



Henry Scott Tuke House **Falmouth**



Residents' Guide

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Welcome

Hello and welcome to Falmouth!

Firstly, thank you for choosing Henry Scott Tuke 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 from the phone in your bedroom or sending an email.

T: 0300 123 5050 - choose option 3 and then option 4
E: enquiries-falmouth@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: enquiries-falmouth@sanctuary-housing.co.uk

Reception opening hours: 1pm-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. This applies to communal areas too.

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. In the showers turn the dial to make the temperate hotter. Please let us know if the water temperature is too hot or cold for you.

Bedrooms and communal areas are fitted with electric wall heaters.

Pets

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





Shared facilities

Shared facilities

Reception

Reception is open between 1pm-5pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 - choose option 3 then option 4
E: enquiries-falmouth@sanctuary-housing.co.uk

You can also find us on Facebook.

Outside of our reception opening hours, Glasney Lodge at the Penryn Campus is open 24/7. You can contact them on 01326 253 503.

Post

Letters are delivered to your flat postbox, while parcels are delivered to the office and a collection slip will be put in your flat postbox to notify you. Please bring this slip with you when you come to the office to collect your parcel.

Please ensure the following details are included when having mail sent to you - but do not add your room number:

Your name
Your flat
Henry Scott Tuke House
Quarry Hill
Falmouth
Cornwall
TR11 2EA

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. For IT connection queries contact:

T: 01326 213 822
E: servicedesk@fxplus.ac.uk
W: www.fxplus.ac.uk/study/it-student-support

Storage

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

Laundry

The laundry room adjoins Block A near the office. You can gain access using a key code which is given to you once you purchase a laundry card.

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.

Note: Your on-site team are unable to issue refunds.

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.

Shared facilities

Bins and recycling

Recycling facilities are available on-site.

Note: Make sure you only recycle clean, dry, grease-free items and place in the appropriate containers.

You are responsible for emptying waste from the bins in your bedroom and kitchen into the bin store, located beside Block J and in front Block B.

Rubbish is collected on Tuesdays, except for public holidays.

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 register your bike in reception. 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/

Parking

We do not have any parking available on-site.

Local transport

Bus stops are located around the nearby Moor area.

Top tip: Remember to provide your ID when purchasing travel tickets for a discount towards your travel.

Vending machines

Unfortunately we do not have any vending machines available on the accommodation site.

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 especially with the bass turned up
- Any parties
- Any loud noise during quiet hours (11pm-8am Sunday to Thursday and midnight-9am, Friday to 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

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. Make the most of our recycling facilities too and ask at reception for more information on how to reduce your carbon footprint. Please let us know if you want to get involved with any projects or be an energy champion.

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.

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
- 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, this includes your bedroom, bathroom and kitchen. Please ensure you take responsibility for your own washing up and put things away.

Once a term we will inspect your bedroom, kitchen and bathroom facilities. You will

receive a minimum of 24 hours notice unless concerns have been raised about your flat. 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.

Where accidental spillages occur and are reported straight away, we will help with the cleaning free of charge. Please report any blocked drains to reception once you have turned off the top and mopped up any spillage.

Note: You may be charged for damages caused by unreported spillages.

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.

You will find a vacuum cleaner, dustpan and brush and a mop and bucket in your flat. Remember to replace the vacuum bag once full and keep these items stored in your kitchen.

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 gone off 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
- 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 estates team look after the day-to-day repairs and our trusted contractors cover major repairs. Please ask at reception for repair timescales, but please be patient as things may take time. We may visit you after your repair to assess the quality of the repair.

Paying your rent

Please refer to your License Agreement or contact the Finance Office with any rent queries on **01326 259 361**. Posters and emails will act as a reminder to help you avoid late charges. Please contact reception with any financial concerns as soon as you can.

Moving rooms

We are unable to move you to a different room in the first two weeks. After this time, we are only able to do so if there is a room available and at the discretion of the Halls Team. You can email them with any amends.

E: hallsteam@fxplus.ac.uk

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. 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 must leave site no later than the start of quiet hours unless they are staying overnight. Guests can stay for up to three consecutive nights in a seven day period. 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.

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 get in touch to ask for 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 www.sanctuary-students.com/



Keys, Safety and Security

Keys

You have been issued with an entry fob, please keep this with you at all times to get in the building. You also have a set of keys to access your flat, your room and your postbox. 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 to reception. 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.

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 Thursday, you can find out more in your weekly updates. 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 rush or push
- 4) Meet at the assembly point (identified on the notice on your bedroom door)

- 5) 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, heat or carbon monoxide 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 is time to move out or if you would like to move out early, please speak to the Halls Team with any queries you have before you leave by emailing hallsteam@fxplus.ac.uk.

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.

Henry Scott Tuke House 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.



Address: Quarry Hill, Falmouth TR11 2EA

Visit: www.sanctuary-students.com

Call: 0300 123 5050

Email: martin.murphy@sanctuary-students.com

Our offices are open: Monday - Friday, 1pm-5pm

 **SanctuaryStudentsUK**

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