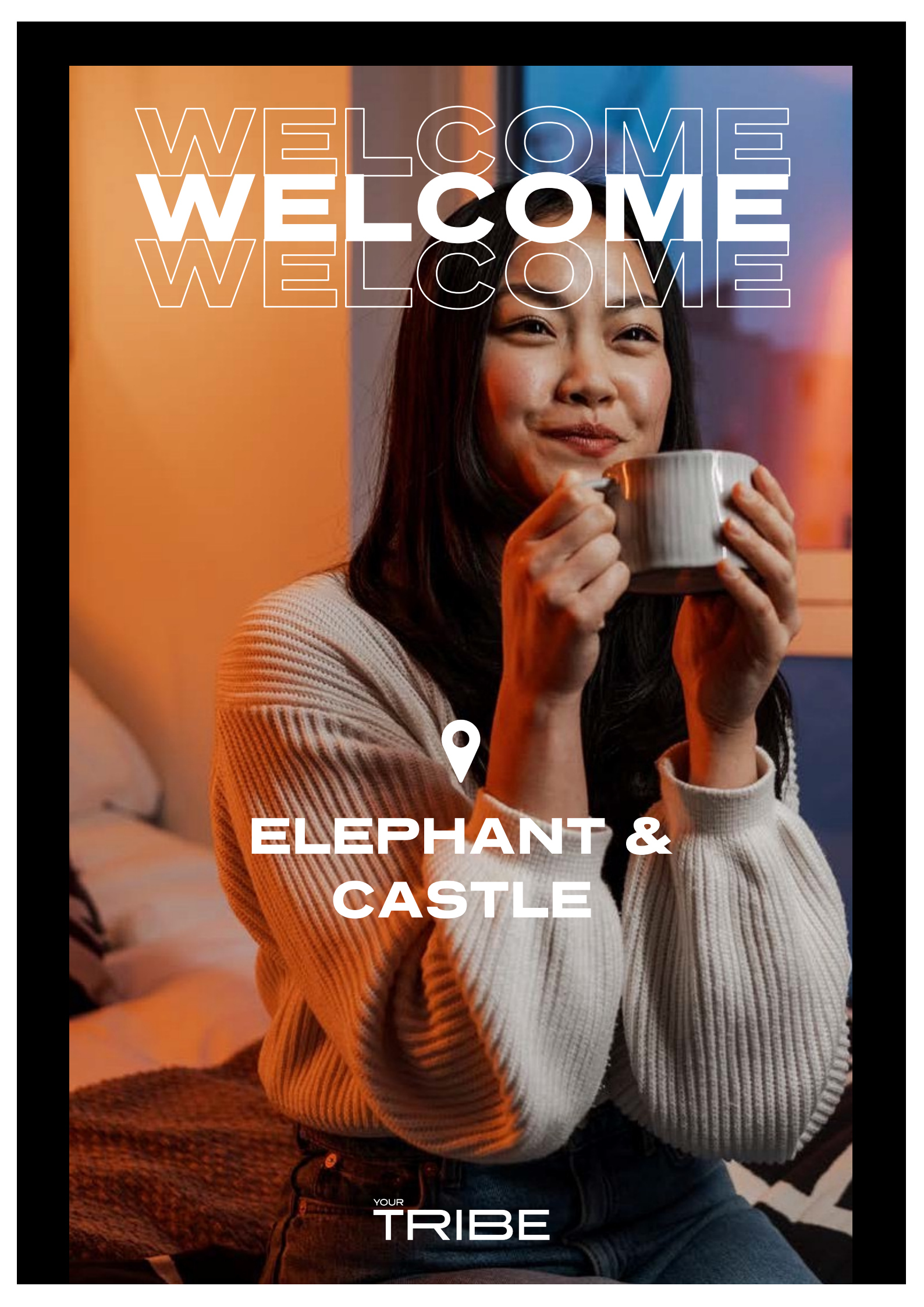


A woman with long dark hair, wearing a white ribbed sweater, is sitting and holding a white mug with both hands. She is smiling slightly and looking towards the camera. The background is a warm, orange-toned interior space.

WELCOME
WELCOME
WELCOME



ELEPHANT &
CASTLE

YOUR

TRIBE

HELLO, AND WELCOME TO YOUR NEW HOME

This guide is here to help you feel ready before you arrive and support you once you've settled in. Whether you're wondering how check-in works, what to pack, or where to go when you need something, it's all here.

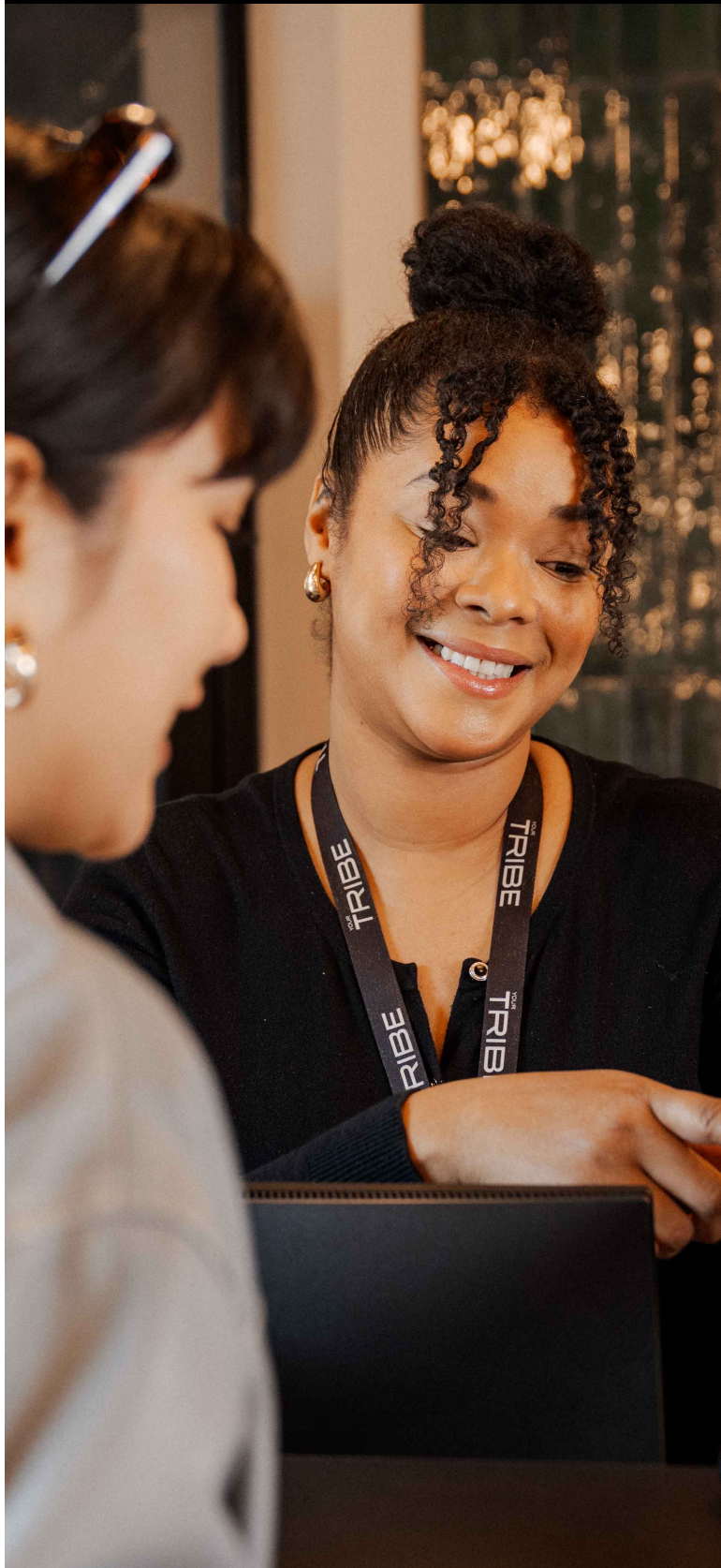
The YourTRIBE team are all excited to meet you, and your General Manager is Clare Bushell.

If you have any
questions at all
please ask,
we're here to
help 24/7

Drop us an email:
elephantandcastle@yourtribe.com

WhatsApp us:
+44 (0)7345 702 809

Call us:
+44 (0)208 264 9871



"Whether this is your first year at university or you're starting a new year, we know moving can still come with its own mix of nerves and excitement.

We're not just here to hand over keys—we're here if things break, when you need help, or just someone to talk to.

Honestly, pop by reception any time—you'll always find a friendly face."

Clare, General Manager

CONNECTING TO THE WIFI

Getting online is quick and easy.
Follow the steps below to connect your devices to the internet.

Connecting Your Phone, Laptop or Tablet

1. Open Wi-Fi Settings on your device.
2. Select ASK4 Wireless.
3. The ASK4 sign-up page should automatically open in your browser.
4. Select Create Account and follow the instructions to register.
5. Once your account has been created, return to your Wi-Fi settings.
6. Select ASK4 Wireless (802.1x) where available.
7. Enter the ASK4 username and password you created during registration.

Please remember: Your username and password are case-sensitive.



Smart TVs, Games Consoles & Other Devices

If your device doesn't have a web browser, you'll need to add it manually to your ASK4 account.

Log into ASK4 My Account, select Manage My Devices, and add the device using its MAC address.

Already Used ASK4 Before?

If you've moved to YourTRIBE from another accommodation that also used ASK4, you'll still need to create a new account for your new accommodation.

Having Trouble Connecting?

Don't worry! ASK4's support team can help with connection issues, registering devices or locating your MAC address.

You can also speak to the YourTRIBE Reception Team if you need some guidance.

WHERE YOU LIVE 📍

Don't forget to update your delivery address, including your flat and room number.

That ASOS top won't be much use if it's sent to your family home!



ADDRESS:
YourTRIBE
Elephant & Castle
6 Avonmouth Street
London
SE1 6NX

PARCELS & DELIVERIES

All letters and parcels will be delivered to reception and placed in the post room for you to collect. Just bring your photo ID and we'll grab your delivery for you. Please make sure your room number is included on all post and parcels, as this helps us process them quickly. Just bring your photo ID and we'll grab your delivery for you.

Please note:

We don't accept dry cleaning, grocery or food deliveries, so make sure you're in to receive them – and keep your phone nearby for driver calls.

CHECK IN ESSENTIALS



Here's the essentials to get you checked in smoothly:

- Pay your advance rent payment
- Pay your first instalment
- Upload a copy of your student ID
- Upload your Right to Rent share code (if you're from outside the UK)

To get these ticked off simply login to booking.yourtribe.com

CHECK IN

BOOKING YOUR CHECK-IN

Arrival slots are booked in advance through Campus Life.

You'll choose a 2-hour slot for your day of arrival from:

8am-10am, 10am-12pm, 12pm-2pm, 2pm-4pm, 4pm-6pm, 6pm-8pm, or overnight (out of hours) 8pm-8am.



CHECK IN

WHAT TO BRING

Your room will be ready for you to unpack and make it your own.

Here are some top tips on what to bring. For more check-in tips read our guide [here](#).

Supplied by us:

- Fridge/freezer
- Desk
- Chair
- Wardrobe
- Blackout blinds
- Cooking appliances
- Bed and mattress

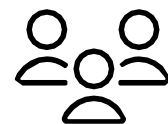
Tip: Our laundry machines include detergent and fabric conditioner so no need to buy this.

Top tips on essential items to bring:

- Pots and pans (induction compliant)
- Cutlery, plates, mugs & glasses
- Utensils
- Bedding
- Towels
- Hangers
- Laundry bin
- Decor to personalise your space
- home comforts

Tip: Your new bed is a 3/4 double bed (aka small double) so go for this size bedsheet and duvet.

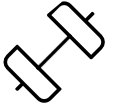




YOUR SHARED SPACES



You're going to love your new home, from our lounge to study room, private dining room to rooftop terrace, games and cinema room - there's something for everyone.



YOUR GYM



We have a gym within the property that is open 24/7.

You can access the gym, but first you need to have filled out the PAR-Q (the Health Questionnaire in your Welcome Pack) and returned it to the reception team.

The team will then brief you on accessing your gym and you can start getting those gains!





YOUR LAUNDRY ROOM



The laundry room is in the basement where we have washing machines and tumble dryers which come with free detergent and fabric conditioner.

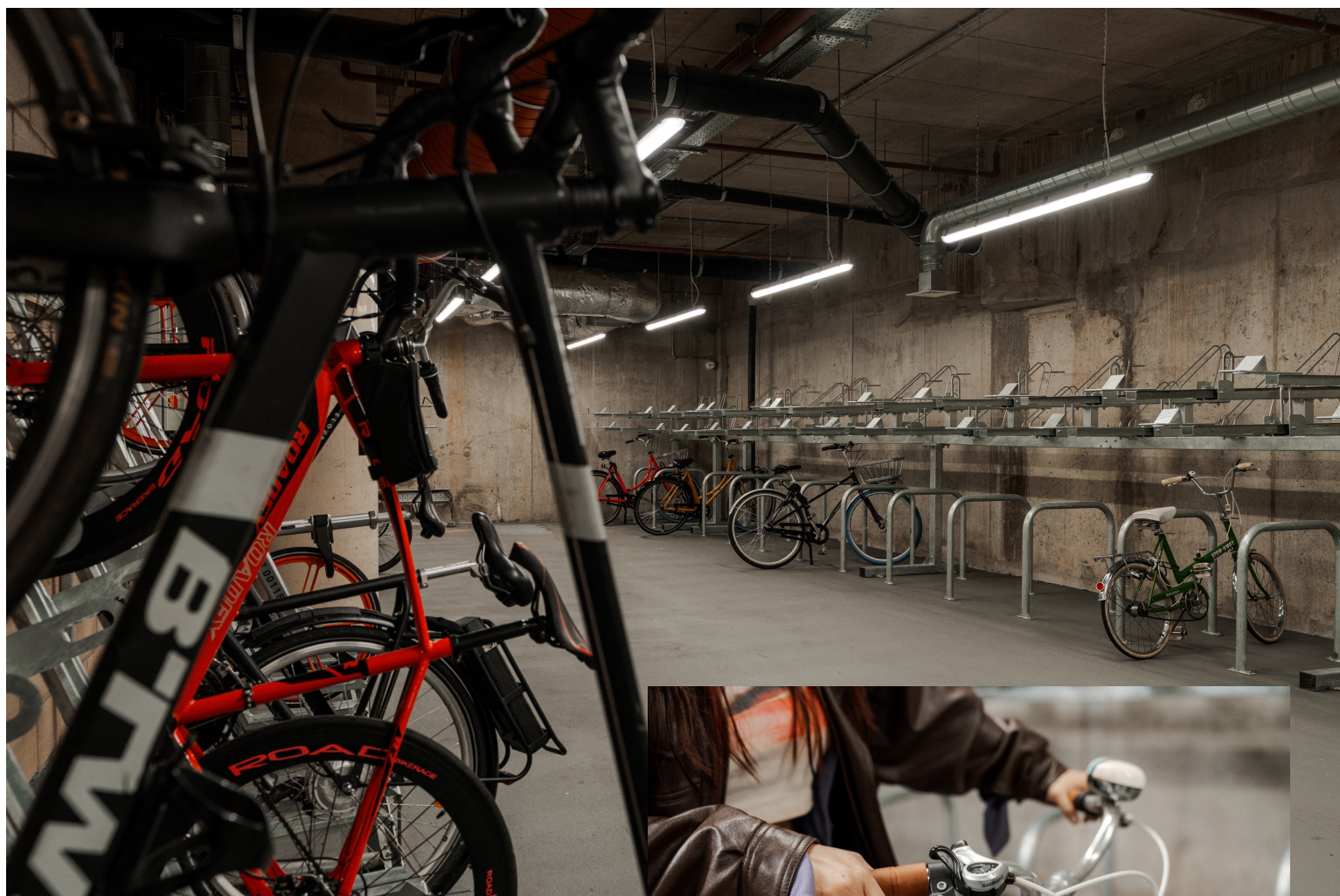
You'll find instructions on how to use the machines in the laundry room.

All machines have contactless card readers for payment.





YOUR BIKE STORE



Prefer travelling on two wheels?

Just let us know and we'll give you access to our spacious bike store and show you where it is. Please bring your own padlock as we don't provide these.

Electrical bikes and scooters are not permitted anywhere within our premises.



YOUR
TRIBE



YOUR BIN STORE



Find the bin store on the ground floor
between reception and the lifts

Recycling matters so please separate
general waste and recycling (paper,
glass, plastic, cans) and pop into the
correct bin. Please remember to flatten
cardboard boxes before recycling.

We'll keep the space tidy and clean but
please help us out by always popping
your rubbish in the bins rather than
leaving on the floor.



YOUR BUILDING **ACCESS**

Accessing Your Space

When you check-in you will be issued with a key card to access everywhere you need to go in the building.

Shared Flat & Studio Apartment

Simply pop your key card on the reader to enter.

Chosen a shared flat?

Your bedroom door will always lock so remember your key card when you pop to the kitchen.

Emergency Situations

Only use the Emergency Door Release (**Green**) or Fire Alarm Activation Panel (**Red**) in emergencies.





YOUR ROOM

Whether you're crashing after a long day, getting your head down for a study session, or just chilling with a good view, your room is your space to make your own.



Making your room perfect for you is so important - get those photos, decorations and special touches at the ready.

TOP TIPS TO PERSONALISE YOUR ROOM:

- Command strips and hooks means no drills or tools needed, plus no damage (available to buy online and most home shops / supermarkets)
- Your desk pinboard is the perfect place to pop photos, travel souvenirs, study schedules - check out Pinterest for stunning layout ideas
- Cushions, rugs, plants, LED candles, feature lighting, scent diffusers all add great detail
- Don't forget a laundry basket
- Candles, heated scent diffusers and incense sticks are not permitted as they are a fire risk.

P.S. taping things to the wall, or using lights with sticky strips, will lead to paint peeling so definitely avoid this to save damages (and charges).





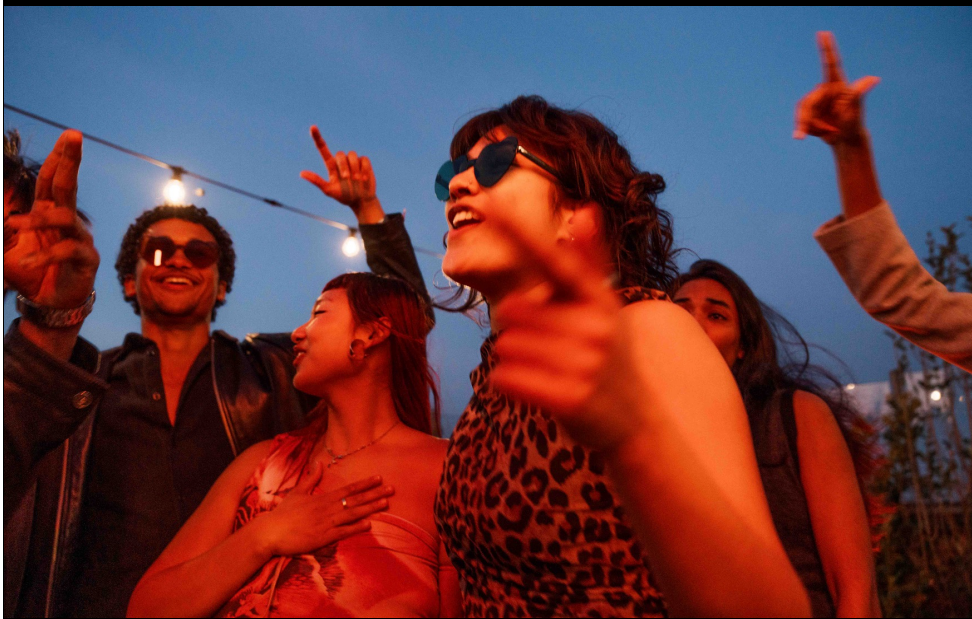
CLEANING SERVICES

Communal spaces are cleaned Monday - Sunday from 7am-4pm.

Kitchens are professionally cleaned once a week. Outside of this, please help keep the space clean for everyone who uses it, this includes removing rubbish regularly rather than let it build up over the week.

BUILDING YOUR TRIBE

Whether in a shared flat or studio apartment you're part of the YourTRIBE community.



HERE ARE SOME TIPS TO BUILD THE BEST RELATIONSHIPS:

- Organise a flat or floor meal regularly to catch up
- Set up a WhatsApp group
- Be respectful by keeping your space clean and tidy
- Keep the noise down if you're asked
- Plan to attend our incredible experiences together



COFFEE & BREAKFAST

Mornings hit different here.

Grab a barista-style coffee or a proper cuppa in the lounge, it's the perfect spot to ease into the day and catch up with your neighbours.

Twice a week, we also lay on a free breakfast to bring everyone together. Good vibes. Great food. No effort needed.



YOUR
TRIBE



HEALTH & WELLBEING

Dealing with mental health issues is not something you have to do alone. Our team are Mental Health First Aid certified, so please don't hesitate to touch base with us. We're happy to listen and guide you in the right direction for support.

All of the YourTRIBE team are very experienced and have got to know many thousands of students in our buildings over many years.

We guarantee there is nothing we haven't seen, experienced or heard before. So please do feel comfortable approaching us. We want to help you if you are finding things tricky.

- If you are concerned about the welfare of a housemate at anytime, please let us know.
- Find out about your universities wellbeing team and what they offer. The information will be on their website and prominent to find.
- Register with the university doctor and dentist as soon as you can after arriving.

www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/
www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/



HEALTH & WELLBEING

Dealing with mental health issues is not something you have to do alone. If we can help, we will, so just touch base with us, we are happy to listen and guide you in the right direction for help.

HERE ARE SOME DETAILS OF SOME GREAT ORGANISATIONS WHO ARE HERE FOR YOU TOO:

Student Minds
01865 264 168
[studentminds.org.uk](https://www.studentminds.org.uk)

Mind
0300 123 3393
[mind.org.uk](https://www.mind.org.uk)

Anxiety UK
03444 775774
[anxietyuk.org.uk](https://www.anxietyuk.org.uk)

No Panic
0844 967 4848
[nopanic.org.uk](https://www.nopanic.org.uk)

CALM
0800 585 858
thecalmzone.net

Samaritans
116 123
[samaritans.org](https://www.samaritans.org)

Abuse Helpline
0808 8000 4247
[refuge.org.uk](https://www.refuge.org.uk)

You can also text SHOUT to 85258 if you don't feel like speaking over the phone

GUESTS & FLATMATE ETIQUETTE



You're welcome to have guests stay for up to 3 nights, as long as your flatmates are happy with it.

Just remember, you're responsible for their behaviour, and your friend needs to be with you at all times. If anything gets damaged, it's on you—so give them a heads-up!

We really want you to have an awesome time and make the most of your social life. Just be mindful of your flatmates and the building—everyone's here to have a great experience together!



LIVING SUSTAINABLY

We've made it easy for you to live well and tread lightly—here's how you can help:

EVERYDAY ACTIONS THAT MATTER

- Turn off taps and lights when not in use.
- Keep windows closed when the heating's on.
- Use your blackout blinds to keep in warmth or block summer heat.
- Unplug electronics at night to save energy (and reduce heat).
- Do flat meals or wash-up together to save water and energy.
- Keep showers short and steam low (shut the bathroom door so the fan works properly).
- Your en-suite has a motion sensor light fitted to help save energy too.

WASTE MATTERS

- Recycling bins in your flat and the bin store are clearly labelled—it's red for non-recyclable, green for paper, blue for recyclable plastics.
- No space for your old clothes or books? Donate them or make some extra money on Vinted or Depop.

BONUS GREEN WIN

You get free hot drinks every morning—bring a reusable cup if you have one!

STAYING SAFE

YourTRIBE buildings are secure, with 24/7 staff, key-fob access and CCTV—but here are a few things you can do to stay safe day-to-day:

- Lock your room whenever you leave—even if it's just for a minute.
- Don't let people tailgate into the building behind you. If someone forgets their fob, ask them to go via reception.
- Keep valuables out of sight and don't leave laptops or phones unattended in shared spaces.
- Use a registered taxi or travel with friends if you're heading home late.
- Download Hollie Guard (holliegaurd.com) if you're ever walking alone—it turns your phone into a personal safety device.
- Report anything that doesn't feel right to reception straight away—we're here 24/7.
- Keep your phone secure and out of sight when travelling.

You've got £10,000 of free contents insurance with YourTRIBE through Endsleigh.



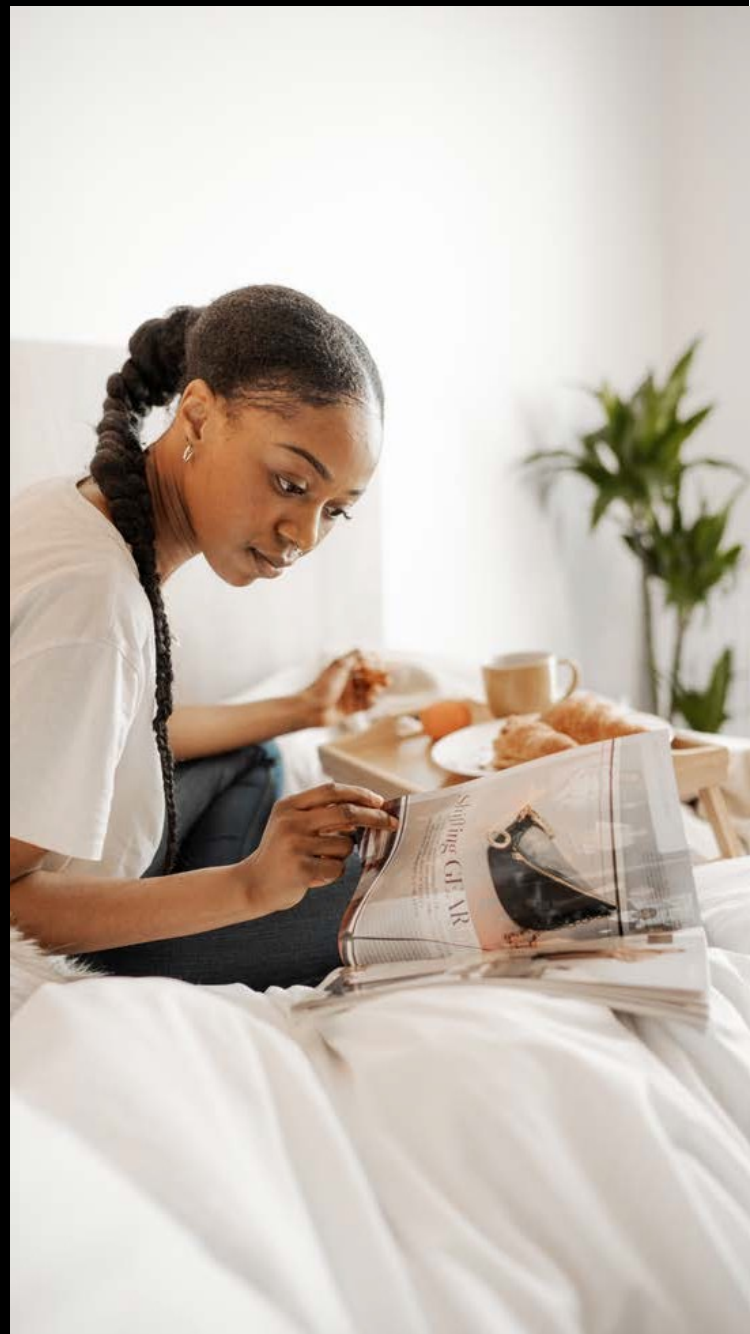
BUILDING SECURITY

Being safe is our number one priority, so we've installed CCTV and secure access doors so only the team and students living here can access using their own fob.

Our team are at the property 24 hours a day, 7 days a week too for anything you need.

Here are some top tips on helping YourTRIBE Elephant & Castle stay safe and secure:

- Never allow access to anyone you don't know
- Ensure the main door closes behind you
- Keep your bedroom door locked leaving your room? Keep your windows closed
- Immediately report any issues with window and/or door locks, as well as the main door
- Never share your fob with anyone else



FIRE SAFETY

On the back of your bedroom or cluster flat door, you'll find information on what to do if you hear a fire alarm and the fire assembly point. Please take some time to visually locate your nearest fire alarm call point and fire exits too.

Here are some top tips on keeping us all and the building safe:

- Always keep doors closed
- Smoking, vaping, using candles and incense sticks cannot be used
- Stay in the kitchen while your food is cooking
- Use hair straighteners away from our sensitive smoke detectors
- Don't use additional heaters, the radiator in your room will keep you cosy enough
- Don't use door mats or any objects which will obstruct the hallway and/or doors – these are considered a fire hazard and will be removed.

WHAT TO DO IN A REAL FIRE SITUATION:

- If you discover a fire please break the nearest **red** glass fire panel (marked "break glass"), these are opposite the lifts on every floor
- Evacuate using the stairs, please don't use the lifts and don't stop to collect any belongings. Use fire exits at the front or rear of the building, these are signposted
- Call the fire brigade on 999



A member of the YourTRIBE team will carry out flat inspections during your time with us. The dates of these will be emailed to you in advance.

These are necessary to ensure standards are being kept and property/equipment is not being damaged or developed a fault. If your standard of housekeeping is not acceptable, we will inform you and give you guidance on the issues identified, then give you a time period to rectify the situation before a re-inspection.

Rarely, but in extreme cases we may evaluate the need for cleaning staff need to attend and clean areas where standards are still not acceptable. You will be billed for the costs incurred.

Please keep your room clean and tidy. We are sure that you will agree that living in a room with empty glasses and plates stacked up is a stress you don't need. A quick 30 minute clean, dust, rubbish removal and wipe around each few days should be adequate to keep your room a tranquil and mindful setting for you.

A tidy room = a tidy mind :)

We'll carry out checks throughout the year to ensure everything is working and cared for.

We'll let you know in advance of course.

YOUR
TRIBE



YOUR
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