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Hello and welcome to Coopers Court!

At Sanctuary Students, we want to make your time living with us as enjoyable as possible. We do our best to make things simple so you can settle in quickly and easily.

Within this booklet, you’ll find nearly everything you need to make sure your stay goes smoothly. You should find the answers to most commonly asked questions and information including useful contacts and advice on communal living.

Keep this guide in your room and remember we’re here to help. If you have any questions or concerns, please don’t hesitate to contact our on-site team.
Before you set about unpacking, use the inventory form to check that you have everything listed in your flat and your room.

If you have any concerns about your room, for example if there is anything damaged or missing, make a note of it on the inventory form. Pass this to a member of the Sanctuary team once you have completed it. Please aim to do this within 24 hours of arrival.

**If you don’t complete this form and there are damages or items missing when you leave, you are liable for the cost of repair or replacement.**
**Essential Information**

**Reception**

The reception is located in Block A at Don Gratton House, 82 Montague Street, and is open for enquiries from 8am to 10pm, Monday to Friday.

You can contact our reception team by emailing Dongratton.House@sanctuary-students.com or calling 020 7655 6960.

Out of hours, reception is covered by our security officers. Please report any maintenance issues or emergencies to reception.

Our Senior Residents are also on hand to help with any concerns outside of office hours and to assist with any problems you might have or advice you may need.

You will need to empty your bedroom bin into the kitchen bin. The kitchen bin is emptied by the housekeeping team. Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet. Rubbish is collected every day from each kitchen, or you can find large bins located outside block B door or in the garden courtyard.

**Laundry**

The laundry room is located on the ground floor next to the Residents’ Lounge. Washing machines and tumble dryers are card operated and cards are available from the machine in the residents lounge. Cards can be topped up via a credit or debit card or PayPal. Charges and instructions are displayed in the laundry room; please ask at reception if you have any problems.

The laundry is open 24 hours a day.

If you have any problems with the laundry please contact us or call the laundry company directly by phoning the number displayed on the wall posters.

Please do your best to keep the laundry room clean and tidy and to remove your laundry as soon as the cycle is finished. Please note we cannot be responsible for any loss or damage to your laundry.

**Bins and recycling**

Recycling facilities are available on-site.

- Paper, card, tin and plastic can be placed in the recycle bin in your kitchen.

- Used ink cartridges, old phones, batteries, clothes, shoes etc. can be donated in the laundry room

- Magazines, DVDs, books and plants can be left in the Residents’ Lounge

Please make the most of these facilities but make sure you only recycle clean, dry, grease-free items and place everything in the appropriate containers.
Shared facilities

**Post**

Letters will be delivered to your flat letter box which is at the entrance to each block.

Parcels are kept at reception and a package collection slip is placed in your letter box when a parcel arrives. Please bring this slip and proof of ID when collecting parcels.

If you require a parcel to be signed for, please arrange for it to be delivered to Don Gratton House. We will email you to let you know once your parcel arrives.

When having mail sent to you, please ensure the following details are included in your address:

- **Your name**
- **Your room number**
- **Coopers Court**
- **10-14 Maplin Street**
- **London**
- **E3 4SX**

**Internet**

Wi-Fi is provided throughout the building and there is an Ethernet connection in your bedroom. You can pay to upgrade your connection speed. Please contact Relish for any problems and ask us if you need support with this.

**Bikes**

Bicycles can be kept on-site in designated areas but please note storage is limited. Please do not keep bikes in your flat or anywhere they may block stairwells or emergency exits. You will be required to register your bike at reception on arrival. Any unregistered bikes will be removed and may be disposed of without notice. Compensation will not be offered under any circumstances.

Please push your bike in and out of the residence to avoid accidents. We recommend signing up for the Transport for London bicycle scheme. Visit [www.tfl.gov.uk/roadusers/cycling/14808.aspx](http://www.tfl.gov.uk/roadusers/cycling/14808.aspx) for more information.

**Residents’ Lounge**

The Residents’ Lounge is located in Block A on the ground floor.

**Parking**

Parking is only available for blue badge holders with prior written consent. We do not accept any responsibility to loss or damage to vehicles or property when parked on site. Please speak to reception for advice on alternative parking in the city.

**Storage**

Please note storage facilities are not available on-site. We can direct you to local storage facilities.
Your space

Smoking
Smoking is only permitted in the designated smoking areas. Please dispose of butts appropriately.

Furniture
Please do not attempt to move the furniture in your room or bring large items of furniture with you when you arrive. Use your inventory list to check that all items of furniture are in place and in good condition. Charges will apply for anything that is missing or damaged when you leave. This also applies to communal areas.

Posters
Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blue or white tack, tape, pins or nails.

Heating and hot water
Bedrooms and kitchens are fitted with electric panel heaters which are switched on 24 hours a day but you can control the temperature. They turn off every couple of hours to save energy. Further user instructions can be found on your kitchen noticeboard.

Electric boilers provide hot water 24 hours a day throughout the year, but 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.

Pets
Sorry but we do not allow pets to be kept on-site except guide dogs or hearing dogs for the deaf.

TV licences
We only licence TVs that we provide for you. You will need a TV licence if you want to watch live TV on your laptop. Visit www.tvlicensing.co.uk.
Repairs
Please take responsibility for reporting any repairs or breakages and don’t just leave it for others.

Our maintenance teams and caretakers look after day-to-day repairs and our trusted contractors cover major repairs. Please contact reception in the first instance or if you want more information on the progression of a job, but please be patient as things may take time.

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

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

Moving out
Your tenancy agreement is for a fixed period, and you can access these details with your log-in and username. You will need to make sure your account is settled in full when you leave.

If you want to extend your stay or move out before the end of the contract, please contact us. If you leave early you will remain liable for the rent until a replacement resident is found and you may be charged to cover the costs we incur making this change.

For more information, please call Don Gratton House reception.

Paying your rent
The easiest way to pay is by Recurring Card Payment (RCP). We will use the card details that you provide when you accept your contract for rent payments.

Students unable to set up an RCP should contact reception who will be able to help. International students without a suitable UK guarantor must pay in one instalment before their tenancy begins.

Please refer to your tenancy agreement or contact reception to find out when instalments are due. Posters and emails will act as a reminder to help you avoid missing any payments.

If your student loan dates are different to rent payment dates, speak to reception who can amend your payment dates to line up with loan dates. We will ask you for proof of your student loan dates.

Please contact reception early on if you have any financial concerns.

Damages
If damages occur, please come and have an informal chat with the manager to resolve the matter. Please note that any damages caused by misuse will be charged to the students responsible. There will not be a charge for damage resulting from fair wear and tear.

Damages to communal areas will be split between you and your flatmates (or all students living in a floor or block where appropriate) unless the person responsible comes forward, or unless we can identify the person responsible on the CCTV.
Visitors and guests
You are responsible for all guests and must accompany them at all times while on-site. Please note that guests may be asked to leave if they are disturbing our staff or other students or if they are unaccompanied. Lending of rooms or keys is not permitted and dual occupancy is prohibited.

Guests must leave no later than our quiet hours unless they are staying overnight. The maximum number of nights for an overnight guest is 3 nights within any 7 night period. Under-18s must not stay overnight. We do have guest rooms available in London for overnight stays, please ask for information.

Complaints
We do our best to provide an outstanding service but we recognise that things can sometimes 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 will be able to follow.

Confidentiality
Here at Sanctuary Students, we take your data privacy seriously.

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, we gather your data to make sure we’re giving you the best possible experience.

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

We collect different sets of data at different stages of your relationship with us and that means that we have a privacy statement for each stage. Read our privacy statements to find out more: 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.
Communal Living and Pastoral Care

Follow this simple code of conduct to avoid any tensions with your flatmates and to make sure your time living with Sanctuary Students goes as smoothly as possible.

Respect

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 overnight or for dinner, birthdays etc.

If you are still having problems, please contact us.

Noise

Please be mindful of those that are trying to sleep or study and avoid the following:

- Slamming doors
- Talking, shouting and laughing loudly especially in corridors, communal areas and outdoor areas
- Loud music that can be heard from outside your room
- Any parties
- Any loud noise during quiet hours (11pm to 8am Sunday to Thursday, midnight to 9am Friday and Saturday)

Go out, have fun, but remember – noise can be extremely irritating for someone trying to sleep or study.
Communal Living and Pastoral Care

Food
Food theft can have a damaging effect on relationships within your flat. Agree between yourselves if you will have any communal food items, ask permission before you borrow anything and check with your flatmates before you throw their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Fridge/freezer awareness
Please observe the following guidelines to avoid conflict and ensure good food hygiene:

• Wrap up raw and uncooked food especially meat before putting it in the freezer
• Do not overload fridges and freezers to avoid ice build-up or bacteria growth
• Ask us for advice on defrosting your freezer
• Clean the inside of the fridge regularly to avoid bad odours
• Keep the dial on your fridge and freezer on the middle number to prevent ice build-up

Looking after yourself
Register with a doctor (GP) as soon as possible. For minor illness, you can visit a pharmacist. If you need a hospital, please ask at reception. Our team are on hand to provide confidential support and advice on topics including mobility needs, homesickness, not getting on with flatmates and financial worries. If we can’t help, we’ll know someone who can.

Emergencies
Phone 999 immediately in a medical emergency and then notify reception. For police non-emergencies please dial 101 and for medical non-emergencies dial 111.

Information for students with disabilities
We offer the following facilities:

• Easy access in and out of the accommodation
• Flashing lights and a sounder when the alarm activates
• Portable vibrating pads for those with hearing difficulties

Please come and talk to us about your needs and requirements, for example if you require a personal evacuation plan.

Culture shock
Leaving home can be very stressful, but lots of people will feel the same, so you can 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 by visiting the Fresher’s Fair or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and talk to us or look in to University support services. The UKCISA website has more information on this subject.

Support and advice services
Find out about your Student Union support services or visit www.nightline.ac.uk for confidential advice for students. If you have concerns about drugs or alcohol, visit www.nhs.direct.co.uk or www.talktofrank.com and do not assume you (or your friends) know all the facts.
Your agreement contains a number of terms and conditions to make sure that Coopers Court is a pleasant, safe and secure place to live. Please be respectful when interacting with students and staff.

If your behaviour is deemed unacceptable you may jeopardise your tenancy. We also reserve the right to confiscate items that are not permitted on our property or are deemed hazardous until your departure.

Any student who witnesses or is aware of misconduct should report the matter to our security, the police, or our property management team.

Behaviour that breaches your Licence Agreement includes (but is not limited to):

- Illegal drug use
- Entering the roof or parapet areas
- Smoking on site
- Threatening or abusive behaviour

Full details of charges can be found in your tenancy agreement.
Cleaning

We provide a blank cleaning rota. Use this to help avoid any tension by making everyone aware of their own responsibilities. Your flat will remain a pleasant place to be and you will avoid incurring any cleaning charges. Make sure you take responsibility for your own washing up and spillages!

The communal areas in your flat will be cleaned on a weekly basis. You are responsible for your own washing up and for keeping your kitchen clean and tidy. Your bedroom, en-suite facilities and kitchen will be inspected on a regular basis. If there is an unacceptable level of cleanliness we will instruct agency cleaners to clean your flat and you and your flat mates will be responsible for covering these costs.

A vacuum cleaner, mop and bucket can be found in your flat kitchen. Please do not store these elsewhere. If the vacuum cleaner is broken as a result of misuse, the replacement cost may be charged back to you and your flatmates. 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 report any blocked drains to reception after turning off the water and mopping up any spillage. Please also keep communal areas clean and tidy and take any rubbish with you.

Pests

To avoid infestation e.g. from rodents or insects, please keep your flat and kitchen clean. Do not leave rubbish lying around, clean up spillages and dispose of food in the bin. Store food correctly and keep cooked food in airtight containers. Avoid keeping food in your room.

Please contact Don Gratton House reception immediately if an infestation occurs. We are not usually able to move you to another room.
**Keys**

You will be issued with a swipe card. Please keep this with you at all times to get in and out of the building. You will also receive a set of keys for access to your flat and room. If you lose your card or keys, please contact reception straight away and we will disable the lost card and provide a replacement. You will be charged for replacements.

Look after your keys and keep them with you at all times. If a member of our team sees a door unlocked, they will lock it. Never write your address on the swipe card or attach it to your keys.

**Insurance**

Please read the Cover4Students block halls insurance policy included in your welcome pack carefully. Many of your personal possessions will be covered in certain circumstances including theft, but some valuable items may need to be insured separately through Cover4Students or another provider.

**Security**

Do not let anyone through the doors or allow someone to follow you in who you don’t know. Do not allow anyone to borrow your keys. Always lock doors and windows when you go out and at night. Do not tamper with window restrictors and use the safety catch where available.

Sanctuary Students can’t 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 secure and hidden. Money and valuables should never be left unattended in public areas. It is a good idea to name your belongings so they can be identified by the police if they are lost or stolen.

Please report anything suspicious to reception. Sanctuary Students accommodation has 24 hour CCTV monitoring systems in place.

**Personal safety**

Be mindful of your personal safety at all times. Plan your journeys in advance and let your friends know where you are going. Avoid poorly lit or remote areas at night and keep valuables hidden.

Save any security numbers or emergency contacts in to your phone so you have them at all times, and have a written copy with you in case your phone is stolen.

**Absences**

If you are going to be absent for more than one week, please let your flatmates and reception know.
Accidents
If you have an accident on site or if you notice anything dangerous or unsafe, please let us know straight away.

Electrical safety
Make sure your electrical equipment is safe to avoid putting you and your flatmates at risk. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards.

Before you use electronic equipment, check for any visible damage. If in doubt do not use the equipment and use a label to inform others not to use it either. Inform the owner of the equipment or contact reception if it is equipment we have supplied.

**When using electronic equipment:**

1. Always follow the manufacturer’s instructions
2. Do not overload electrical sockets
3. Do not use makeshift wiring. If it is faulty, replace it
4. Do not leave unattended electrical equipment switched on
5. Switch off and disconnect equipment when not in use
6. Switch off and disconnect faulty equipment immediately
7. Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment

We also reserve the right to confiscate any items that are not permitted or are deemed hazardous.
Fire safety

Your building, your flat and your 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, tea lights, joss sticks or shisha pipes – these are dangerous and are banned from our accommodation. They may be removed from your flat without notice
2. Never cover your room heater with anything
3. Do not leave cooking unattended and switch off appliances after use
4. Don’t cook using a dirty grill pan or hob
5. Don’t put anything metallic in the microwave
6. Don’t cook after a night out
7. Don’t prop fire doors open
8. No portable heaters are permitted with the exception of an oil filled portable heater – ask us at reception for details. Barbecues, fairy lights and real Christmas trees are not permitted in our accommodation.

Fire drills

The fire alarms are tested every week. Fire drills are held throughout the year and 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 fire 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 rush or push
4. Meet at the assembly point (identified on the notice in your bedroom or in reception)
5. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so
Fire-fighting equipment

Fire extinguishers are located throughout the building and fire blankets are available in every kitchen. This equipment exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your licence, and the lives of you and your neighbours. Any interference with equipment may incur penalties against either you alone or you and your flatmates, and may lead to criminal prosecution.

Please inform reception if any firefighting equipment is missing or damaged so that it can be replaced or repaired. If your smoke and heat detectors start to sound, tell a member of our team immediately. Don’t tamper with detectors or cover them – they could save your life.

Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

• Do not tamper with detectors – this may activate the alarm

• When showering, ensure the ventilation fan is running and your bathroom door is closed

• Use a steam iron, hair straighteners or dryers and aerosols away from fire detectors

• Ensure extractor fans are running, windows are open and the kitchen door is closed when cooking

• Report any broken ventilation or extractor fans immediately
Before You Leave

Before you leave us please:

• Remove all personal goods and furniture (we will remove and/or dispose of anything left behind and accept no liability for items lost in this way)

• Clean and vacuum your room, en-suite, communal areas, kitchen and kitchen cupboard and empty all rubbish

• Wipe and dust all surfaces

• Close all windows

• Lock your bedroom door

• Return all cards and keys in your check out envelope and return to reception.

You should refer to your tenancy agreement for details of your contractual obligations.

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

Coopers Court is covered by the National Code of Standards for Larger Student Halls administered by the ANUK. 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.

You can find more details about the code at www.nationalcode.org.
Charging schedule damage to property

The charges shown below are a guide to the cost of repair or replacement to any damages to the furniture or property.

The individual charge may be higher or lower, dependent on the work involved to fix the fault. Contact your on-site team for a final cost.

### Furniture/soft furnishings

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement single mattress</td>
<td>70.00</td>
</tr>
<tr>
<td>Replacement double mattress</td>
<td>80.00</td>
</tr>
<tr>
<td>Broken bed base/frame</td>
<td>90.00</td>
</tr>
<tr>
<td>Damaged desk chair</td>
<td>45.00</td>
</tr>
<tr>
<td>Damaged dining chair</td>
<td>35.00</td>
</tr>
<tr>
<td>Damaged wardrobe</td>
<td>160.00</td>
</tr>
<tr>
<td>Damaged wardrobe shelf or pole</td>
<td>30.00</td>
</tr>
<tr>
<td>Damaged study bedroom desk</td>
<td>150.00</td>
</tr>
<tr>
<td>Damaged study bedroom worktop</td>
<td>95.00</td>
</tr>
<tr>
<td>Replace kitchen stool</td>
<td>50.00</td>
</tr>
<tr>
<td>Replace hall mirror</td>
<td>65.00</td>
</tr>
<tr>
<td>Replacement sofa complete</td>
<td>350.00</td>
</tr>
<tr>
<td>Clean sofa</td>
<td>25.00</td>
</tr>
</tbody>
</table>

### Electrical equipment

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement fridge</td>
<td>220.00</td>
</tr>
<tr>
<td>Replacement fridge/freezer</td>
<td>350.00</td>
</tr>
<tr>
<td>Replacement fridge handles</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement freezer door/drawer compartment</td>
<td>40.00 each</td>
</tr>
<tr>
<td>Replacement cooker/fire</td>
<td>250.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan handle</td>
<td>15.00</td>
</tr>
<tr>
<td>Replacement microwave</td>
<td>90.00</td>
</tr>
<tr>
<td>Replacement microwave plate</td>
<td>50.00</td>
</tr>
<tr>
<td>Replacement kettle</td>
<td>20.00</td>
</tr>
<tr>
<td>Replacement vacuum cleaner</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement TV</td>
<td>400.00</td>
</tr>
<tr>
<td>Replacement TV remote control</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement toaster</td>
<td>15.00</td>
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</tbody>
</table>

### Electrical fittings

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement sockets</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement fluorescent fittings</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement smoke/heat detector</td>
<td>75.00</td>
</tr>
<tr>
<td>Replacement light switch</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement lamp shades</td>
<td>20.00</td>
</tr>
</tbody>
</table>
### Fire-fighting appliances
- Replace missing fire blankets: $20.00
- Refill fire extinguisher: $55.00
- Replace fire extinguisher: $100.00
- Malicious damage to ‘break glass’: $65.00

### Carpets and flooring
- Replace study bedroom carpet/flooring: $500.00
- Replace communal hall carpet/flooring: $250.00
- Replace lounge carpet/flooring: $300.00
- Cleaning of study bedroom carpet/flooring: $25.00
- Cleaning of hall carpet/flooring: $50.00
- Cleaning of lounge carpet/flooring: $75.00
- Carpet tile: $15.00 each

### General items
- Replacement mop and bucket: $20.00
- Replacement ironing board: $25.00
- Replacement dust pan and brush: $7.00
- Reconnect door closer: $5.00

### Decoration
- Redecoration to study bedroom due to damage to wall decorations i.e. blue/white tack etc.: $75.00
- Redecoration to communal hallway due to damage to wall decorations i.e. posters blue/white tack etc.: $100.00
- Redecoration to communal lounge due to damage to wall decorations i.e. posters blue/white tack etc.: $100.00
- Redecoration to shower room due to damage to wall decorations i.e. posters blue/white tack: $50.00
- Replace damaged kitchen window blinds: $250.00
- Replace damaged study bedroom window blinds: $75.00
- Replace damaged kitchen curtains: $250.00
- Replace damaged study bedroom curtains: $100.00
<table>
<thead>
<tr>
<th><strong>Plumbing</strong></th>
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</thead>
<tbody>
<tr>
<td>Replace wash hand basin</td>
<td>150.00</td>
</tr>
<tr>
<td>Replace toilet pan</td>
<td>200.00</td>
</tr>
<tr>
<td>Replace toilet seat</td>
<td>35.00</td>
</tr>
<tr>
<td>Replace shower door</td>
<td>200.00</td>
</tr>
<tr>
<td>Replace shower curtain</td>
<td>45.00</td>
</tr>
<tr>
<td>Replace shower hose</td>
<td>35.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lock changes</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Out of hours change of lock to study bedroom door</td>
<td>100.00</td>
</tr>
<tr>
<td>Normal hours change of lock to study bedroom door</td>
<td>60.00</td>
</tr>
<tr>
<td>Replace keys/swipe card/fob in normal working office hours</td>
<td>site specific, ask at reception</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Misuse of safety equipments</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Malicious use of fire alarms</td>
<td>100.00</td>
</tr>
<tr>
<td>False activation of fire detection systems</td>
<td>50.00</td>
</tr>
<tr>
<td>Misuse of fire fighting equipment</td>
<td>100.00</td>
</tr>
<tr>
<td>Auto door closer (replacement)</td>
<td>30.00</td>
</tr>
<tr>
<td>Auto door closer (reinstatement)</td>
<td>10.00</td>
</tr>
<tr>
<td>Fire safety sign/notice replacement</td>
<td>10.00</td>
</tr>
<tr>
<td>Window safety bar (reinstatement)</td>
<td>30.00</td>
</tr>
<tr>
<td>Window safety bar (replacement)</td>
<td>60.00</td>
</tr>
<tr>
<td>Window safety block (reinstatement)</td>
<td>10.00</td>
</tr>
<tr>
<td>Window safety block (replacement)</td>
<td>15.00</td>
</tr>
<tr>
<td>Removal of obstructions to fire exit route</td>
<td>10.00</td>
</tr>
<tr>
<td>Fire blanket replacement</td>
<td>20.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Other charges</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenancy changes</strong></td>
<td></td>
</tr>
<tr>
<td>Room move – transfer</td>
<td>50.00</td>
</tr>
<tr>
<td>Change to signed tenancy</td>
<td>50.00</td>
</tr>
</tbody>
</table>
### General cleaning charges and check list

#### Standard required

**Flat entrance/corridors**

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor litter-free and clean</td>
<td></td>
</tr>
<tr>
<td>Rubbish removed</td>
<td></td>
</tr>
<tr>
<td>All walls and surfaces wiped clean</td>
<td></td>
</tr>
<tr>
<td>All cleaning equipment, ironing board etc to be left clean in airing cupboard</td>
<td></td>
</tr>
<tr>
<td>Vacuum cleaner left clean and bag removed</td>
<td></td>
</tr>
</tbody>
</table>

#### Cleaning charges

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall carpet</td>
<td>50.00</td>
</tr>
<tr>
<td>Kitchen carpet</td>
<td>75.00</td>
</tr>
<tr>
<td>Remove rubbish per bag</td>
<td>10.00</td>
</tr>
<tr>
<td>Fridge/freezer</td>
<td>15.00</td>
</tr>
<tr>
<td>Oven and hob</td>
<td>40.00</td>
</tr>
<tr>
<td>Microwave</td>
<td>15.00</td>
</tr>
<tr>
<td>Kitchen (excluding white goods)</td>
<td>25.00</td>
</tr>
<tr>
<td>Toaster/kettle</td>
<td>5.00</td>
</tr>
</tbody>
</table>

#### Kitchen/lounge

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor litter-free and clean</td>
<td></td>
</tr>
<tr>
<td>Cupboards and drawers emptied and cleaned</td>
<td></td>
</tr>
<tr>
<td>Rubbish removed and bin cleaned</td>
<td></td>
</tr>
<tr>
<td>Fridge/freezer defrosted, wiped clean and door left open</td>
<td></td>
</tr>
<tr>
<td>Vacuum cleaner left clean and bag removed</td>
<td></td>
</tr>
<tr>
<td>Oven and hob clean inside and out</td>
<td></td>
</tr>
<tr>
<td>Microwave clean inside and out</td>
<td></td>
</tr>
<tr>
<td>All walls and surfaces wiped clean, including skirting boards and window frames</td>
<td></td>
</tr>
<tr>
<td>Furniture returned to original position</td>
<td></td>
</tr>
</tbody>
</table>

22
### Standard required

**Bedroom**

- Carpet vacuumed
- Rubbish removed
- Furniture emptied and wiped clean
- All surfaces wiped clean
- Noticeboard items and drawing pins removed

### Cleaning charges

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom carpet</td>
<td>15.00</td>
</tr>
<tr>
<td>Room clean</td>
<td>15.00</td>
</tr>
<tr>
<td>Drawing pins removal</td>
<td>10.00</td>
</tr>
<tr>
<td>En-suite bathroom clean</td>
<td>18.00</td>
</tr>
<tr>
<td>Shared bathroom clean</td>
<td>27.00</td>
</tr>
</tbody>
</table>

### En-suite/shared bathroom

- Floor litter-free and clean
- Bath, shower and sink wiped clean
- Rubbish removed
- Shower curtain/door cleaned
- All surfaces wiped clean

### AND BEFORE YOU LEAVE US PLEASE:

- remove all your personal goods and furniture
- close all windows
- lock your bedroom door
Contact us

020 7655 6960
Our offices are open Monday - Friday 8am - 10pm
Email: Dongratton.House@sanctuary-students.com
24-hour contact number: 020 7655 6960
www.sanctuary-students.com

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