



# Treliske **Truro**



Residents' Guide

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## Welcome

### Hello and welcome to Truro!

Firstly, thank you for choosing Treliske to call home this year; we want to ensure you get settled in as quickly and easily as possible. This booklet should help as it contains everything you need to know about living here. You will find answers to many of our frequently asked questions including reporting repairs, communal living advice, personal safety information and – most importantly – how to keep your new home clean and tidy.

Remember to keep this guide in a handy place in your room and we are here to help you and we hope your time with us is an enjoyable one.

If you have any questions or concerns about the residences during your stay, please get in touch with the on-site team. You can do this by popping to reception or giving them a call or sending an email.

T: 0300 123 5050 - choose option 3 then option 3

E: [Treliske@sanctuary-students.com](mailto:Treliske@sanctuary-students.com)

# Arrival day



## Arrival day

You have now arrived and collected your keys. With your keys you received a welcome pack which includes maps, your new mailing address and lots of other useful information to help get you started.

### Inventory

Now you have checked in, before you start to unpack take some time to fill out the inventory form and aim to have it completed and returned to our on-site team within 48 hours of arrival.

The inventory lists all the items you should find in your room and shared common areas. This is your opportunity to make note of any damaged or missing items, so it's important you take some time to complete this.

**Note:** By not completing the inventory, you may be liable for the cost of repairing or replacing any damaged or missing items when you leave.

We try to ensure everything's in good working order ready for when you move in, but unfortunately things do break from time to time. If you come across any maintenance issues on your arrival, please do not list them on your inventory as these may take a few weeks to process. Instead pop in and see the team on reception, give them a call or send an email:

T: 0300 123 5050

E: [Treliske@sanctuary-students.com](mailto:Treliske@sanctuary-students.com)

Reception opening hours: 9am-5pm, Monday to Friday

## Your space

### Furniture

Your room is all set up ready to be filled with all your favourite home comforts, so please do not attempt to move any furniture or add any large items of your own. Remember to use your inventory to check all items of furniture are in place and in good condition. If you find any items are missing or damaged, please get in touch with reception.

### Posters

We want you to make your room feel like home, but please only use the provided pin boards for any posters you would like to display. Please do not use any fixings that may damage the bedroom or communal walls, including blue or white tack, tape, pins or nails.

**Note:** Any necessary redecoration needed when you leave will be charged to you.

### Smoking

Smoking is not permitted on-site in accordance with the Treliske Hospital rules.

### TV licence

If you plan to watch live TV or BBC iPlayer on a television, mobile phone, tablet or laptop, you will need a TV licence. Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for more information. Please do not put up any external television or radio aerials.

### Heating and hot water

Hot water is available 24 hours a day, 365 days a year, please note at peak times (8am-10am and 6pm-8pm) the temperature will be affected.

Turn the left handle away from you to increase the shower temperature. You can switch on the radiator in your bedroom and communal areas which can be adjusted using the temperature valves with 5 being the hottest setting (rotate anticlockwise).

### Pets

Sorry, we do not allow pets to be kept on-site, this includes goldfish - sorry!





## Shared facilities

### Reception

Reception is open between 9am-5pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 - choose option 3 then option 3

E: [Treliske@sanctuary-students.com](mailto:Treliske@sanctuary-students.com)

You can also find us on Facebook.

We have caretakers on-site between 9am - 5pm Monday to Friday. Repairs can be emailed to [Repairs.Treliske@sanctuary-students.com](mailto:Repairs.Treliske@sanctuary-students.com) or by calling 0800 916 1525 or 0300 123 3561. Should you have any maintenance issues outside of our reception opening hours, you can report them to the caretakers or security officers.

### Surf store

Our secure surf store is located at the back of block 7 and can be used for washing down and storing surf boards, wet-suits etc. We charge £35 a year for access to this facility and you will need to register any equipment you wish to store.

Note: We do not allow surf boards or other aquatic equipment to be kept anywhere else on-site, including your flat..

### Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. You can pay to upgrade your connection speed.

### Storage

We cannot provide storage facilities on-site, however, if you ask at reception we can advise on local storage facilities.

### Post

Letters will be delivered to your flat mail box, however you will need to be available for parcels that require a signature, otherwise the courier will leave a slip for a missed delivery. Parcels that don't need a signature will be left by the post box in the lobby which is monitored by CCTV.

Please make sure the following details are included in your address when you are having mail sent to you.

Your flat and room number  
Treliske Accommodation  
Royal Cornwall Hospital  
Old Penventinnie Lane  
Truro  
Cornwall  
TR1 3GZ

## Laundry

The laundry room is located on the ground floor of block 2, next to the office and is open **24-hours a day** and can be accessed using your key fob. Washing machines and tumble dryers are card operated which can be bought from the office. Charges, information on how to top up your card and instructions are displayed within the room. Machine availability and cycle progress can be viewed on an Circuit app that you can download to your mobile, or online at [www.circuit.co.uk/i-want-todo-mylaundry/laundry-view](http://www.circuit.co.uk/i-want-todo-mylaundry/laundry-view) and select Truro then Treliske.

If you have any problems with the laundry, please contact your on-site team. Alternatively, you can call the laundry company directly using the number displayed on the posters.

Please keep the laundry room clean and tidy and remove your laundry as soon as the cycle has finished so the machine is free for others to use.

**Note:** We cannot be responsible for any loss or damage to your laundry.

## Shared facilities

### Bins and recycling

Recycling facilities are available on-site, please ensure you make the most of these facilities and only recycle clean, dry and grease-free items.

You will need to empty any waste for your bedroom and kitchen bins in the bin store located behind bins 3 and 4.

Rubbish is collected on Friday.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and place them in the bin.

### Bikes

Bicycles can be kept on-site in designated areas. Please do not keep bikes in your flat or anywhere they may block stairwells or emergency exits. Please use a lock to secure your bike.

**Top tip:** Register your bike with the police by visiting [www.bikeregister.com/](http://www.bikeregister.com/).

### Parking

Parking on-site is limited and subject to a parking permit. It's managed by Q-Park Limited. Please consult the hospital website or the staff at the Q-Park office if you have any enquiries. You will require a letter as proof of residence which is available from reception before applying for your permit.

**T:** 01872 272 834

**E:** [truro@q-park.co.uk](mailto:truro@q-park.co.uk)

### Vending machines

Unfortunately, we do not have vending machines on-site.

### Local transport

Bus stops are located outside the main entrance and in lay-bys on the main road outside the residence. Almost all buses pass the railway station. For more information please visit [www.westerngreyhound.com](http://www.westerngreyhound.com) or [www.firstgroup.com](http://www.firstgroup.com).



# Shared facilities



# Communal living and pastoral care

## Communal living and pastoral care

By following these simple codes of conduct you are sure to avoid tension with your flatmates and will also help make your time with us enjoyable.

### Respect

Always treat others as you would like to be treated. Be respectful of each other's differences and lifestyles and talk about any problems openly. Be considerate of each other's living space and let your flatmates know if you are having guests over.

If you are having problems, please contact us.

### Noise

Please be mindful of those who are trying to sleep and study and try to avoid doing the following:

- Letting doors slam when entering or leaving
- Talking, shouting or laughing loudly, especially in corridors and communal areas
- Loud music
- Any loud noise between 11pm and 8am

Of course we want you to go out and have fun, but remember noise can be really irritating for someone trying to sleep or study.

### Food

Food theft can have a damaging effect on relationships within your flat. In the few days following your arrival, agree between yourselves if you will have any communal food items. Remember to ask permission before you borrow anything and check with your flatmates before throwing their food away. Try to avoid buying large quantities of

food in one go to make sure everyone has enough storage space.

### Looking after yourself

Register with a doctor (GP) as soon as you can. For details of local practices visit [www.nhs.uk/service-search/GP/locationsearch/4](http://www.nhs.uk/service-search/GP/locationsearch/4). For minor illnesses you can visit any local pharmacist. Please ask at reception for details of the nearest hospital. Our team are on hand to provide confidential support and advice on topics including mobility needs, homesickness, issues with your flatmates and financial worries. If we can't help, we will know someone who can.

### Emergencies and first aid

In a medical emergency call 999 immediately providing the full postal address. Please notify reception so the emergency services can be directed to the correct room.

For police non-emergencies, please call 101 and for medical non-emergencies please call 111.

### Information for students with disabilities

Please come and talk to us about your needs and requirements such as needing a personal evacuation plan.

### Culture shock

Leaving home can be stressful, but many people will feel the same – talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities at Freshers' Fairs or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and either talk to us or look in to University support services if you are struggling. The UKCISA website has more information on this.

### Environmental care

Please help us save energy and water by switching off lights when you aren't using them, using low temperatures on the washing machine and not leaving taps running – these can make all the difference in being environmentally friendly.

### Support and advice

Find out about your Student Union support services or visit [www.nightline.ac.uk](http://www.nightline.ac.uk) for confidential advice and support.

Drug or alcohol concerns? Visit [www.talktofrank.com](http://www.talktofrank.com) – do not assume you (or your friends) know all the facts.

If something is troubling you and you need someone to talk to The Samaritans have a phone helpline, visit [www.samaritans.org](http://www.samaritans.org) for more information.

## Personal conduct

We want to ensure all our residents live in pleasant, safe and secure surroundings.

We want all our residents to enjoy their time here with us, so check out our occupancy agreement where you will find terms and conditions which should help. Remember to be respectful when interacting with fellow residents and staff.

If your behaviour is deemed unacceptable, you may jeopardise your occupancy agreement.

It's important you're aware of behaviour that breaches your occupancy agreement. It includes but is not limited to:

- Illegal drug use
- Alcohol related misconduct
- Entering the roof or parapet areas
- Smoking inside or undesignated areas

- Threatening or abusive behaviour

Please refer to your occupancy agreement for more information.

If you're aware of any misconduct please report this to the on-site team or security. You can also contact the police as a last resort.

We reserve the right to confiscate any items that are not permitted or we deem hazardous. Any confiscated property will be logged, stored safely and returned on your departure from the residence.

### Cleaning

You are responsible for keeping your flat clean and tidy. Please ensure you take responsibility for your own washing up and put things away.

We will inspect your flat regularly. If the level of cleanliness is unacceptable, we will instruct agency cleaners to clean your flat and you and your flatmates will be responsible for covering the cost.

**Top tip:** Draw up a cleaning rota early on so everyone knows their responsibilities and your flat remains a pleasant and hygienic place to be. Think about vacuuming, taking the bins out and wiping surfaces.

Your flat has a vacuum cleaner, mop and bucket and dustpan and brush which are stored in the kitchen, please do not store them in any other areas of your flat. Remember when the vacuum cleaner bag is full to replace it.

Where accidental spillages occur and are reported straight away, we will assist with cleaning free of charge, however you may be charged for damages caused by unreported spillages.

Please also keep outdoor areas clean and tidy and take any rubbish with you.



### Kitchen cleaning tips

- Wipe the hob after each use and clean with hob cleaner weekly
- Use soapy water to clean kitchen wall tiles, then wipe down
- Cover food before microwaving and wipe inside and outside regularly
- Cook food in a dish or tray and clean the bottom of the oven and grill pan regularly
- Throw away out of date food and wipe doors and shelves with a cloth – keep the fridge/freezer dial on the middle number to avoid ice build up
- Wipe the worktop after each use and clean with hot soapy water weekly
- Don't leave rubbish lying around, empty the bin regularly and use a bin bag
- Clean up any spillages straight away to avoid stains
- Report any blocked drains to reception once you have turned off the tap and mopped up any spillage

## Useful procedures

### Reporting repairs

We ask that you take responsibility for reporting any repairs or breakages that you come across. Any emergency or health and safety issues should be reported to reception immediately.

Our on-site estates team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs by emailing us.

**E:** [Treliske@sanctuary-students.com](mailto:Treliske@sanctuary-students.com)

If you would like an update on the progress of a job, in the first instance contact reception, but please be patient as these things can take time. We may visit you after a repair to make an assessment of the quality of the repair.

Call the 24-hour number below in an emergency such as major power failure or flooding.

**Emergency T:** 07484 547 005

### Paying your rent

Please refer to your license agreement or contact reception to find out when your rent installments are due. Posters and emails will act as a reminder to help you avoid a late charge. Please contact reception if you have any financial concerns.

Students unable to set up an RCP can contact reception who can help. International students without a suitable UK guarantor must pay in one installment before the tenancy begins. For any concerns, please contact the on-site team.

### Moving rooms

Moving rooms is not permitted within the first two weeks. Outside of this time, it is only permitted if there is a room available and at our discretion. There will be a charge to cover the costs we incur by making this change.

### Damages

If damages occur, please come and have an informal chat with us to resolve the matter. Please note any damages caused by misuse will be charged to the students responsible. Damage to communal areas will be split between you and your flatmates (or all students living on a floor or in a block where appropriate) unless the person responsible comes forward. Please ask for indicative prices, you won't be charged for damages resulting in fair wear and tear.

### Visitors and guests

Please feel free to bring your friends and family over. It's important you sign any visitors in at reception when they arrive. Guests can stay in your room for up to three consecutive. Lending of rooms (subletting) or keys is strictly prohibited. You are responsible for all guests and must accompany them at all times while on-site. Under-18s must not stay overnight. If

you do not tell us about guests you may risk losing your tenancy.

**Note:** Guests may be asked to leave if they are disturbing staff or other residents. Guests must leave no later than the start of quiet hours unless staying overnight.

### Complaints

We always do our best to provide an outstanding service, however we do recognise that sometimes things can go wrong. Please contact reception and we will try to reach a solution. If this doesn't work, we have a formal complaints procedure that you can follow.

### Equality and diversity

We promote equality, diversity and human rights through our Fairness for All policy. Please contact us to request a copy.

### Confidentiality and privacy statements

Here at Sanctuary Students, we take your data privacy seriously. We gather your data when you fill in a form on our website, send us an email, give us a call or live in one of our student properties to make sure we give you the best possible experience.

Our privacy statements explain why we collect your data, what we do with it, how we store and share it.

We collect different sets of data at different stages of your relationship with us, meaning we have a privacy statement for each stage. Read our privacy statements to find out more at <https://www.sanctuary-students.com/privacy-statements>



Useful  
procedures

# Keys, safety and security

## Keys

You have been issued with keys for your flat, room and post box and an entry fob to get into the building, please keep these with you at all times. If you lose your keys or fob please contact reception straight away so we can replace them for you, there is a charge to cover the replacement and change of locks if required.

Look after your keys and never attach your address to them. If a member of staff sees a door unlocked, they will lock it.

## Security

Don't let anyone through the doors or allow someone to follow you in who you don't know, please do not lend your keys to anyone. Always lock doors and windows when you go out and at night. Please do not tamper with window restrictors and use the safety catch where available.

Sanctuary Students cannot be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept hidden and secure. Money and valuables should never be left unattended in public areas.

**Top tip:** Name your belongings so they can be identified by the police if they are lost or stolen.

If you see anything suspicious, please report it. We have 24 hour CCTV monitoring systems in place.

## Insurance

Please read the policy of our insurance provider carefully. Many of your personal possessions will be covered in certain circumstances such as theft, but others may only be covered up to a certain value so check

and upgrade your policy where needed. Alternatively you can take out your own insurance with a provider of your choice.

## Carrying cash

If you're travelling from overseas with large amounts of cash, please deposit this in a bank as soon as you can as we are unable to provide safes or lockers for your room.

## Personal safety

Be mindful at all times. Plan your journeys in advance and let your friends know where you're going. Avoid poorly lit and remote areas at night and keep valuables hidden. Program any security numbers or emergency contacts into your phone so you have them with you at all times.

**Top tip:** Have a written copy too in case your phone gets stolen.

## Absences

If you are going to be away for more than one week, please let your flatmates know and sign out at reception

## Accidents

If you have an accident on-site or notice anything dangerous or unsafe, please let us know straight away.

## Electrical safety

Don't put yourself or your flatmates at risk and ensure your electrical equipment is safe to use. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards.

Check for visible signs of damage before using electronic equipment, if in doubt do not use it and use a label to inform others not to use it either. Inform the owner or contact reception if it's equipment supplied by us.

Bar extensions with more than four sockets will be confiscated due to the possibility of overloading the circuit.

When using electronic equipment:

- 1) Always follows the manufacturer's instructions
- 2) Don't overload electrical sockets
- 3) Don't use makeshift wiring – if it's faulty, replace it
- 4) Do not leave switched on electrical items unattended
- 5) Disconnect equipment not being used
- 6) Switch off and disconnect faulty equipment immediately
- 7) Don't run cables under carpet or rugs and don't put flammable materials on or near electrical equipment

We reserve the right to confiscate non-permitted items or anything deemed hazardous which can be collected upon your departure from the residence.



## Fire safety

### Fire safety

Your building, flat and bedroom are protected by a fire and smoke alarm system; however you must observe the following guidelines to reduce the risk of fires happening.

- 1) Never burn candles, oil burners, tea lights, joss sticks or anything with a naked flame or exposed heat source – these are dangerous and banned from the accommodation
- 2) Do not cover your room heater at any time
- 3) Don't leave cooking unattended and switch off appliances after use
- 4) Don't cook using dirty grill pans or hob
- 5) Don't put anything metallic in the microwave
- 6) Take extra care when cooking after a night out
- 7) Don't prop fire doors open
- 8) No portable or personal heaters allowed – including electric blankets
- 9) Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are a fire hazard and banned from the accommodation
- 10) Electronic cooking equipment is not allowed in your bedroom, including kettles and toasters.

**Note:** Any banned or unsafe items may be removed without warning.

### Fire drills

Fire alarms are tested every week, usually on a Tuesday morning. Fire drills are a legal requirement and are held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

#### On discovering a fire:

- 1) Sound the alarm
- 2) Get out of the building
- 3) Call the fire brigade on 999
- 4) Let a member of our team know

#### On hearing the alarm:

- 1) Get out of the building
- 2) Close doors behind you
- 3) Don't use lifts
- 4) Don't rush or push
- 5) Meet at the assembly point (identified

- on the notice on your bedroom door)
- 6) Do not attempt to re-enter the building until a fire officer or member of our team say it is safe to do so

### Safety equipment

Fire fighting equipment is located throughout the building and exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your occupancy agreement as well as the lives of you and your neighbours. Penalties against you or you and your flatmates may be incurred if safety equipment is interfered with and may lead to criminal prosecution.

If you find any fire-fighting equipment missing or damaged, please let reception know so it can be replaced or repaired.

If your smoke or heat detectors start to beep, tell a member of our team

immediately. Do not tamper with or cover detectors – they could save your life.

### Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

- Don't tamper with detectors – this may activate the alarm
- Ensure the ventilation fan is running and the bathroom door is closed during and immediately after showering
- Use a steam iron, aerosols, hair dryers and straighteners away from detector heads
- When cooking ensure extractor fans are running, windows are open and the kitchen door is closed
- Report any broken ventilation or extractor fans immediately

## Before you leave

### Moving out

When it's time to move out please speak to staff in the office about settling your account and completing all the necessary forms. If you want to extend your stay or move out before the end of your contract, please contact us. If you leave early you will need to give us two weeks notice in writing beforehand and there will be a charge to cover the costs we incur by making this change.

#### **Before you leave us please:**

- Remove all personal goods and furniture (we may charge for anything left behind)
- Clean your room, en-suite, kitchen and corridor and empty all rubbish
- Close all windows

- Lock your bedroom door
- Return all keys and fobs in person to reception
- You should refer to your contract for details of your contractual obligations.

Don't forget to pass on your new address to your contacts as we are unable to forward mail. After your departure, we will return any items addressed to you to the sender.

Sanctuary Students operates in accordance with the ANUK Code of Practice.



**Address:** Old Penventinnie Lane, Truro TR1 3GZ

**Visit:** [www.sanctuary-students.com](http://www.sanctuary-students.com)

**Call:** 0300 123 5050

**Email:** [Treliske@sanctuary-students.com](mailto:Treliske@sanctuary-students.com)

**Our offices are open:** Monday - Friday, 9am-5pm

 **SanctuaryStudentsUK**

Sanctuary Students is a trading name used by Sanctuary Student Homes Limited and Sanctuary Management Services Limited

*Some images in this booklet are representative only*