

# SmartStudent Accommodation Information for Parents



Going to University or further education is a big step for not only your child but also for you. Your child will be taking their first steps into independent living; for some students this is all a breeze, for others it can be an anxious time. From experience, we know there are 3 issues at the top of every parent's initial list of concerns. Hopefully the following will offer some reassurance that by choosing SmartStudent Accommodation you can rest assured, that we will do our utmost to make sure your child settles quickly and comfortably into Thane Villas and living in London.

## **1. SECURITY – WILL MY CHILD BE SAFE?**

We take the welfare of all our students very seriously and their safety is paramount to us. Thane Villas has an on-site office open all week long and a dedicated team that is available 24/7 if assistance is required. The building has keyfob entry which restricts access to students and staff only. There is an intercom system for visitors. Each floor also has keyfob entry and all rooms are fitted with modern locking systems. Students have their own keyfob and we hold a spare key in case of an emergency. State-of-the-art CCTV surveillance monitors the building's entrance and common areas around the clock. Thane Villas also has the latest fire prevention system with activated rapid response to give further protection and personal reassurance.

## **2. OUR ROOMS – ARE THEY AS GOOD AS DESCRIBED?**

In a word 'yes'. We pride ourselves on the high standards we set both in terms of the facilities on offer and cleanliness we maintain. All our rooms at Thane Villas are en suite and offer a modern, clean and stylish environment for students to study and relax in. Aside from a comfortable bed and fitted wardrobe, there is a desk, plenty of shelving and electrical sockets, a contemporary kitchen equipped with all the essentials – a freezer, cooker, hob, combi microwave, kettle and toaster. Broadband internet is available in all bedrooms and the Common Room and Wi-Fi is available in all the common areas.

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### **LIVING IN LONDON – IS IT UNFRIENDLY AND UNSAFE?**

London by its nature can be a daunting place as well as a culture shock to many students – and parents too. It's a fast moving, 24/7 environment and can take a bit of getting used to. From our experience the 'unfriendly' and 'unsafe' tags are somewhat unfair, as they can be applied to any major city in the world. London is what it is and what you make of it. If you apply the common sense rule and have your wits about you, everything should be fine, however if a student needs specific help or is concerned about living in London the SmartStudent team is always available to help. As most of us are Londoners, there's little we don't know about the Capital and the neighbourhood around Thane Villas.

## **New students at Thane Villas**

### **WHAT YOU CAN DO AS PARENTS TO HELP**

- Reassure your child that Thane Villas offers everything they need to get the best out of living in London
- Encourage your child to ask questions rather than get anxious over something
- Encourage them to make friends with other students at Thane Villas
- Encourage them to attend one of our welcome evenings – they're a great way to break the ice
- Call them on a regular pre-arranged basis. Knowing you are always about offers huge reassurance and can really help in the transition from home to university life
- London can be extremely busy at times, particularly weekday rush hours and on Saturdays with local football traffic. Arrange a suitable time to drop your child off when they first arrive – and with subsequent visits
- If your child has a television or watches TV online, make sure they have a licence
- Make sure they can cook the basics. You won't starve if you can do a mean beans on toast!
- Make sure that they know how to wash their clothes and can understand washing instructions
- Give them a lesson in budgeting (remember London is often more expensive than other places)
- Make sure you are aware of prohibited items in Thane Villas
- Make sure your child understands and respects our code of conduct

### **FOR MORE INFORMATION**

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**ThinkSmart, StaySmart**

**Encourage your child to make friends with other students at Thane Villas and to attend one of our welcome evenings**