Staff
Who’s who and what do they do?
Full-time building staff

- Phee, Rebekah, Katheryn, Liv La Mar, Becky and Filipa
- Here for everything from general enquiries, maintenance and a friendly face
- Office hours 07:00 – 21:00
Other Staff

Housekeeping staff
  - Chipper and Team
  - Weekly flat cleaning

Maintenance staff
  - Eduard and Mark
Full-time and part-time NYU London res life staff

- Chris, Consi, Sonia and Lee
  - Facilities concerns
  - Student welfare
  - Disciplinary issues
- Office hours – weekdays 10:00 to 18:00 (in Byron Court and Guilford House)
- Manned reception 24/7
- First point of call for all issues
- Emergency responders
- Good source of general info
Local Area

Where am I, again...?
After 150 years of industrial use, the area to the north of King’s Cross station is being transformed into a vibrant new city quarter. There are new homes, shopping, offices, cultural venues, bars and restaurants, there’s even a university. Historic buildings are being restored and complemented by contemporary architecture. These buildings are set within a framework of new parks, squares and streets.
There’s a pool table we can use…?
- Common room with Freeview Projector TV, PS3* Gaming area
- Study rooms with Mac Computers

* sign games out from Reception
- Washers and dryers
- Cost
  - £2.40 for a wash
  - £1.40 drying cycle
  - Top up cards from laundry room on 13th Floor
- No detergent dispenser so buy from supermarket
- Irons and ironing boards available from reception
- Shared facilities so be courteous
- Up to 50Mb unlimited wifi available in whole building
- Create your own username and password on the ‘Studentcom’ network
- Set up instructions/help available for those having trouble, just come to reception to let us know
- Free printing available from reception, please just save to USB and bring down!
- Loan equipment (sports equipment, DVDs, board games) available to sign out at Reception
- No onsite parking
- Letters will be delivered directly to your post box, parcels will be accepted by reception.
- Please note, we DO NOT accept any food items
- No communal/public phone
- Bike scheme available
Mailing address is

Your Name
Flat Number, Room Letter
Urbanest King’s Cross
Canal Reach
London
N1C 4BD
Looking after your flat

What do you mean I have to clean up after myself...?
- Maintenance issues attended by Urbanest team, concierge, Maintenance team or subcontractors
- What to report
  - If it’s an emergency – report it directly to reception
- Rights of access
- Planned maintenance
- Flats (surface) cleaned weekly
- Be out of bed by 10:00 on cleaning day
- Receive clean linen on cleaning day
- Housekeepers will remove reasonable amount of rubbish – if bins are full before your cleaning day, you need to take your rubbish out!
- Housekeepers there to help you keep your flat clean but you are responsible for keeping your flat clean and tidy
- Vacuum cleaner available
- Please help us recycle – check your kitchen guide for recyclable materials
Fire Safety
How to not burn the building down!
Most fires in the home start in the kitchen – please take care when cooking:

- Only cook where it is permitted
- Only use appliances for designed purpose
- Keep all cooking areas clean
- Never leave cooking unattended
- Keep flammable items away from cooking surface
- Never cook when tired or intoxicated
- Use the extractor fan
- Do not put metal in the microwave
Be prepared and do what you can to prevent fires

- Know your evacuation routes and keep them clear
- Do not tamper with fire safety equipment
- Do not overload sockets
- Do not wedge fire doors open
- Watch your extension cords and converters
- Submit a maintenance request if you suspect an issue with electrical equipment
1. Running man signs/Emergency lights
2. Heat detectors in kitchens and smoke detectors in bedrooms and hallways
3. Call points
4. Sprinklers
5. Fire doors – you must keep these clear at all times
6. Fire blankets
7. Water and carbon dioxide fire extinguishers
8. Cooker hood fire suppression system
- Fire alarm tested every Thursday at 15:00
- If alarm goes off at any other time you need to evacuate
- When you hear the alarm
  - Evacuate immediately
  - Use stairs, not lift
  - Do not collect personal belongings
  - Do not delay escape but turn off stove, hair straighteners etc.
  - Go the assembly point and wait for instruction
- If you discover a fire
  - Activate call point
  - As above
- Flammable decorations
- Fairy lights
- Natural or artificial evergreens
- Electric heaters, air conditioners, hot plate burners
- Halogen lighting equipment
- Candles, incense, outdoor grills, or any other type of open flame or open coil device
- Explosives, fireworks, firearms, or ammunition
- Woks or deep fat fryers
- Any other object found to block easy egress
- Any faulty electronic items (e.g. with frayed/burnt cords)
Housing Policies

The boring bits but please stay with us...
- Guests are permitted at any time
- Please ensure that your flat mates are aware and happy with your guest staying
- All guests are your responsibility
- All guests must be accompanied by host
- All guests must be over the age of 18
- No smoking
- Sound policy
- Controlled substances
- Alcohol
  - You’re all over 18 and can drink legally...responsibly
Security in the Residence
Where can I keep my passport?
- Remember to lock your room by tapping your fob on the reader
- Don’t give your key to anyone else
- Lost and stolen keys
Roommate Relations

My roommate can be so darn annoying...
- It’s hard sharing your space but living with someone can be one of the most rewarding experiences.
- Conflict is a normal part of roommate relationships but don’t let it fester – address it.
- Use us if you need help to resolve issues.
- It’s still not working…what now?

Be clear
Affirm and acknowledge the position of others
Address things when they’re still small
Respect your roommate’s stuff
Be careful of who you bring into your flat…and how often
Be friendly without expecting to be best friends
Try not to involve others
Be open to change
If nothing else, follow the Golden Rule – treat your roommate like you’d like to be treated
All done

Any questions?