

WELCOME

to your
new home

AXO New Cross



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Welcome to AXO New Cross!

Thank you for choosing to live at AXO New Cross. We're delighted you'll be spending your student life living with us and we look forward to welcoming you to your new home very soon.

This accommodation guide is designed to help you settle into your new surroundings as easily as possible however we're of course on hand should you have any queries.

Please keep this guide in a safe place so you have it to refer to as necessary.

Contact Details

Reception: 020 330 71970

Out of Hours Emergency
Number: 020 330 71970

Email: axonewcross@axostudent.co.uk

Opening Times

Monday	9-6
Tuesday	9-6
Wednesday	9-6
Thursday	9-6
Friday	9-6
Saturday	9-6
Sunday	9-6

Your Address

Your address at AXO New Cross is:

Your name

Your flat and room number

AXO Student Living

403-407 New Cross Road

London

SE14 6LA

Your Booking

You can access your full booking details via our [student portal](#) and view full [terms and conditions](#) on our website.

Check-in Procedure

We want your arrival to go as smoothly as possible as we know you will be eager to settle into your new home, so here is some important information.

Please remember that your first rent instalment must be paid on or before the day you check in unless you are paying your rent via Student Finance England in which case see the notes below.

Documents

Please remember to bring the following documents with you:

- Photo ID - so we can make sure we are checking in the right person!
- Your Study Status Letter
- Council Tax Exemption Letter if you already have it. If not, please send this to us as soon as your university issue it to you.
- If you paid your first instalment by bank transfer, please bring a copy of this with you as we may need to see it if the payment has not reached your account.
- A copy of your Student Finance England award letter showing the dates your payments will be made, see image below. Please note that if your SFE application is still pending approval then you will need to make the first instalment payment in full before we can check you in.

We'll make your payments within 3 working days of the expected payment date. [View your payments](#) for more information and a breakdown of your tuition fee loan.

Maintenance Loan		
Expected date	Status	Amount
20 September 2021	Paid	£4,129.29
10 January 2022	Paid	£4,129.29
25 April 2022	Ready to be Paid	£4,254.42
Total		£12,513.00

Did you know that you can make payments by credit / debit card via our [AXO portal](#), by bank transfer or by setting up a standing order. Our bank account details are:

Bank: Barclays

Sort Code: 20-35-93

Account Number: 50190233

IBAN Number: GB27 BUKB 2035 9350 1902 33

Swift Code: BUKBGB22

Please note that if you are paying by bank transfer allow 5 working days for the payment to reach our bank account. Unfortunately, we will not be able to give you access to your room if the first instalment has not been paid.

Keycards & Fobs

When you arrive, you will receive a keycard which gives you access to your flat and your room as well as the building.

Should you lose your keycard, you must report this to reception who will organise a replacement for you for a fee of £5.

Internet Access

Super-fast WiFi is available throughout AXO Seven Sisters. It's easy to connect to our WiFi:

- 1 Connect to 'Glide' WiFi network
- 2 Go to my.glidestudent.co.uk
- 3 Follow the Signup Wizard



Having technical issues? Our internet providers Glide are there to help you on 0333 123 0115 or studentsupport@glide.co.uk. Alternatively you can start a live chat on their website. Just give them your name, room number and a brief description of the issue you are having.

Further details and instructions for accessing via Ethernet can be found on our noticeboard in reception.

TV Licence

If you'd like to bring a TV with you, watch live TV on any device or watch BBC iPlayer on any device, please make sure you purchase a TV licence. This costs approx £157.50 per year.

You may be covered by your parent's licence if:

- Your parent's address is covered by a TV licence
- AND you only use TV receiving equipment that is powered solely by its own internal batteries
- AND you have not connected it to an aerial or plugged it into the mains

For more information and to purchase a licence visit:

<https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

Insurance

AXO Student Living is working in partnership with Endsleigh, the No. 1 student insurance provider, to provide cover for the contents inside your room. You don't need to do anything to activate this cover, but it is important for you to check and ensure that you fully understand the protection provided and whether it is sufficient for your needs.

Visit the [Endsleigh website](#) to:

- Check your level of cover
- Review key exclusions and limitations
- Check your policy excess
- Learn how to make a claim
- Extend and personalise your cover to protect laptops, phones and other valuables

Maintenance

Your room will have been checked before you move in, but should any issues crop up during your stay, please let us know! You can report any maintenance issues to one of our AXO team via email or over the phone. You're welcome to be present when the work is done - just let us know.

All maintenance work is carried out in order of priority. Therefore, more urgent faults are carried out first even if they have been reported later, for example, a water leak would take priority over a lightbulb needing to be changed.



Post and Parcels

Post and parcels are delivered to reception and not directly to rooms.

Any post received is sorted by a member of staff and posted into individual postboxes in reception. Parcel deliveries are recorded in a log book and we'll email you to inform you of your parcel delivery.

Shared Kitchen Inspections

The kitchen is a shared area and the responsibility of all residents within the flat, so please be mindful of others and clean up and tidy away after yourself.

It is the responsibility of all residents to empty the bins, all rubbish should be removed from the kitchen and placed in the bins provided outside.

Kitchen bins should not be left until they overflow & be careful to not compact the rubbish so much that it splits the bag.

To ensure the kitchens are a pleasant environment for all our residents, we will carry out a kitchen inspection once a week. Failure to keep the kitchen clean will result in a warning notice being given whereby you'll be given 24hrs to clean the kitchen.



Common Rooms

Our fantastic common areas give you the chance to make new friends and relax after studying.

To keep the areas pleasant for all residents:

- Please clean up after yourself and remove any rubbish
- Take care of your personal belongings
- The TV is provided for the use of everyone and the use of consoles will be monitored
- Charges may be applied to any students causing damage to common areas



Guests

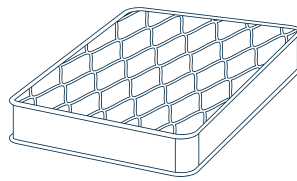
Your friends and family are of course very welcome to visit however we do have some policies in place to ensure a safe and respectful environment for your fellow residents:

- Residents are allowed 2 guests at one time
- Guests can stay overnight for a maximum of 2 nights in any 7-day period
- Residents are responsible for their guests and should accompany them at all times during their visit. including signing them in and out at reception
- If residents are found to have guests that have not been signed in upon entry, the guests will be escorted off the premises by a member of the AXO team and it may lead to the resident being banned from having guests in the future



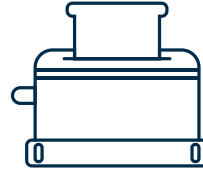
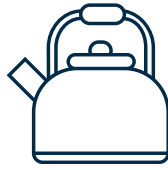
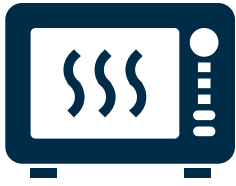
Which items are provided?

For the studio rooms::

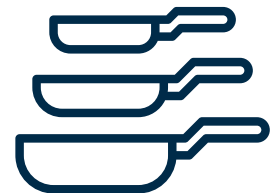
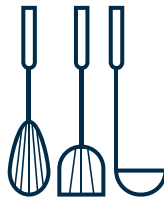


Which items are provided?

In the kitchen of en-suite flats:



Which items do you need to bring?



If you need to borrow one of our hoovers, you can book this at reception and hire for a set amount of time. Please ensure hoovers are returned emptied and clean.

Irons and ironing boards are available to use in the laundry area.

Need to buy some items? You can get a student starter kit sent directly to AXO New Cross so it will be waiting for you on arrival! Our partner [UniKitOut](#) pack and deliver a wide range of kitchen, bedroom and bathroom packs. Order for pre-arrival delivery & save 10% with discount code AXO10!

Safety & Security

Your safety is of paramount importance to us and we have policies in place to make sure you are well looked after. Please take a moment to familiarise yourself with these.

Fire Safety

What can trigger a fire alarm to go off?

There are numerous reasons the fire alarm will sound, however, in most cases, it is usually due to cooking. The fire alarms are smoke sensitive, they are not heat detectors.

The most common triggers of fire alarms are:

- Cooking (75%)
- Smoking (20%)
- Candles & steam from the shower (5%)
- Very rarely - fire itself

What can you do to help minimise the fire alarms being triggered?

Sick of going outside in your pyjamas?!

Make sure to follow these tips:

- Always use the extractor fan above the cooker when cooking. This helps to extract any smoke produced
- If whilst cooking, you find it becomes smokey, open the window to let it escape



What to do in the event the fire alarm sounds

If the fire alarm sounds for more than 5 seconds, you should follow the fire drill process and evacuate the building immediately, making your way to the fire assembly point, situated at the garage gate to the back of the property. The fire action notice can be found on the back of the entrance door of each flat, please familiarise yourself with this on arrival.

Never become complacent with the sound of a fire alarm. Always treat every occasion as a real situation and evacuate the building.

Smoking Policy

AXO Student Living operate a zero tolerance policy for smoking in the accommodation. Designated smoking areas have been provided outside the accommodation for your use.

Smoking of illegal substances is taken very seriously and if found to be breaching the law, AXO will take legal steps to have the resident removed from the premises.

Smoking of e-cigarettes and the use of candles are also prohibited in all rooms and communal areas.

Safety & Security Tips

Tips for city living:

- Be aware of your surroundings
- Don't put valuables in your back pockets
- Don't carry large amounts of money on you
- Don't let anybody use your phone
- Try to avoid secluded areas
- Stick to the main streets that are well lit and have CCTV and avoid shortcuts such as alleyways
- Always try to travel with friends

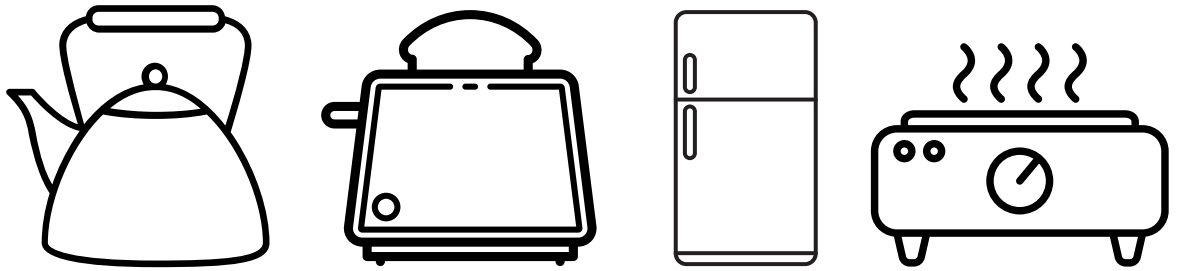
For residents living on the ground floor:

- Please make sure your window restrictor is left on and not tampered with
- Make sure any valuables or personal belongings are out of sight and locked away when you are not in the room
- Ensure your window is closed upon leaving your room

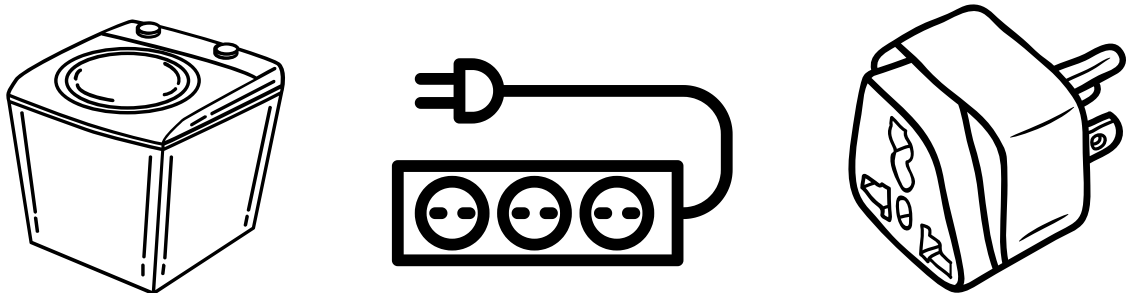


Prohibited Items

In part of keeping everyone safe there are some items that are not allowed to be used inside of en-suite rooms, here are some examples of these. If you would like to query an item with us, you can contact us to do this.



Appliances such as kettles, toasters, hot plates, rice cookers and fridges are not allowed inside ensuite rooms.



Items such as portable washing machines, international plug adapters and extenders are completely banned across all of our properties.

As part of the fire safety check in documents that you sign, if we find these items present we will confiscate them and return them at the end of your tenancy.

AXO Life

So, what will life be like living at AXO? Settling in, building a network of friends and having a full social life is an important part of the university experience. And we are here to make sure that happens!

Our AXO Life programme is a series of events and blogs designed to help you live your best student life. Our events help you get to know your fellow students while learning new skills or celebrating key events. Whilst our blog and our newsletters help you with a range of topics, from study tips through to looking after your wellbeing and coping with missing home.

Make sure you are signed up to our emails and follow us on social media to ensure you don't miss out! To sign up to our emails, please email axolife@axostudent.co.uk



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



[@AXOStudent](https://www.facebook.com/AXOStudent)



[@axostudent](https://twitter.com/axostudent)



[@axostudent](https://www.tiktok.com/@axostudent)

Don't forget to tag us in your social media posts for the chance to feature!

Get involved!

Would you like to get involved with our AXO Life programme? Become a student ambassador and help with our events and photography amongst many other activities, helping to build your CV. More details of our Student Ambassador Programme will follow via our AXO Life newsletters.

Or, fancy yourself as a content creator? Get in touch to discuss how you can feature your work on our blog or social media at marketing@axostudent.co.uk with the title 'Student Ambassador'

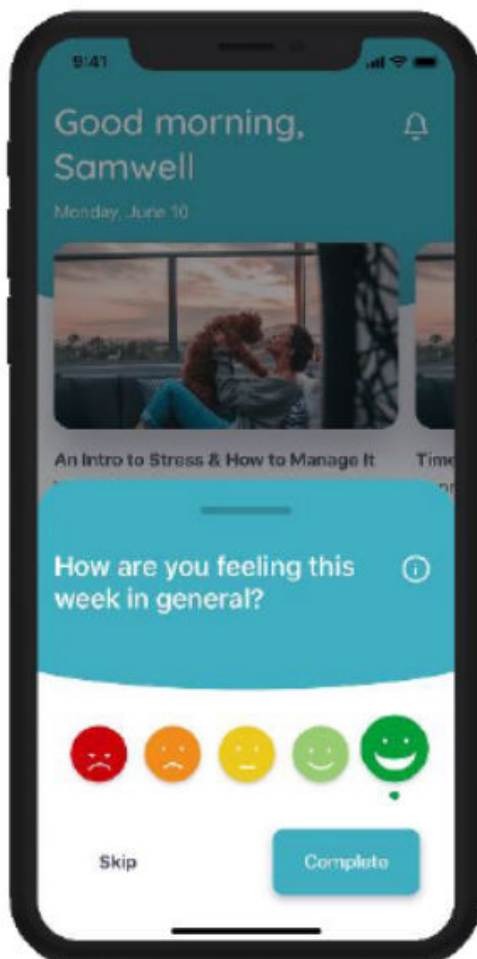


Student Assistance Programme

So, what will life be like living at AXO? Settling in, building a network of friends and having a full social life is an important part of the university experience. And we are here to make sure that happens!

What's included?

- Unlimited access to 24/7 mental health and counselling (BACP accredited) confidential telephone helpline. Answered by an experienced counsellor or therapist who will offer support for a variety of issues
- Uncapped usage
- 24/7 critical and traumatic incident telephone support
- Medical information telephone helpline (Mon to Fri 9am -5pm)
- Legal information telephone helpline (9am -9pm)
- Debt and Financial information (9am -9pm)
- Online health and wellbeing portal
- My Healthy Advantage app Includes a translation service in over 200 languages



My Healthy Advantage mobile app

- Health and Wellbeing Portal
- Online CBT course
- Online trauma course
- Video counselling
- Counselling support via email
- Live Agent Instant Chat

Making a Complaint

At AXO Student Living, we are committed to monitoring and evaluating our services to enhance quality and ensure that we meet the standards expected by our customers. Regular student feedback is also gathered through a variety of questionnaires and surveys that help us to use our resources in the best way possible to meet student needs. We recognise that there may be occasions when these feedback mechanisms are not sufficient to deal with problems that may occur from time to time. For this reason, we have a formal complaints procedure to ensure that complaints and comments are dealt with in an efficient and professional manner.

Upon Receiving a Complaint AXO Student Living will:

- Handle the complaint in a quick, polite and straightforward way
- Investigate the complaint thoroughly and impartially
- Endeavour to keep the complainant informed at all stages of the process
- Ensure that students, in particular, are not disadvantaged in any way by reason of raising the complaint

Stage 1 (Informal)

In the first instance, all complaints must be raised informally and directly at the point at which the problem arose. Many apparent concerns arise from misunderstandings that can quickly be resolved by talking through the matter. In the first instance, complaints should be raised directly with a member of staff on the site where you are living. This can be done by discussing the matter with a member of staff within the accommodation. Informal complaints can be received verbally or in writing. If the complaint relates to a member of staff then the complaint will be heard by the Area Manager or the General Manager. All complaints will be heard within a 14-day period and the complainant notified of the outcome in writing.

Stage 2 (Formal)

If having attempted to resolve the complaint informally, the complainant considers that the matter has not been satisfactorily resolved, they should put their complaint in writing. For full details of the complaints procedure, please visit <https://axostudent.co.uk/complaints-procedure/>

LEAVE US A REVIEW

Let us know how we're doing!

