

WELCOME
WELCOME
WELCOME



SOUTH
BERMONDSEY

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 Cheuk Pun Hung.

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

Drop us an email:
southbermondsey@yourtribe.com

WhatsApp us:
+44 (0)7438 716576

Call us:
+44 (0)203 917 2530

CONNECTING TO THE WIFI

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

STEP 1: Go on the Wi-Fi Icon on your Android/Apple Device

STEP 2: Click on the 'YourTRIBE' Wi-Fi symbol

STEP 3: A link will be generated and it will show you two options :
1) YourTRIBE Student Accommodation Wi-Fi and 2) Guest Wi-Fi

STEP 4: Click on the 'YourTRIBE Student Accommodation Wi-Fi ' Icon
and enter all your respective details :
(Name, Email address, Phone Number and Room Number)

STEP 5: A Link will be generated on your registered Email address
which will provide you the password for the 'YourTRIBE (Student)' Wi-Fi

STEP 6: Connect to the YourTRIBE (Student) Wi-Fi with the given
password.



WHAT TO DO IF YOU CANNOT CONNECT TO THE WIFI?

In relation to any Wi-Fi concerns that may occur:

STEP1: Search 'communicate. technology' on your web browser.

STEP 2: Search for the 'Get in Touch' Icon

STEP 3: Insert your query with all the details and in the Query Section do your Location: YourTRIBE South Bermondsey and your Room Number

Someone from the team will get in touch with you between the hours of 8:30am-5:30pm and will resolve the issue.

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

South Bermondsey

349 Ilderton Road

South Bermondsey

London

SE15 1NW

WHAT 3 WORDS:

`lives.only.pizza`

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

PARKING & UNLOADING

When you arrive for your check-in slot, we'll have trolleys and teams at the ready for you to unload right outside the building.

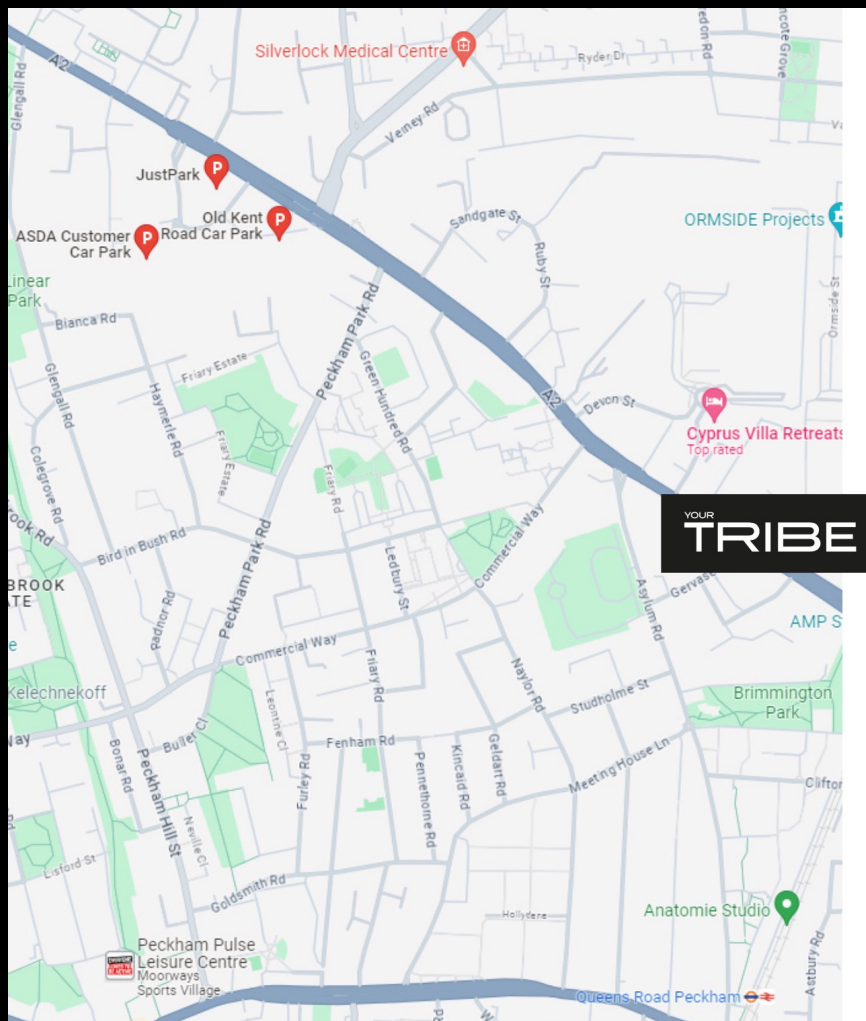
Once you're unloaded, we suggest parking at Asda Old Kent Road, it's great value and only a 15 min walk.

Pre-book your parking at Asda here here:

<https://tinyurl.com/2su8vuiz>

ADDRESS:
YourTRIBE
South Bermondsey
349 Ilderton Road
South Bermondsey
London
SE15 1NW

WHAT 3 WORDS:
lives.only.pizza



YOUR
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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

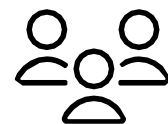
Tip: Our laundry machines include detergent and fabric conditioner so no need to buy this.

Top tips on essential items to bring:

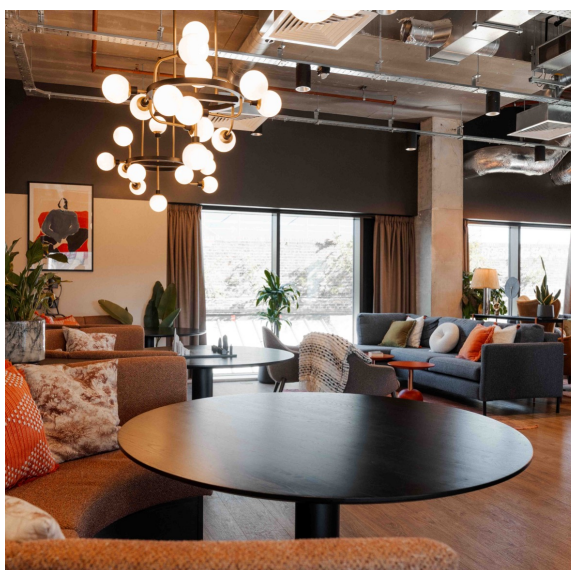
- Pots and pans (induction compliant)
- Cutlery
- Utensils
- Bedding
- Towels
- Hangers
- Laundry bin
- Decor to personalise your space
- home comforts

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

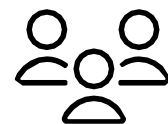




YOUR SHARED SPACES

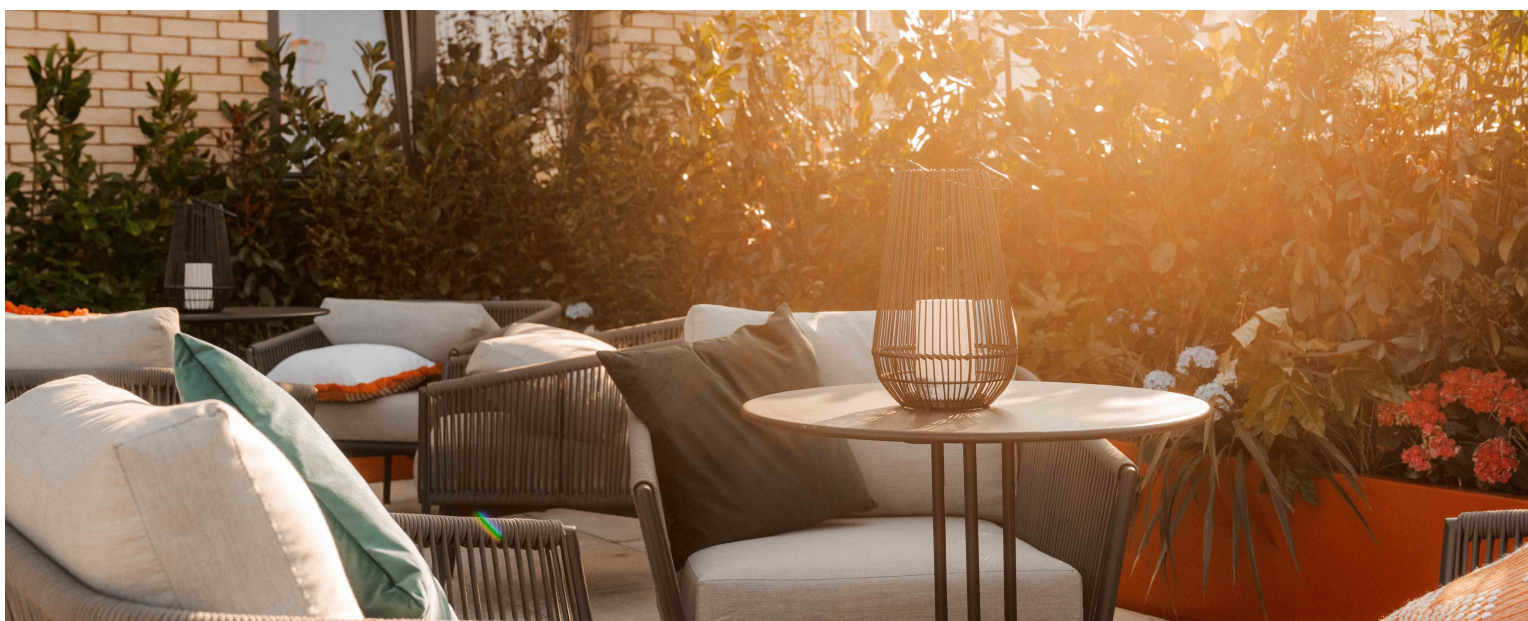


You're going to love your new home, from our lounge to study room, private dining room to rooftop terrace, games and cinema room to yourFlex Space - there's something for everyone.

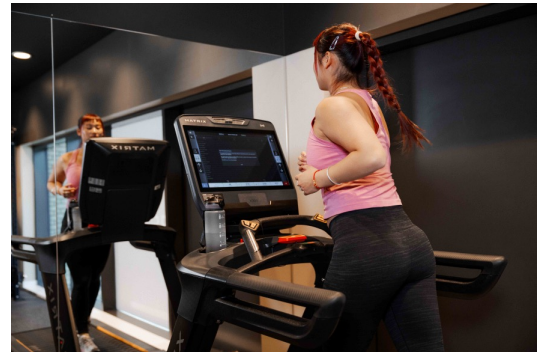
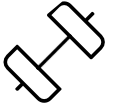


YOUR SHARED SPACES

We clean these spaces every day but if something isn't right, please let us know. There are plenty of bins so please clean up after you've enjoyed using the space.



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.

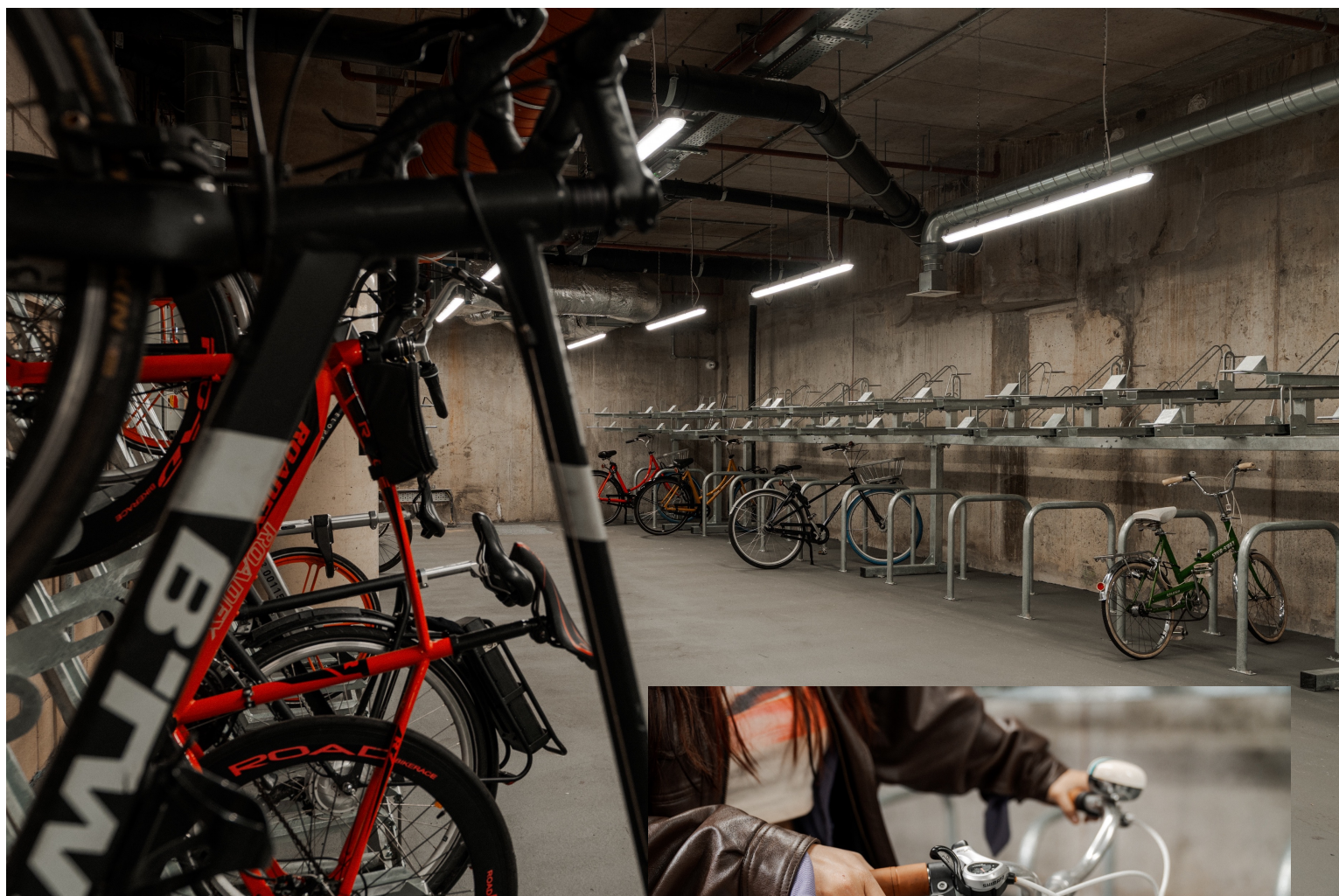
You'll find instructions on how to use the machines in the laundry room.

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.



Add plants, photos and your favourite decor to personalise your space. Top tip: don't forget pins for your desk pinboard.



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).





WINDOWS

Windows can be opened by turning the handle at either the bottom or side of the window.

All of the windows have window restrictors fitted which is a legal requirement so the window will not open fully.

If the window restrictor is not operating in this way, then please report the issue immediately.

HEATING

To turn your heating on you have a digital dial which goes to a maximum of 22 degrees Celsius.

Stay warm and comfortable by choosing the perfect setting!





SHOWERS

Enjoy your shower with easy controls:

Temperature Control: Use the right dial to adjust the temperature. Push the button on the handle to turn.

Water Pressure: Use the left dial to control the water pressure. Press the button on the bar to turn.

Shower Maintenance

Shower Tray and Trap: The plug in the shower tray has a trap to collect hair and debris. Regularly check and clean it to ensure proper water flow and prevent flooding.

Slow Drainage: If water drains slowly, check the shower trap.

EXTRACTOR

Your en-suite extractor fan efficiently removes steam and condensation.

Silent Operation: The fan operates quietly, so you might not hear it, but rest assured it's working.

Report Issues: If you notice it's not working effectively, please report the issue.



YOUR KITCHEN

Whether you're throwing together a midnight snack, cooking dinner with your flatmates, or just reheating yesterday's pizza, here's everything you need to know about your kitchen.

YOUR
TRIBE

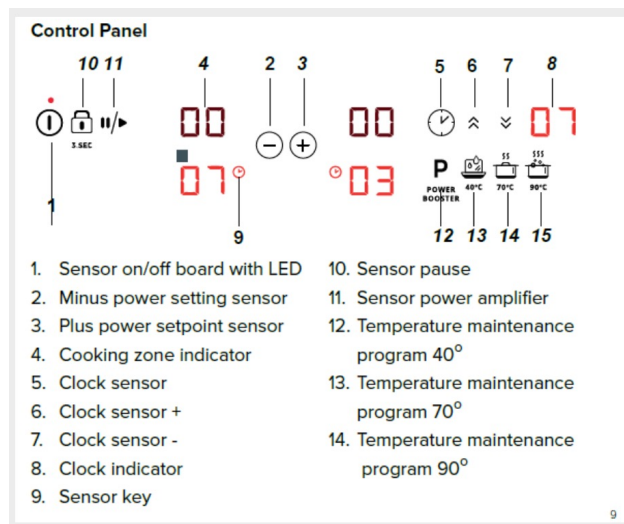


INDUCTION HOB 4 RING

Induction hobs offer faster heating, precise temperature control, and safety benefits due to their cool-touch surfaces. They are also more energy-efficient and easier to clean compared to traditional electric or gas hobs.

HERE ARE THE STEPS TO USE IT EFFECTIVELY:

- Power On: Hold the power button (1) for a couple of seconds to turn on the hob.
- Placing Pans: Place your pan on the selected hob. The hob will automatically detect it, showing "00".
- Multiple Pans: If using multiple pans, touch the sensor for your desired cooking zone.
- Heat Adjustment: Use the + and - touch sensors to adjust the heat level.
- Timer Setting: Set the timer using the timer switch (5) and adjust the time with + and - buttons for precise cooking durations.
- Cool Down: After switching off the hob, an 'H' indicator will appear, remaining lit until the hob cools down.



P.S. remember to bring induction pans. Check if your flatmates are bringing plenty and get your first flat dinner booked in.

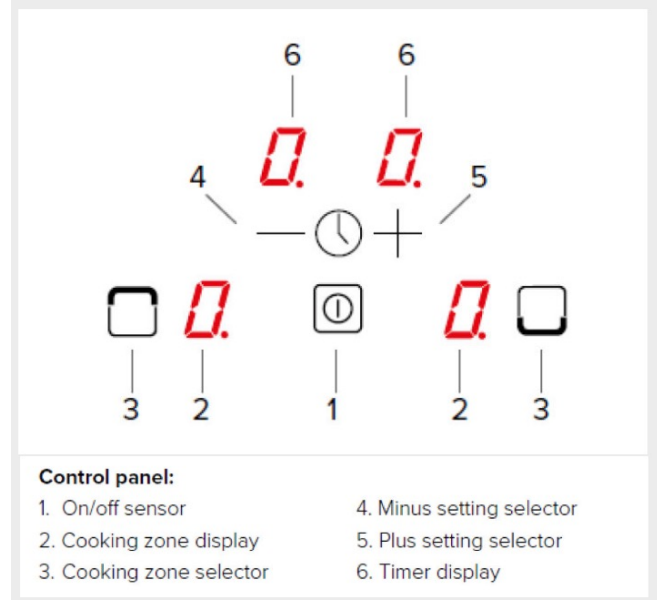


INDUCTION HOB 2 RING

Induction hobs offer faster heating, precise temperature control, and safety benefits due to their cool-touch surfaces. They are also more energy-efficient and easier to clean compared to traditional electric or gas hobs.

HERE ARE THE STEPS TO USE IT EFFECTIVELY:

- Hold the power button (1) for a couple of seconds to turn the hob on .
- Select which hob you would like to use (3) and then the + and - to set the level of heat.
- It is recommended to set the timer switch and set the time using + and - to the time you would like your hob to be on for the required time needed only.
- A 'H' will appear after the hob is switched off which is illuminated until the hob is cool.



P.S. remember to bring induction pans. Check if your flatmates are bringing plenty and get your first flat dinner booked in.

OVENS

Every cluster flat has 1 or 2 ovens.

Please ensure you keep your oven clean including to top grill bars as these can emit smoke if they are greasy or dirty.



- ☐ **Conventional oven**
The thermostat enables the user to set the temperature within a range of 30°C to 280°C. This setting is ideal for baking cakes, meat, fish, bread. For best results preheat the oven and use a baking tray on one level.
- ☐ **Half grill**
This function radiates heat from the grill element. This fully temperature variable grill can be set between 30°C and 280°C maximum.
- ☒ **Fan cooking with lower heat**
With this setting the convection fan and bottom heater are on, which increases the temperature at the bottom of the cooked dish. Intense heat from the bottom is ideal for moist cakes and pizza.
- ☒ **Fan assisted oven**
This setting is most suitable for baking cakes.
- ☐ **Full grill**
In this setting both the grill and top element are engaged. This increases the temperature in the top part of the oven chamber making it suitable for browning and grilling larger portions of food. It can be set between 30°C and 280°C maximum.
- ☐ **Warming oven**
This function radiates heat from the bottom element, baking cakes from underneath until done.
- ☒ **Fan oven**
This function uses the circular heating element with a temperature between 30°C and 280°C. The fan then circulates the hot air which helps to achieve uniform heat distribution.
- ☒ **Fanned full grill**
This function radiates heat from the grill element and the top element but also uses the fan to circulate hot air. The hot air is distributed over and under the food that you are grilling. This fully temperature variable grill is ideal for grilling fish or other items where the appearance could be spoiled by a normal grill function. It can be set between 30°C and 280°C maximum.
- ☒ **Defrost**
This function uses the fan to circulate air at ambient temperature within the oven which helps to accelerate the defrosting process.





EXTRACTOR FANS

Whilst cooking please use the extractor hood, this will minimise the risk of activating the smoke alarms and will help get rid of cooking smells.

To control the level of extraction there is a range of power settings - 1 being the lowest and 3 being the highest setting.

Press O button to turn off the extraction. To turn on the extractor light press the bulb button and again to turn off.



FRIDGES & FREEZERS



There are small fridge freezers in studio apartments and large fridge freezers in shared flat kitchens.

Please set the dial to in between 3-4 for standard cooling.

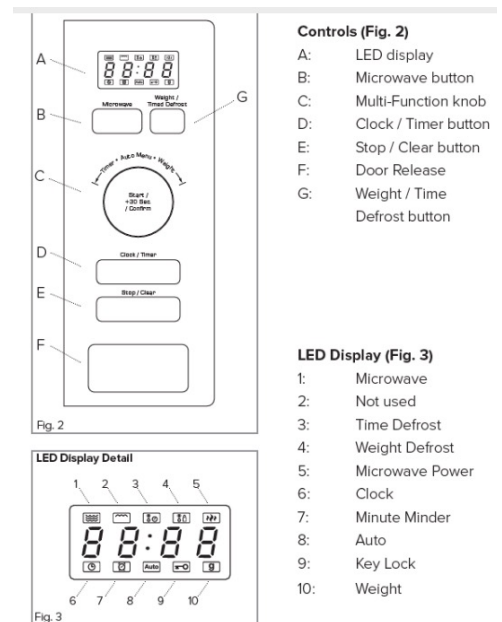
0 is the lowest setting and 5 is the maximum setting. Some shared flat fridges have a water dispenser, simply fill up the storage tank which is inside the door for chilled water.



MICROWAVES

All kitchens are equipped with a microwave oven capable of defrosting, cooking, microwaving, and grilling food.

Here are the control panels for the microwave oven.





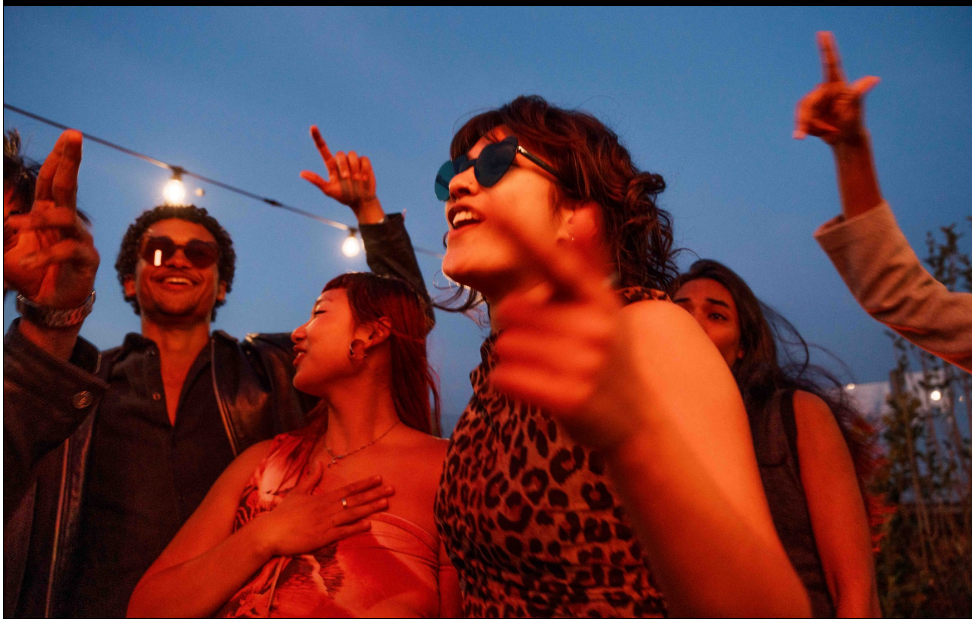
CLEANING SERVICES

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
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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



Guests may stay for up to 3 days within a 2-week period. All guests, whether staying overnight or not, need to sign in at reception.

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 (hollieguard.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

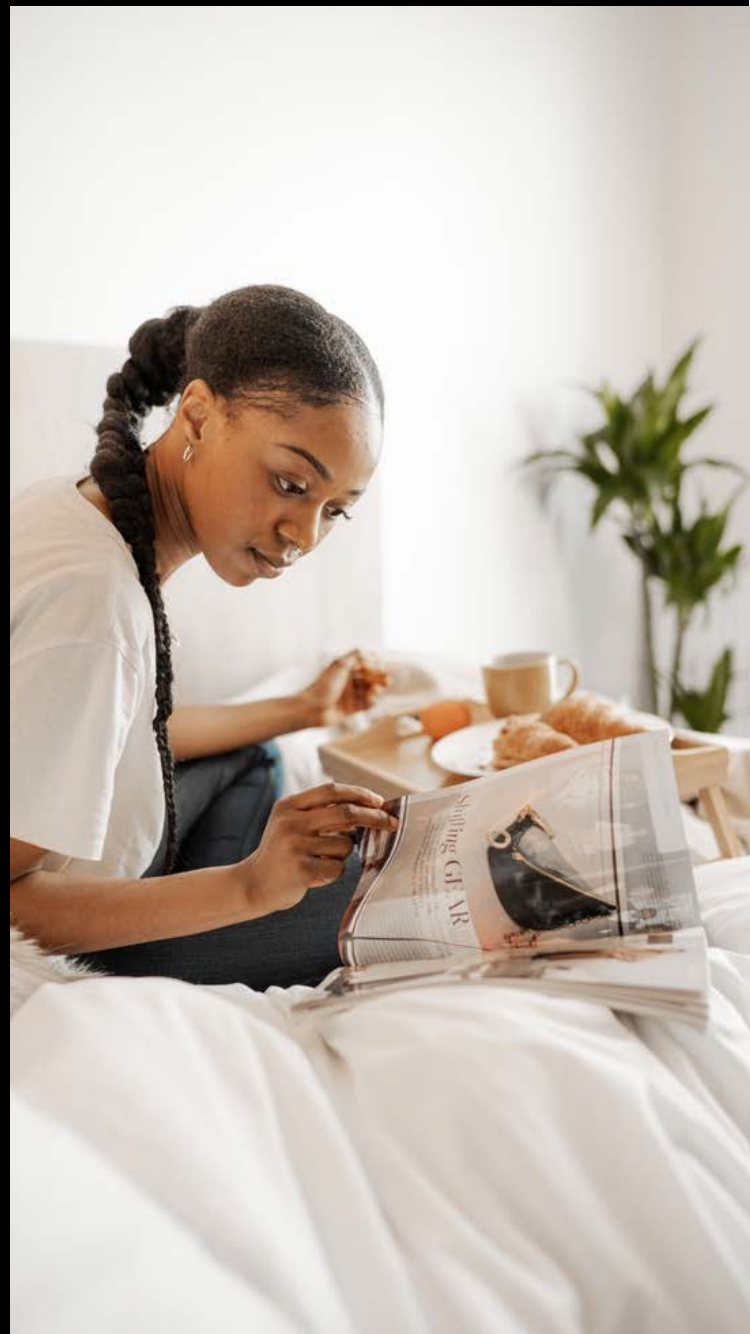
Being safe is our number one priority, so we've installed CCTV and secure access doors so only the team and students living here can access using their own fob.

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

South Bermondsey 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

Our weekly fire alarm test is on:

WEDNESDAYS AT 2PM

You do not need to evacuate the building during the weekly test.

The assembly point is located on:

ON THE OPPOSITE SIDE OF ILBERTON ROAD IN THE CAR PARK

Fire alarms going off are annoying. We know that. But, you must adhere to the building fire evacuation strategy and exit as soon as you hear the alarm (apart from Wednesday at 2PM).

it's a criminal offence to tamper with fire equipment (alarms, extinguishers, detectors, blankets) so please don't touch these and always let us know if you spot any damage.



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.

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