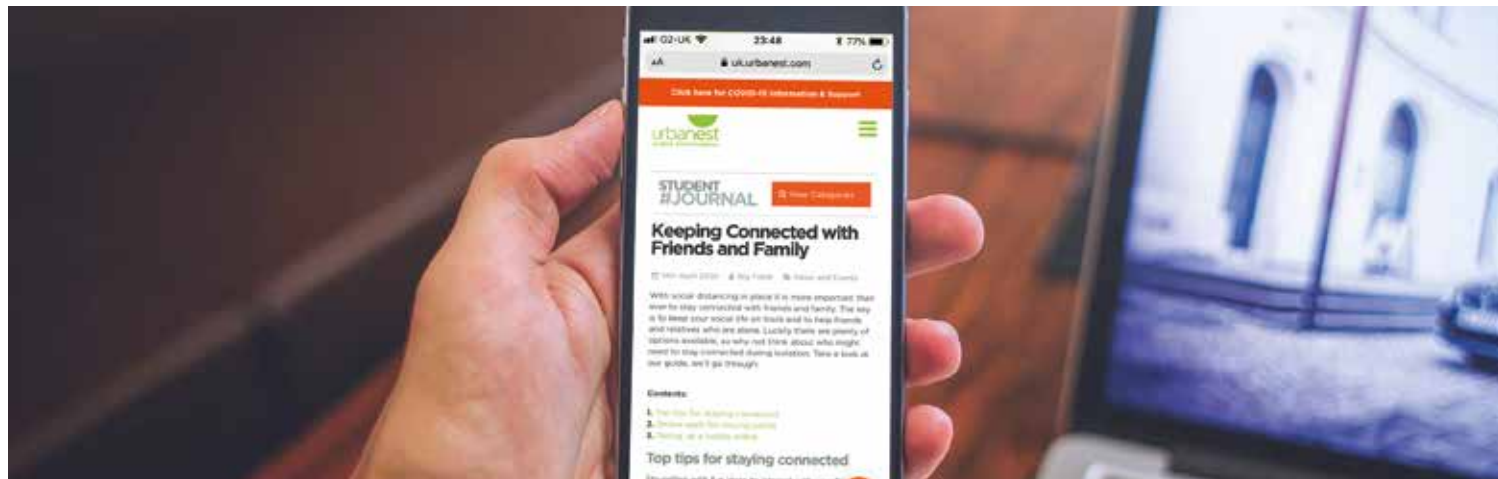
X: @urbanestuk



Tiktok: @urbanestuk







# STUDENT JOURNAL

If you haven't already, why not take a look at the Student Journal area of our website. Here for all of your needs, the Student Journal explores all student related questions that can't be answered by a text book.

Written by recent graduates and urbanest residents for local and international students, we create all kinds of content that will help you get the most out of your student life.

The categories you can browse through include Study, Careers & Finance, Accommodation, London Life and News & Events. We know that being a student isn't particularly easy and we can relate to whatever dilemma you may have.

We regularly reach out to experts such as psychologists, artists, writers, interior designers and professors who can help you cope with the stress of being a student. To read our latest articles go to **[urbanest.com/journal](https://urbanest.com/journal)**

# BECOME AN URBANEST CONTENT CREATOR

Do you love snapping things you see? Are you passionate about writing or speaking about things you feel strongly about? Do you love sharing your story? We are looking for urbanest content creators to help us bring the urbanest student experience to life and keep students up-to-date with the best things to do and places to see in London.

Your photos and articles will be published on our Student Journal and social media pages, giving you full credit, and we will compensate you with a voucher. Becoming an urbanest ambassador is a great way to get your writing and photography skills seen by an international audience and would be a great addition to your future CV. Interested?

Drop us an email with a bit more info about you to **[marketing@urbanest.co.uk](mailto:marketing@urbanest.co.uk)** and a member of the team will get back to you.





Web: [urbanest.com/portal](https://urbanest.com/portal)

Tel: +44(0)20 7042 7890

Email: [support@urbanest.com](mailto:support@urbanest.com)

Facebook: [/urbanest](https://www.facebook.com/urbanest)

Instagram: [@urbanestuk](https://www.instagram.com/urbanestuk)

X: [@urbanestuk](https://www.x.com/urbanestuk)