

UNITE
STUDENTS

Welcome to
**MOONRAKER
POINT**

Your property guide



We're excited! Are you?

This guide has everything you need to help you to settle in, get to know the building and answer any questions that you may have.

Stay connected and find out more about your property on our Unite Students app.

There's lots of ways to have fun in your new home or city. Our Resident Ambassador Programme runs in most of our properties and is designed to help build a strong sense of community.

All residents can connect with a worldwide student network, on TalkCampus, downloadable from the app store or via the HealthHero app, it provides you with social networking, common interest groups and advice in a range of languages.



Resident Ambassadors are students just like you, who organise and host a wide range of fun activities and events – from movie nights and quizzes to arts and crafts, running clubs, and pre-loved swaps (perfect for picking up something new while supporting sustainability). It's a great way to socialise, try something different, and make new friends.

At Unite Students, we love celebrating the diverse cultures and communities across our sites. Got an idea for an event? Chat to your Resident Ambassador – they'll be happy to help make it happen.

Celebrations and events to look out for include:

- Welcome events
- Pre-loved stations
- Wobble Week
- Halloween
- Christmas
- Eid
- Diwali
- Lunar New Year
- Easter
- And many more

Keep an eye on the community chat in the app and our noticeboards for news and events.



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THE ESSENTIALS

Connecting to Glide Wi-Fi

Get connected to the Wi-Fi on all your devices, including smartphones, laptops and game consoles. Whether you're in the common room, study area or your bedroom, you're always connected.

Glide will send you details via email and SMS on how to sign up, before you arrive. If your tenancy agreement is directly with your University, we will have instructions at the property to get you signed up. Any problems then speak to the team; they will be happy to help!

Get the app

In the app you can do so many things

- Chat with your neighbours
- Find out about the latest property events
- Get updates straight to your inbox
- Manage your account and rent payments
- Get help if you're locked out or need to report an issue
- Tell us if something needs fixing
- Tell us if you're worried about another resident
- Access discounts, deals and perks with our partners
- Access the 24/7 student wellbeing helpline



SAFETY

Staying safe in your home

Look out for tailgating

When you're heading home, be aware of anyone trying to follow you in without using a fob or key – this is called tailgating. If you're unsure, it's ok to politely say no and let the team know.

Trust your visitors

Be mindful of who you invite back to your building. Visitors should always be respectful of you, other residents, and the space you share. Please make sure all visitors sign in at reception when they arrive.

Know your home

Take a moment to learn where your fire assembly point is and what to do in an emergency. This information can be found on the back of your flat door.

Keep it locked

Always make sure your main flat door is locked – it's one of the simplest ways to keep you, your belongings, and your flatmates safe.

If you're having any issues with your flat door or lock, you can raise a maintenance request. You'll find details on how to do this later in the guide.

Be aware and speak up

Stay aware of what's happening around you and remember – we're always here to help. If something's worrying you, or you see or hear anything that doesn't feel right, let us know. The easiest way to report concerns is through the app.

Staying safe in the city



Stay connected

If you or someone else gets separated from your group, make sure you've shared contact details or location so you can find each other again. It's also a good idea to head out with a fully charged phone or a portable charger if you have one.



Keep your stuff with you

From your phone to your drink, always keep an eye on your belongings. If you've left a drink unattended, don't drink it – especially in busy places like bars and clubs, where drinks can be tampered with.



Get home together

If you're heading out, plan your journey home in advance. Try to book Ubers or licensed taxis where possible and stay together as much as you can.



Be an active bystander

If something doesn't feel right or someone looks like they need help, speak up or get support. Staff in bars and clubs, – as well as our teams, – are trained to help, so don't hesitate to reach out to someone responsible if you're concerned.

Fire safety

Your flat has all the essential fire safety equipment to help keep you safe, and this is checked regularly throughout the year. Help reduce the risks of fires and avoid setting off the alarm by following the guidance below.

Do:

- ✓ Know where your **fire exits and assembly point** are.
- ✓ Keep **exits and hallways clear** so everyone can get out quickly if needed.
- ✓ Make sure **fire doors are always closed** to help stop fire and smoke spreading.
- ✓ Switch on the **cooker extractor** when cooking to prevent triggering the alarm.
- ✓ Use the **bathroom extractor fan** when showering – steam (and even deodorant spray) can set off smoke alarms.
- ✓ Let us know **as soon as you spot a problem** with fire doors or safety equipment.
- ✓ Use **designated smoking areas** only.
- ✓ Turn off the heat if cooking oil starts to smoke.
- ✓ Keep the kitchen clean and tidy, especially ovens and toasters.

If there's a fire:

- Leave the building quickly using the **nearest fire exit** and go straight to your assembly point.
- Close all doors behind you as you leave (if it's safe to do so).
- Use the **stairs, not the lift**.
- Call **999** – don't assume someone else already has.

Don't:

- ✘ Smoke or vape anywhere inside the building.
- ✘ Cover smoke detectors or tamper with fire safety equipment.
- ✘ Cover heaters or dry clothes on them.
- ✘ Use damaged or faulty electrical items.
- ✘ Overload plug sockets or extension leads – heat producing items (like hairdryers) should be plugged in on their own.
- ✘ Block emergency access to the building.
- ✘ Cook if you're very tired or under the influence of alcohol or drugs.
- ✘ Fill pans more than one-third full of oil or leave cooking unattended.
- ✘ Keep or use **candles, electric fan heaters, gas heaters, oil heaters, or any other open-flame or fuel-burning appliances** in the property.
- ✘ Throw batteries or vapes into the regular waste or recycling. You will find a dedicated recycling collection point at most supermarkets.

In the event of a fire evacuation, your assembly point is:

Pocock Street, under the railway arch along Great Suffolk Street. Please follow local signage and team instructions in case of evacuation.

Fire test times are **Tuesday 13:00**

Online safety

Don't share personal info

Never share things like your PIN, passwords, or passcodes. Just because someone knows a few details about you doesn't mean they're genuine.

Check before you trust

Does the message or email look right? Check the sender's name and email address carefully. Personal email addresses (like @hotmail.com or @gmail.com), spelling mistakes, or poor formatting can be a red flag.

Be careful with payments

The safest way to pay your rent is through your online account. We'll only ever take a payment over the phone if you choose to do so after confirming your details.

Watch out for scams

Sometimes people may contact you asking for money to release documents or complete urgent actions. Common scams include:

- Fake calls pretending to be from your **embassy**, asking for money linked to visas or residency
- People claiming to be **couriers** asking you to pay to receive a parcel
- Fake **insurance companies** offering compensation

If you're unsure, hang up and contact the company directly using the details on their official website. You can also check whether the phone number or email matches what's listed online.

Don't accept parcels for strangers

If someone you don't know asks you (via social media, text, or email) to use your address for deliveries or to collect parcels for them – don't do it. If you're ever unsure, speak to our team.

Avoid private currency exchange

Exchanging money privately through social media platforms (such as WeChat or Rednote) can be risky and may lead to fraud.

If something doesn't feel right, trust your instincts – and chat to the property team. We're always here to help.



LIVING IN THE UK

Police

The police are here to help keep everyone safe, prevent crime, and make sure the law is followed.

- In an emergency, call 999 to reach the police, ambulance, fire service, or coast guard.
- For non emergencies, you can call 101 or report it online.
- To report something anonymously, you can contact Crime Stoppers on 0800 555 111 or use their online form.

If English isn't your first language, don't worry – the police can arrange support in other languages to help you communicate.

Other important contact details:

British Transport Police

Text 61016 or email 61016@bt.police.uk

Go to BTP website

TV Licence

If you watch live TV or use on demand streaming services in the UK, you'll usually need a **TV Licence**.

You can find out exactly what's covered and how to get one by visiting: www.tvlicensing.co.uk

Go to TV Licence website

Council Tax

If you're a full time student, you won't need to pay council tax. To get this sorted, just upload your university ID through the Unite Students app.

You'll also need a **student exemption certificate**, which you can get from your university. Once you have it, email a copy to moonrakerpoint@team.unitestudents.com.

Weather

UK weather can be a bit unpredictable, but it's rarely extreme. In summer, temperatures usually sit between **9–18°C (48–64°F)**, though it can feel warmer during the occasional heatwave. Winters are colder, normally around **2–7°C (36–45°F)**, with temperatures sometimes dropping below freezing.

The weather doesn't change hugely across the UK, but northern and hillier areas tend to get more rain, wind, and, at times, snow. Our buildings are heated to keep things comfortable and energy efficient, but it's always a good idea to keep a jumper handy – just in case!

Health services

Your local doctor's surgery is:

Waterloo Health Centre 114–118 Lower Marsh, London, SE1 7AE

Students who have booked with us directly can also access a private virtual GP through HealthHero – look out for more details in property and our app.

When you have settled in, you should register with the local doctor. If the surgery has closed or you haven't registered yet, you can call 111 to get non-urgent medical advice or visit 111.nhs.uk. If your condition is an emergency, then contact 999.

You might be advised to:

- Go to hospital or an urgent treatment centre
- See an out of hours doctor
- Receive a call back from a nurse
- Referred to urgent specialist support, for dental or mental health problems

If you're unsure about anything or need a hand, just speak to the property team – we're happy to help.

YOUR PROPERTY

Quick information

Property address

Moonraker Point, Pocock Street, London, London, SE1 0FN

Property contact number

02079284244

Property email

Before you arrive: moonrakerpoint@general.unitestudents.com

Once you have checked in: moonrakerpoint@team.unitestudents.com

Welcome Hubs

Our properties are supported 24/7, 365 days a year, with in person support for our sites and over the 'phone from our Support Hub. You won't always find us at a desk, we're usually out and about, checking-in, doing patrols and making sure everything's running smoothly.

So, if you don't see someone straight away, no worries - we're still around and always happy to help. And if you spot us while we're out and about, feel free to say hi!

Parking

There is no on-site parking available.



Collecting your parcels

Waiting on a delivery? You can collect your parcels from reception. You'll receive a notification on the Unite Students app when your item has arrived.

Before placing an order, it's worth checking your properties **pre-loved stations** or a **local charity shop**. You might find what you need while saving money and reducing waste.

Got questions? Pop by and ask a member of the team.

Food deliveries

Ordering in? Whether it's your weekly supermarket shop or late-night Deliveroo, residents should meet the delivery driver at the entrance.

Once your delivery arrives; you'll get a call or message – just head down to collect it. Please make sure to meet your driver promptly to keep the area clear for everyone! We are unable to store food items.

Need help? The team are happy to assist.

Common space

Your new home comes with a range of shared spaces designed for studying, socialising, and relaxing. Whether you're looking to get some work done or unwind with friends, you'll find everything you need right here.

Location: Common room is located on the ground floor



Did you know recycling just one aluminium can saves enough energy to power a TV for three hours?

Waste and recycling

We can all help the environment by separating our General waste, dry mixed recycling and food waste.

Please make sure you separate your waste into the correct bins. This helps reduce contamination and increases how much can be properly recycled.

When your kitchen bin is full, take it to the bin store. For **general waste**, place the tied bin bag straight into the correct general waste bin.

For **recycling**, please **empty your items directly into the recycling bin** and dispose of the bin bag separately in the **general waste**. Bin bags must not go into recycling bins, as this contaminates the whole bin and means it can't be recycled.

Vapes and batteries should **not** go in general waste or recycling bins. Please use dedicated collection points (such as those in local supermarkets) or ask reception for guidance.

Your bin store is located: A&B block, located between main reception & block A, block C&D located next to their respective entrance

If you're unsure how to dispose of certain items, just speak to our Property Team – we're happy to help.

Reuse and donations

Since 2017, we've teamed up with the **British Heart Foundation (BHF)** to give unwanted items a second life. Together we've raised over **£2 million** for their lifesaving research!

Got clothes, books, or bits you no longer need? Just drop them off at one of the donation points in the building. It's a quick and easy way to reduce waste and support a great cause.

BHF collects donations regularly, so your items go straight towards making a difference.

Clear some space, do some good – win win!

Laundry

Location: Ground floor in the common room

To get started, simply download the Circuit Go app. It guides you through how everything works and lets you check machine availability before you head down. For helpful washing tips, visit www.circuitlaundry.com/how

Download the Circuit Go app:



Six tips for your weekly wash:

Separate lights and darks to keep colours looking their best.

1

Check pockets and care labels before you wash (anything with a battery won't like going through the laundry).

2

Don't overload the machines that way your clothes have the space they need to wash and dry properly.

3

Choose the right temperature for your load – cooler for everyday items, hotter for towels and bedding.

4

Remove clothes as soon as they finish and leave the door open, this helps keep your clothes fresh and prevents odours.

5

Empty the lint filter before drying so air can circulate and your clothes dry quickly and efficiently (see the Circuit website for a [step-by-step video](#)).

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YOUR FLAT

Security

Keeping you and your stuff safe really matters to us. That's why all our homes have secure entry systems, with locks on both flat and bedroom doors.

To get into your flat and bedroom, just use the fob or key card we've given you. In some buildings, you may have more than one fob or card, and each bedroom has its own lock for added security.

If you ever get locked out, don't worry – you can raise a request quickly and easily through the Unite Students app, and the team will help you out.

Heating

Your heating is pre-set to a comfortable level when you move in. As part of our commitment to improving energy efficiency, we encourage you to adjust your heating thoughtfully during colder weather (up to a maximum of 23°C).

Depending on the heating system in your property, you'll either find a **QR code** you can scan for step-by-step instructions, or you can just ask a member of the team. We'll be happy to show you how it works.

Bathroom

When you shower, please keep the bathroom door closed. This helps stop steam spreading through the flat and accidentally setting off the fire alarm.

Most bathrooms have extractor fans. Make sure you use them while showering to reduce condensation and help prevent mould or mildew.

Not sure how it all works?

Just ask a member of the team and we'll happily show you.

How to work your appliances

During your flat talk, we'll show you how to use the appliances in your flat. If you need a refresher or have any questions later, just speak to a member of the team.

If you think an appliance isn't working properly, the quickest way to report it is through the app. You can also let a member of the team know in person if that's easier.

Reporting maintenance issues

If something isn't working or needs fixing, the easiest and fastest way to let us know is through the Unite Students app.

Here's how:

1. Open the app
2. Tap Quick Actions
3. Select Services
4. Choose Something needs fixing
5. Add a short description – photos are always helpful if you can

You can also tell a member of the property team in person if that's easier.

Once you've logged the issue, we'll keep you updated through the app so you know what's happening and when someone will be coming to take a look.

Damage, repairs and charges

We know that everyday living causes normal wear and tear – and that's totally fine. You won't be charged for that.

However, if damage is caused on purpose or through misuse, charges may apply.

This could include things like:

- Broken furniture or fittings
- Damage to walls, doors, or floors
- Misusing kitchen or electrical appliances
- Fire alarms tampering
- Damage caused by visitors or guests

If damage is found to be intentional or avoidable, the person responsible may need to cover the cost of fixing or replacing the item. In shared areas, if it's not clear who caused the damage, the cost may be split between everyone, in line with the tenancy agreement.

Any charges will always be:

- Fair and reasonable
- Based on the actual cost of repairs or replacement
- Explained clearly

You can also ask to see a copy of the invoice or cost breakdown if you'd like more detail.

If you're ever unsure or want to talk something through, just speak to the team, we're always happy to help.

Access to your room

We always respect your space and privacy. However, there may be times when our team needs to access your room or shared areas. These include:

Kitchen checks

Kitchen checks take place once a month and are carried out by the property team. They help make sure your shared kitchen is safe, clean, and working properly. We'll always let you know in advance when to expect us.

Kitchen cleans

In some properties, we offer top-up kitchen cleans, usually every two weeks or once a month. You'll still need to keep on top of everyday cleaning, but this service helps keep things in good shape and can make it easier to avoid charges. These visits also include kitchen checks, so we won't need to come in separately for that.

Essential maintenance visits

Every three months, we'll pop into your flat to carry out some quick checks, fix minor issues, and do a few preventative maintenance tasks to help keep your home safe and comfortable.

Reported maintenance visits

These happen after you report an issue. We'll aim to fix it on the first visit, but if that's not possible, we may need to come back. We'll keep you updated each time and let you know roughly when to expect us.

If we spot any concerns during these visits, we'll log them in our system and let you know what the issue is, along with advice on what needs to happen next.

If your kitchen fails more than once, we'll arrange a flat meeting to talk things through and agree a plan with you and your flatmates. If your kitchen fails twice due to cleanliness, we may need to arrange a professional clean by a third-party company. Any costs for cleaning shared areas will be split evenly between all flatmates. We recommend setting up a simple kitchen rota, so everyone does their part.

The only time we'll enter your room or flat without notice is in an emergency.

Health and safety

We also carry out regular safety checks to make sure everything is safe and working as it should. During these checks, we'll look at things like:

- Making sure appliances are in good working order
- Checking for any signs of pests, such as rodents
- Confirming fire safety equipment (like fire blankets) is in place and hasn't been damaged
- Ensuring exits and access routes are clear and easy to use

These checks help keep your home safe and comfortable for everyone.

Guests

We want you to feel at home when living with us and being able to have friends to stay is part of that.

If you do have guests visit you, please ensure that they sign in and out of the property guest book, so that we are aware that they are in the building. You can find out more information here: [How to Have Guests at Uni & Be Fair to Flatmates](#).

Insurance

Register for your **free content's insurance**

Your stuff's covered for free with Howden – all you have to do is confirm your cover and see what's included. Got something extra valuable? You can also make claims and upgrade your cover too, just in case.

[Go to Howden app](#)

YOUR RENT

If your tenancy agreement is managed through your university, your rent payments and payment schedule may be handled directly by them. In these cases, you will need to follow your university's payment instructions and processes. If you are unsure about your payment arrangements, please contact your university accommodation team or speak to your property team.

Your payment due dates are in your tenancy agreement. By accepting your tenancy agreement, you are committing to paying your rent on these dates. If you have any questions about your payments, speak to your property team.

Your instalment schedule shows how much rent you need to pay and when. This can be found in the 'My Booking' section under My Account.

Advance rent has replaced deposits for most of our bookings. This is a payment of a set amount (usually £250) towards your first rent instalment and is paid at the time of booking. You are exempt from advance rent if you are booking in Scotland, paying in full, rebooking or you booked after the due date of the first payment. If you booked through your university, you may still be required to pay a deposit.

If your details have changed then you can update your payment details. Simply speak to a member of the property team as soon as possible.



YOUR CITY

Here's a handy list of local shops and services to help you settle into your new city. It's not everything, but it's a great place to start.

Looking for something more specific, such as places that match your culture, religion, or personal preferences? Uni societies, the resident app, and our team are all great places to get recommendations and tips.



Nearest Supermarket

Tesco Express, Co-op Food , Sainsbury's Local



Furnishings

Primark



Banks & Post Office

Natwest, HSBC, Barclays

Southwark Bridge Post Office 136 Southwark Bridge Road, London, SE1 0DG



Dentists

Mint Dental Clinic, 3 St George's Court, Garden Row, SE1 6HD



Gym

Energie Fitness located between block C and block D entrances



Transport

Nearest train station: Waterloo Station (~10 min walk). Nearest Tube Station: Southwark (Jubilee line) (~5 min walk)/Borough Station (Northern Line) (~5 min walk). Nearest Bus Stop: Pocock Street (Stop K) (~2 min walk) — routes 40, 63, N63, N89. Nearest Coach Station: Victoria Coach Station (~25 min by Tube)



Landmarks

Westfield, Camden Market, Oxford Street, Trafalgar Square, Buckingham Palace, The Tower of London (Tower Bridge), London Eye, Barbican Centre, Big Ben and Houses of Parliament



Places of Worship

Baitul Aziz Islamic Cultural Centre, 1 Dickens Square, SE1 4JL. St George the Martyr, Borough High Street, SE1 1JA. ISKCON-London Radha-Krishna Temple, 10 Soho Street, W1D 3DL

We're not affiliated with any listed business. This info is correct at time of June 2026.

HERE FOR YOU

Here if you need us

If you need anything, from maintenance support to general advice, just speak to your property team. They're on hand to make sure you feel at home.

You can also:

Check out our **Unite Students app** to manage your tenancy, report maintenance issues, and keep up to date with everything happening in your building.

You can also visit unitestudents.com/contact-us for FAQs, support, and more ways to get in touch.

No question is too small – we've got your back!

Looking out for you

We hope your university experience is an amazing one, but we know that sometimes everyone needs a bit of extra support – and that's completely okay. Whatever you're worried about, there are plenty of places you can turn to for help.



Your university support team

You can find their details at:

studentspace.org.uk/find-support



Our 'Support for You' page

Available in the Unite Students app or at:

unitestudents.com/about-us/support-for-you



Our property team

If you're ever unsure who to speak to, just come and chat to us. We're always happy to listen and help point you in the right direction.

You're not on your own – support is always available, whenever you need it.

Here for you

HealthHero

We've partnered with HealthHero to provide free, confidential support for you during your time at university. Whether you need help settling into student life, managing stress, or if something's affecting your mental or physical health, the Student Wellbeing Helpline is available 24/7.

Professional counsellors and advisors are on hand to offer guidance and the support is available in over 200 languages (via Language Line). Support is flexible and easy to access, so you can get help in a way that works for you – download the HealthHero app, access services on your laptop, or call **0800 0321 029** for immediate support.



Find out more

Financial wellbeing

We recognise the growing financial pressure on our residents and how these concerns can impact aspects of student life, including physical and mental health, relationships, studies, and work.

We're proud to partner with Blackbullion to help you feel more confident managing your money at uni. As a Unite Students resident, you get access to their services for free. With their resources, you'll find yourself motivated to learn more about money, apply for additional funding and improve your financial wellbeing.

*blackbullion

Find out more

To sign up visit www.blackbullion.com/connect/uslp

GET MORE FROM YOUR STAY

Don't miss out on our latest student offers, deals and competitions. Just head to unitestudents.com/login and make sure your email marketing preferences are switched on. You can update them anytime.

Your Perks

Head to the **Perks** section in our app to check out the great partnerships and offers we've lined up for you.

Don't forget to opt into emails from us too – that way, you'll get the latest deals and offers sent straight to your inbox.



Calling social media lovers!

Join our team as a paid Content Creator to get experience in an exciting industry and share your creations on our platforms. You may even be asked to feature in our brand films and photography! Follow us on socials to find out more.



@unite_students



@unite_students



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Unite Students



UniteStudents中文咨询



Unite Students 学生公寓



Unite Students 英国学生公寓



Unitestudents



Unite Students中文咨询



**WE
WANT
YOU!**

**RESIDENT
AMBASSADORS**



**HOST EVENTS.
MEET PEOPLE.
GET PAID.**

As a Resident Ambassador, you'll **host events**, welcome new faces, and help **create a vibrant community**.

FIND OUT MORE



We can't wait to see what your journey holds

Whether you're settling in, making new friends or exploring your new city, remember - you're not alone.

Here at Unite Students, you're part of something bigger.

Our team is always around for a chat, a helping hand, or just to say hi.

Here's to a brilliant year ahead - welcome home.

GOODBYE (FOR NOW)

If this is the end of your time with us, we just want to say thanks for being part of the community.

From late nights to last-minute plans, we've loved having you with us. We wish you all the best for whatever's next. Exams, graduations, new cities, new eras.

And if we are seeing you again next year... even better!

We're still here to make your check-out as smooth as possible, scroll for all the need-to-knows.

Before you leave, make sure:

- Your room is **fully clean and empty**
- All personal belongings are removed
- Cupboards, drawers and fridges are cleared
- Any issues have been reported on the Unite Students app
- Keys are ready to be returned

Doing this now helps avoid delays and potential charges later. Remember if something's not quite right, you can report it to us before you go.





**UNITE
STUDENTS**

