



Manna Ash House London

London

Residents' Guide

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Welcome

Hello and welcome to London!

Firstly, thank you for choosing Manna Ash House 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 1 then option 6
E: MannaAsh.House@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: MannaAsh.House@sanctuary-students.com

Reception opening hours: 8am-8pm, 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 only permitted outside the building in designated areas. Please observe the signs to ensure you are smoking in a designated smoking areas and dispose of cigarette butts appropriately.

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 for more information.

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 may be affected. Please let us know if the water is too hot or cold for you.

Bedrooms and communal areas are fitted with electric panel heaters which are switched on 24-hours a day but you can control the temperature. The heaters turn off every few hours to save energy. Look on your notice boards for further instructions. The storage heater in the kitchen releases heat during the day. Keep the temperature low so the heater releases warmth throughout the day.

Pets

Sorry, we do not allow pets to be kept on-site, except guide dogs and hearing dogs.





Shared facilities

Shared facilities

Reception

Reception is open between 8am-8pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 - choose option 3 then option 1 then option 4
E: MannaAsh.House@sanctuary-students.com

You can also contact Sanctuary Students on Facebook.

Out of hours, reception is covered by security officers. Should you have any maintenance issues outside of our reception opening hours, you can report them to the security officers, however if it is an emergency please call the 24-hour site number.

Emergency T: 07766 443 523

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 and parcels will be delivered to reception. We will notify you by email when a parcel arrives for you, alternatively a slip will be placed in your mail box outside of office hours. Please remember to bring proof of ID and the slip when collecting parcels.

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

Your name
Your flat and room number
Manna Ash House
8-16 Pocock Street
London
SE1 0BW

Laundry

The laundry room is located on the ground floor, next to the Residents' Lounge and is open **between 8am and 11pm**. Washing machines and tumble dryers are card operated and are available from the machine in the laundry room. Cards are available in reception and charges, information on how to top up your card and instructions are displayed within the room.

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.

- Glass, paper, card, tin and plastic can be placed in the green recycling bin in the kitchen
- Used ink cartridges, old phones, batteries, clothes, shoes etc. can be recycled in the laundry room

Please make the most of these facilities and place everything in the appropriate containers.

Note: Ensure you only recycle clean, dry, grease-free items.

You will be responsible for emptying your bedroom bin into the kitchen bin, the kitchen bin will be emptied by the housekeeping

team. Alternatively, you can place your recycling and general waste in the larger bins in the waste compound in the front courtyard.

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.

Rubbish is collected every day Monday to Friday.

Bikes

Bicycles can be kept on-site in designated areas but please remember storage is limited. 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.

You will need to register your bike with us at reception, any unregistered bikes will be removed and may be disposed of without notice. Compensation will not be offered under any circumstances.

Note: Please push your bike in and out of the residence to avoid accidents.

Top tip: Register your bike with the police by visiting www.bikeregister.com/ and visit www.tfl.gov.uk/roadusers/cycling/14808.aspx for more information on the Transport for London bicycle scheme.

Parking

Parking is only available for blue badge holders with prior written consent. We do not accept responsibility for loss or damage to vehicles or property when parked on-site. Please ask for information about alternative parking nearby.

Vending machines

Vending machines can be found in the laundry room.

Residents' lounge

Located on the ground floor, you will find a TV with Netflix as well as study space.



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 during quiet hours (11pm-8am, Sunday to Thursday and 11pm-9am, Friday and Saturday)

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. 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

We offer the following facilities:

- Lifts
- Easy access in and out of the building
- Some rooms have flashing lights and a sounder if the alarm activates
- Portable vibrating pads for those with hearing difficulties 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 for confidential advice and support.

Drug or alcohol concerns? Visit 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 for more information. Alternatively, you can call our Health Assured advice line on 0800 030 5182.

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

The communal areas of your flat will be cleaned on a weekly basis, however you are responsible for keeping your flat clean and tidy. Please ensure you take responsibility for your own washing up and put things away.

At least once a term we will inspect your bedroom, kitchen and bathroom facilities. There may also be bedroom inspections 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 for the kitchen 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, please only store these in your flat kitchen. We also provide cleaning products at the start of your tenancy.

If the vacuum cleaner is broken as a result of misuse, the replacement cost may be

charged back to you and your flat mates. Please remember to replace the bag once full. Where accidental spillages occur and are reported straight away, we will assist with cleaning free of charge. Please note you may be charged for damages caused by unreported spillages.

Please also keep communal and 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
- Mop the vinyl floor and vacuum the carpet weekly
- To avoid infestation from rodents or insects, keep your flat clean and tidy and contact reception immediately if an infestation occurs.

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 team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs at reception, over the phone or fill out the Report a Repair form on our website. If you would like an update on the progress of a job, please contact reception but please be patient as this may take time.

We may visit you after a repair to make an assessment of the repair quality.

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

Emergency T: 07766 443 523

Paying your rent

The easiest way to pay is by a Recurring Card Payment (RCP). We will use the card details you provided when you accepted your contract for rent payments. Your payment plan and the dates your rent will be taken can be found in your tenancy agreement or in the email from us regarding your guarantor's documents.

Note: Should your card details change due to changing banks or receiving a new card, please remember to speak to a member of our on-site team.

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 room is not permitted in the first two weeks. Outside of this time, it is only permitted if there is a room available and at our discretion. You may be charged to cover the costs we incur by making this change.

Damages

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 or we can identify the person responsible on CCTV. 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 nights in any seven night period with only one guest allowed at a time. 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 students or are unaccompanied. Guests must leave by the time quiet hours start unless they are staying overnight.

We have guest rooms available in London for overnight stays, please ask for more information.

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.

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>

Equality and diversity

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

Keys, safety and security

Keys

You have been issued with keys for your flat and room and a swipe card to get in and out of the building, please keep these with you at all times. If you lose your keys or swipe card 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. You can also register any valuables with the national property register at www.immobilise.com.

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
- 8) Please do not use electrical cooking items such as rice cookers in your bedroom

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 Wednesday afternoon. 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 exists for 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

If you wish to terminate your contract early please contact your on-site team. Your contract must be transferred to someone else and you will be charged an administration fee. If a suitable replacement cannot be found, you will continue to be responsible for paying the rent. Please refer to your tenancy agreement and ask the on-site team for more details.

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 swipe cards 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. This provides you with the assurance that the management, safety and security of your home meets a defined set of minimum standards which are inspected regularly.



onboard

Address: 8-20 Pocock Street, London SE1 0BW

Visit: www.sanctuary-students.com

Call: 0300 123 5050

Email: MannaAsh.House@sanctuary-students.com

Our offices are open: Monday - Friday, 8am-8pm

 **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