

# WELCOME

to your  
new home

## AXO Waterloo



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## Welcome to AXO Waterloo!

Thank you for choosing to live at AXO Waterloo. 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: 0203 307 1981

Out of Hours Emergency Number:  
020 330 71970

Out of Hours Locked Out Number:  
01483 355 355

Email: [axowaterloo@axostudent.co.uk](mailto:axowaterloo@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 Waterloo is:

Your name

Your flat and room number

AXO Waterloo

2-3 Secker Street

London

SE1 8UF

### Your Booking

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

At AXO Waterloo, there are secure door entry systems with keycards and CCTV cameras, so you're as safe as houses with us at your accommodation. We do not have a member of staff on-site at all times during business hours.

If you find yourself locked out of your room after 6pm or on a weekend, please contact out of hours response for room access: 01483 355 355

THE NEW



## Welcome to the AXO Hub

The AXO Hub is your central resource for everything you need to know during your stay with us. From move-in guidance and maintenance to wellbeing support, the Hub is designed to make your student life as smooth and supported as possible. Whether you're looking for key building information, want to report an issue, or just need some advice on settling in, the AXO Hub is your go-to.

You can access the AXO Hub online at any time, with user-friendly features including FAQs, payment details, and direct contact links to our team. It's also where you'll find important policy documents and emergency procedures for your building.

Through the AXO Hub, you can also:

1. Request a room change (subject to availability)
2. Start a tenancy takeover process
3. Request a cancellation
4. Submit any complaints or feedback

Download the app and stay connected with your community throughout the year.



SCAN NOW!

## 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.



## Keycards & Fobs

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

Should you lose your keycard or fob, you must report this to reception who will organise a replacement for you for a fee of £6 incl VAT.

If you're locked outside your room outside of office numbers, please contact 0148 355 355. Residents are responsible for paying any out of hours lock fees.

## Internet Access

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

- 1 Connect to 'Glide' WiFi network
- 2 Go to [my.glidestudent.co.uk](http://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](mailto: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>

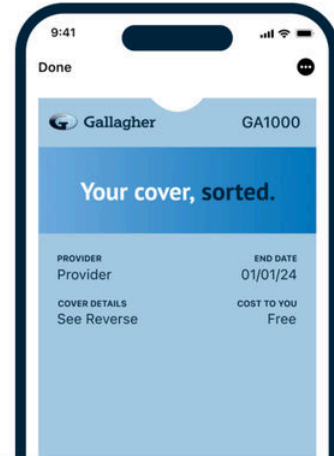
## Insurance

We have chosen Gallagher to provide you with best-in-class Insurance cover while you stay with us! At no cost to you, you can collect, understand and build on your cover by accessing The Hub. Visit the Gallagher website HERE. Simply provide your email to receive your Policy and enter The Hub.

### Collect your free Cover

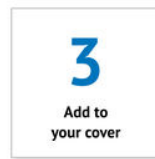
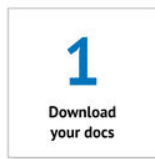
Powered by ARMA 

Download your cover below to access the Hub, and find out more about what's included in your free insurance.



### Complete the process via The Hub

With these 3 simple steps!



Scan to collect your free cover!

## Maintenance

All maintenance requests must be submitted via their Concurrent booking portal.



Download the app



## 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. Parcel deliveries are recorded in a log book and we'll email you to inform you of your parcel delivery.

## 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

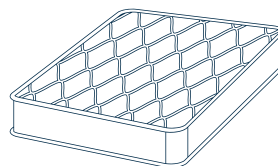
Your friends and family are of course very welcome to visit however we do have some policies in place to ensure a safe and respectful environment for your fellow residents:

- 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



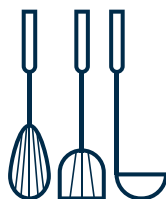
## Which items are provided?

Bedroom:



## Which items do you need to bring?

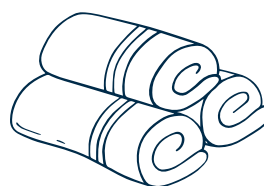
Kitchen:



Bedroom:



Bathroom:

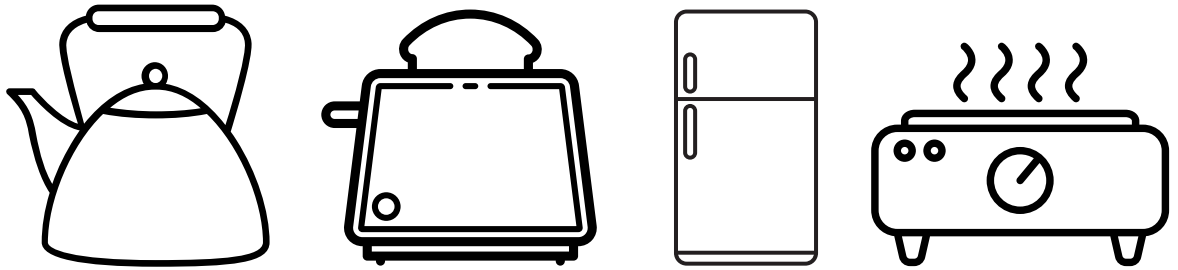


Need to buy some items? You can get a student starter kit sent directly to AXO Oxford Circus so it will be waiting for you on arrival! Our partner [UniKitOut](#) pack and deliver a wide range of kitchen, bedroom and bathroom packs. Order for pre-arrival delivery & save 10% with discount code AXO10!

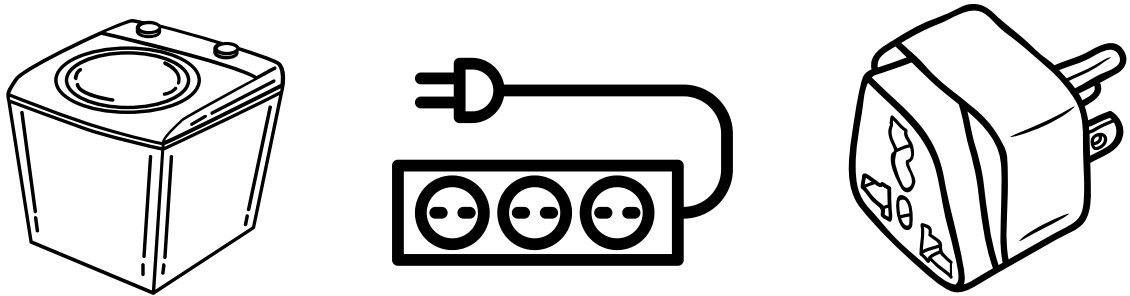


## Prohibited Items

In part of keeping everyone safe there are some items that are not allowed to be used inside of 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 rooms.



Items such as portable washing machines, international plug adapters, e-scooters, extenders, candles and incense sticks 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.

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

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:

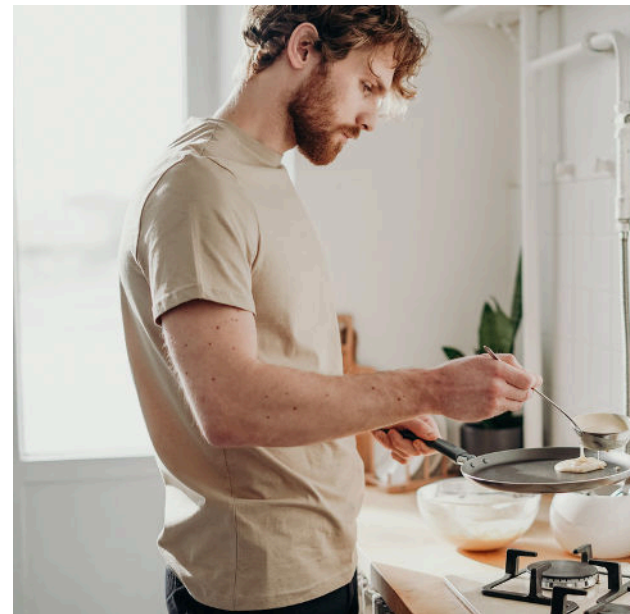
- Cooking (75%)
- Smoking (20%)
- Candles & steam from the shower (5%)
- Very rarely - fire itself

#### 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 located opposite the main entrance gates at Hallam Street.

The fire action notice can be found on the back of the entrance door and your kitchen door, 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.

## 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

## 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!



[@axostudent](#)



[@AXOStudent](#)



[@axostudent](#)

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



# 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?

- 24/7 Helpline
- Counselling
- Support for academic pressures, money and relationship matters
- Online and app based wellbeing tools, including mood tracker
- Wellness dashboard
- Live Chat

## PAM Wellness support is available for:

- Exam related stress & anxiety Counselling
- Drug & alcohol misuse
- Relationships
- Money matters



**Organisation Code: AXOSL1**

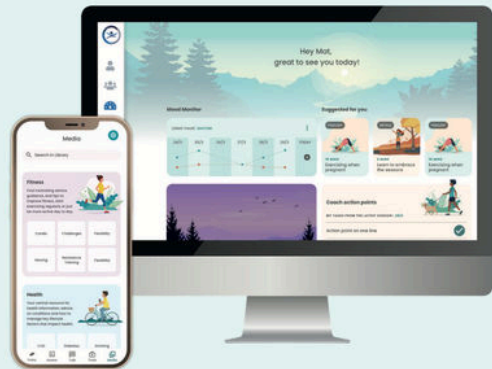
### PAM Assist Wellbeing App

Positively influencing and empowering users to take responsibility for their physical and mental wellbeing through engaging features.

Your unique PAM Assist Score    Stepping Stones

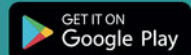
Move Medicine    Self-guided interactive courses

Hundreds of expert resources    Mind Matters



### Download and Register Today

Download the PAM Assist Wellbeing App for 24/7 employee support at [pam-assist.co.uk](http://pam-assist.co.uk)



### Student Assistance Programme

Call the **helpline** for **free and confidential** mental health and wellbeing support, available **24/7**.

We're here for you **whenever** you need support.



### Need to talk?

We're here to support you 24/7. Call 0808 196 3533, email [counsellingteam@pamwellbeing.co.uk](mailto:counsellingteam@pamwellbeing.co.uk) or login to our portal [pam-assist.co.uk](http://pam-assist.co.uk) with code



## Sustainability

At AXO, we're passionate about creating a more sustainable future - not just for our buildings, but for the planet we all share. As part of our commitment to environmental responsibility, we're actively working to reduce our carbon footprint, limit waste, and support greener living within our student communities.



## What We're Doing

- **Energy-Efficient Buildings:** We use energy-saving lighting and heating systems where possible across all our properties.
- **Recycling Facilities:** Each AXO site is equipped with clear recycling bins to help reduce landfill waste - please make use of them during your stay!
- **Digital-First Approach:** We've minimised paper use by going digital with most communications, including this handbook.
- **Just One Tree Partnership:** For every student that books with us, we donate to plant a tree - helping restore forests and combat climate change.

## How You Can Help

- Make sure to separate your waste properly using the bins provided.
- Switch off lights, plugs, and appliances when not in use - especially when leaving your room.
- Opt for digital notes and course materials whenever possible instead of paper.
- Support sustainable and local brands, and bring reusable bags, bottles, and containers.
- Shorter showers and turning off taps can go a long way.



## Sustainability Tip

- Before you throw something away, ask yourself or a member of our team - can it be reused, donated, or recycled?

## 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

A copy of our complaints policy can be found [HERE](#).



# LEAVE US A REVIEW

Let us know how we're doing!



SCAN ME

**OR CLICK HERE!**