

Changing lives
one by one

CHAPTER 1



ALL ABOUT XENIA WATERLOO

SERVICE DESCRIPTION

Xenia is a Student Accommodation and Conference venue in Waterloo which houses students from Imperial College, London. The service offers self-catered accommodation with 24 hour staff and warden cover to 150 students for a 38 or 51 week periods.

Xenia is one of about 40 services managed by Chapter 1 throughout the UK. Chapter 1 is a registered social landlord and a charity which has been working in supported housing since 1920. All housing aspects of the work are subject to monitoring through the Home and Communities Agency. We are also regulated by the Charity Commission. Our support services are funded and monitored by Local Authorities, Health and other bodies.

Value for Money is at the heart of all the work we do. Starting from our core work with clients and carrying out throughout the organisation to all departments.

Xenia is located in SE1, a short walk from the South Bank, Borough Market, Shakespeare's Globe Theatre, the London Eye, the Shard and other popular tourist attractions. We work closely with agencies such as The Waterloo Foodbank and Faiths Together in Lambeth, to provide support to the local community.

About the accommodation

The accommodation consists of fully furnished individual and twin bedrooms, many with en-suite shower rooms and all with access to shared cooking facilities. We have two lounges, a games room, and four study rooms. We also run a small conference centre which is hired out by local businesses for a range of training events, boardroom meetings, and regular classes such as yoga, guitar and sound therapy.

Clients also have use of a terrace and courtyard area with access to a communal barbeque facility. There is a no-smoking policy within the halls and illegal drugs are not permitted on the premises.

The service is accessible for people with restricted mobility. Applicants with other disabilities will be considered.



“WE SEEK TO PROVIDE GOOD QUALITY ACCOMMODATION WITHIN A SAFE, SUPPORTIVE AND ENCOURAGING ENVIRONMENT”

Contact details:

Chapter 1

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Chapter 1's mission and values are expressed through the delivery of good quality support to each person who is respected and valued as an individual with a unique story to tell and journey to make. We will work with our clients to help them move forward in their lives and meet their goals and aspirations.

We commit to staying with clients on what can sometimes be a difficult journey. We believe we too are changed and learn in the process. At Xenia we seek to provide a warm, respectful, friendly and supportive environment for all our clients.

We will:

- provide clean and safe accommodation
- work with outside agencies to support clients in a positive lifestyle.
- offer an environment where clients and staff feel valued.
- provide opportunities to participate in activities and develop life skills.
- encourage client participation through regular meetings and consultation.
- help clients to enjoy a positive living experience whilst pursuing their education in London.

Quality Assurance

Chapter 1 is committed to continuous improvement by regularly reviewing its services and actively encouraging feedback from clients and other stakeholders.

The organisation and services we provide are reviewed and regulated externally by the Homes and Communities Agency, the Charity Commission, and the Local Authorities in which we operate.

Internally, the Board of Trustees is responsible for ensuring the quality of Chapter 1 services. Regular reports are given to the Board of Trustees so that they can monitor this.

Each service is monitored by the people who fund the support. This is usually the Local Authority. As part of their monitoring, they look at the support we give to clients and, in some cases, will speak with clients about the support they receive.

CRITERIA FOR ADMISSION

Xenia is open to all students of Imperial College London, subject to Imperial College's contract and license agreement.

Conditions of Occupancy

Clients must:

- **Sign an accommodation contract setting out the responsibilities of both the service and the client during their stay.**
- **Adhere to the House Rules - failure to do so could result in eviction.**
- **Be willing to attend feedback meetings and participate in other forms of client involvement.**



All services are monitored quarterly by the Operations Manager. The Operations Manager reviews all key areas, including applications, to ensure that fair access is maintained.

Client feedback is sought through Satisfaction Surveys, Consultation events, compliments & complaints. All of this data is looked at by the National Forum, which is made up of staff and clients. They report key findings and recommendations for improvements to the Executive team and the Board of Trustees.

When things go wrong

There is a comprehensive Complaints Policy and Procedure which is given and explained to all clients on admission. If a client remains unhappy with the outcome of the complaints process, they can register a complaint either with the Housing Ombudsman (for housing-related issues) or with the Local Authority (if applicable, for support issues.)



Chapter 1 Charity Ltd

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