



Our approach

Help to keep our students and staff safe

The Coronavirus pandemic has impacted us all and means the way we live has changed.

We're embracing these changes and as a responsible landlord who cares about our customers and colleagues, we are taking the necessary steps to protect our students and staff while continuing to provide you with a maintained, safe and secure home.

This guide provides you with an outline of the steps we've taken across our properties to ensure the safety of our students who will be staying with us for the 2020/21 academic year.

There are things that you can do and we've provided some guidance for you to follow to ensure you keep yourself and your flatmates safe too. We are following Government advice and continue to adapt our approach to social distancing and health and safety as guidelines are updated.

This guide will be refreshed throughout the year. We'd love to hear if you have any ideas on things we can introduce or changes we can make in our properties by emailing us at more@sanctuary-students.com.

In this guide, you will find information on:

1. [On-site facilities](#)
2. [Steps you can take](#)
3. [Where to get advice](#)



On-site facilities

We have made changes to each of our properties which mean things may be slightly different to what you expected or have experienced if you've stayed with us before. We want you to feel at home and we hope these changes mean you feel reassured that we're doing all we can to provide you with a safe student home.

Shared spaces

We'll continue to clean communal areas such as the common room, laundry, stairwells, corridors and reception with antibacterial cleaning products on a daily basis. We have provided hand sanitisers and anti-bacterial gel at high-contact touch points at the main entrance, block doors and lift doors across the properties.

Please ensure you use the materials provided to limit the spread of any germs.

Deep cleans

We have professionally deep cleaned every flat in our buildings including all bedrooms, hallways, kitchens and equipment during the summer before your arrival.

Repairs

We'll investigate and fix any repairs to your room or flat that are reported to us. We'll let you know when we'll be visiting before we arrive and will maintain a safe distance and follow hygiene procedures when we're in your flat. We ask that you do the same.

If you are self-isolating at any point during your stay with us, please let your team know by email as soon as possible and still let us know if you have any maintenance issues.

We will assess if the issue is an emergency that

requires urgent attention then we will make the necessary arrangements to fix the repair.

Repairs can be reported online at <https://secure.sanctuary-students.com/apply/> or via email to your property email address.

If we're not able to fix the repair ourselves, we may need a third-party contractor to come and take a look. Our contractors will follow the most up-to-date Government guidance whilst attending your repair.

Compliance

We'll continue to carry out safety checks in your room and flat like testing electrical equipment, water hygiene checks and flat inspections. Where possible, we'll combine as many safety checks and inspections to minimise the number of times we enter your flat.





Teams

We want to ensure you still have the help you need during your time with us and you will still be met with a smiling team member, a great support network and a professional service.

Our office, maintenance and security teams will continue to be on-site during the published office hours. Our teams will be provided with Personal Protective Equipment (PPE) like aprons and gloves for times when they need to enter your flat. We will display a notice on doors when we are in a bedroom, kitchen or other communal spaces so you're aware that we're working in the area.

Please take notice and avoid the area so social distancing can be maintained. We recommend you stay in your room if possible.

Reception

Our receptions are open and we've installed protective screens at most of our reception desks and marked safe distance markers to ensure social distancing can be maintained.

Please follow the guidance and keep your distance.

Our teams are on-hand to answer any questions you have and to reduce the number of people at reception, you can also contact us via phone on **0300 123 5050** or chat to your on-site team directly with our **online chat** at www.sanctuary-students.com. We will continue to take parcel deliveries,

at the properties where we currently do, which can be collected from reception during opening hours. Some of our properties have Amazon lockers installed which have contactless collection.

Please use them where possible to reduce contact with our team members and delivery drivers.

Social distancing

We have introduced two-meter markers at key areas across the properties where you might come into contact with other students or staff. These areas include at reception, in the laundries, common rooms, gyms and at the lifts.

We've implemented one-way routes or a one-in-one-out system where we're not able to maintain social distancing to restrict the number of people in smaller spaces.

Please look out for signs across the site and stick to the markings.

Laundries

Our laundries are open and marked with social distancing markers. You can view when machines are empty via the Circuit Laundry app.

Please clean down touch points on the machines before and after use, using the materials we've provided.

Common rooms

You're welcome to use the common room to break away from your flat. Keep in-mind the Government's social distancing recommendation of keeping two meters apart and limit gathering sizes.

Lifts

We recommend that you only share a lift with a flat mate. Wash your hands when you get back to your flat. Take the stairs where practical and whenever possible but remember to maintain social distancing in the stairwells.

Fire evacuations

We need to ensure students are protected and our fire safety procedures are always followed.

Please follow the fire safety notices on the back of your bedroom door and continue to evacuate the buildings when you hear the fire alarm.

Students who are self-isolating need to evacuate the building but maintain social distancing away from the evacuation points and the building. We also ask that you cover your face and avoid touching any railings or door handles.

Vending machines

Most vending machines across our properties have contact-less payments. Please use the materials provided to wipe down the machines after you've used them.



Steps you can take

We want you to enjoy your time with us and we encourage you to continue to make friends and get to know your team. Here are some simple steps and changes you can make during your stay to help protect yourself and your flat mates.

Washing your hands

Wash your hands before you leave and as soon as you return to your flat.

HM Government NHS

CORONAVIRUS

WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

Use soap and water or a hand sanitiser when you:

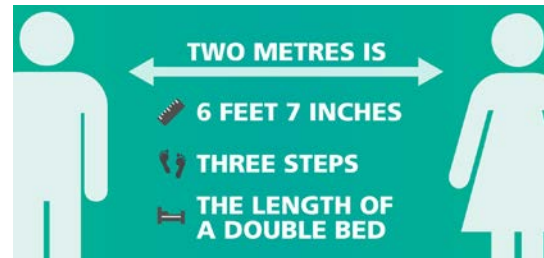
- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

PROTECT YOURSELF & OTHERS

For more information and the Government's Action Plan go to nhs.uk/coronavirus

Keeping your distance

Please keep a safe distance apart when meeting and speaking to people in our properties. Avoid being in the same room when our teams are in your flat.



Cleaning tips

- Wipe down door handles and light switches in your bedroom and flat.
- Clean kitchen surfaces immediately after use and dry worktops and chopping boards thoroughly after cleaning.
- Use disposable cloths or paper towels when possible.
- Reusable cloths should be disinfected or washed at 60C (140F) after each use.
- Flush the toilet after each use with the toilet seat down.
- Use a toilet cleaner and brush every few days.
- Keep the toilet seat, handle and rim clean by using a disinfectant.
- Clean shower trays and sinks frequently.
- Wash your hands after handling dirty laundry.
- Wash underwear, towels and linen at 60C (140F)

Checking your symptoms

If you show any of the symptoms published by Public Health England:

- Stay in your flat.
- Let our team know you're isolating by emailing us.
- Make your flatmates aware.
- Be prepared.

Are you prepared?

Tips to help keep you safe and well.

- Stock up on non-perishable food:** ready-to-eat canned meats, fruits, vegetables and soups, Protein or fruit bars, Dry cereal or granola, Peanut butter or nuts, Dried fruit, Crackers, Canned juices, Bottled water
- Make sure you have medication to keep you well:** medicines for fever, such as paracetamol or ibuprofen, Thermometer, Anti-diarrhea medication, Vitamins
- Stock up on everyday essentials:** Tissues, toilet paper, Prescribed medical supplies, Soap or alcohol-based hand wash, Fluids with electrolytes, Manual can opener, Garbage bags, Cleaning supplies

Make sure you:

- Wash hands with soap and water often
- Cover your mouth and nose with a tissue when you cough or sneeze
- Use available hand sanitisers
- Put used tissues straight in the bin
- Avoid close contact with people who are unwell
- Don't touch your eyes, nose or mouth with unclean hands

If you feel unwell do not go to your GP's surgery, stay in your room, let the reception team know and call 111.

For further details, please visit the [Public Health England website](https://www.nhs.uk).

SANCTUARY STUDENTS



Be aware

Once you've moved in, get to know your property and stick to the measures we've put in place across our properties so you can effectively social distance and take the necessary steps to help keep our students and staff safe.

Visitors and guests

We're following Government guidelines which limit the number of people gathering from different households. Once you have moved in, your flatmates become your household.

Please stick to the most up-to-date gathering size guidance published by the Government.

Health Assured

We know that moving away from home can be a daunting experience and adjusting to the new way of living can be difficult. We've partnered with councillors at Health Assured to provide our students with a **24 hour a day**, free confidential support network. Call the Freephone number: **0800 030 5182** (Outside the UK: **+44 161 836 9498** whenever it's convenient for you).

If you're self isolating

Scan the QR code on the back of your bedroom door so that you're on-site team is aware.

New resident arrivals

We're constantly welcoming new students to our shared accommodation at which means that there could be new residents moving into your flat. We ask that you take the following steps to help support new arrivals and keep yourself and your flatmates safe:

Maintain a safe social distance within your flat.

Keep your personal belongings in your dedicated area such as your kitchen cupboard or bedroom.

Follow the cleaning tips

Sanitise the work surface, door handles and switches before and after you've used them.

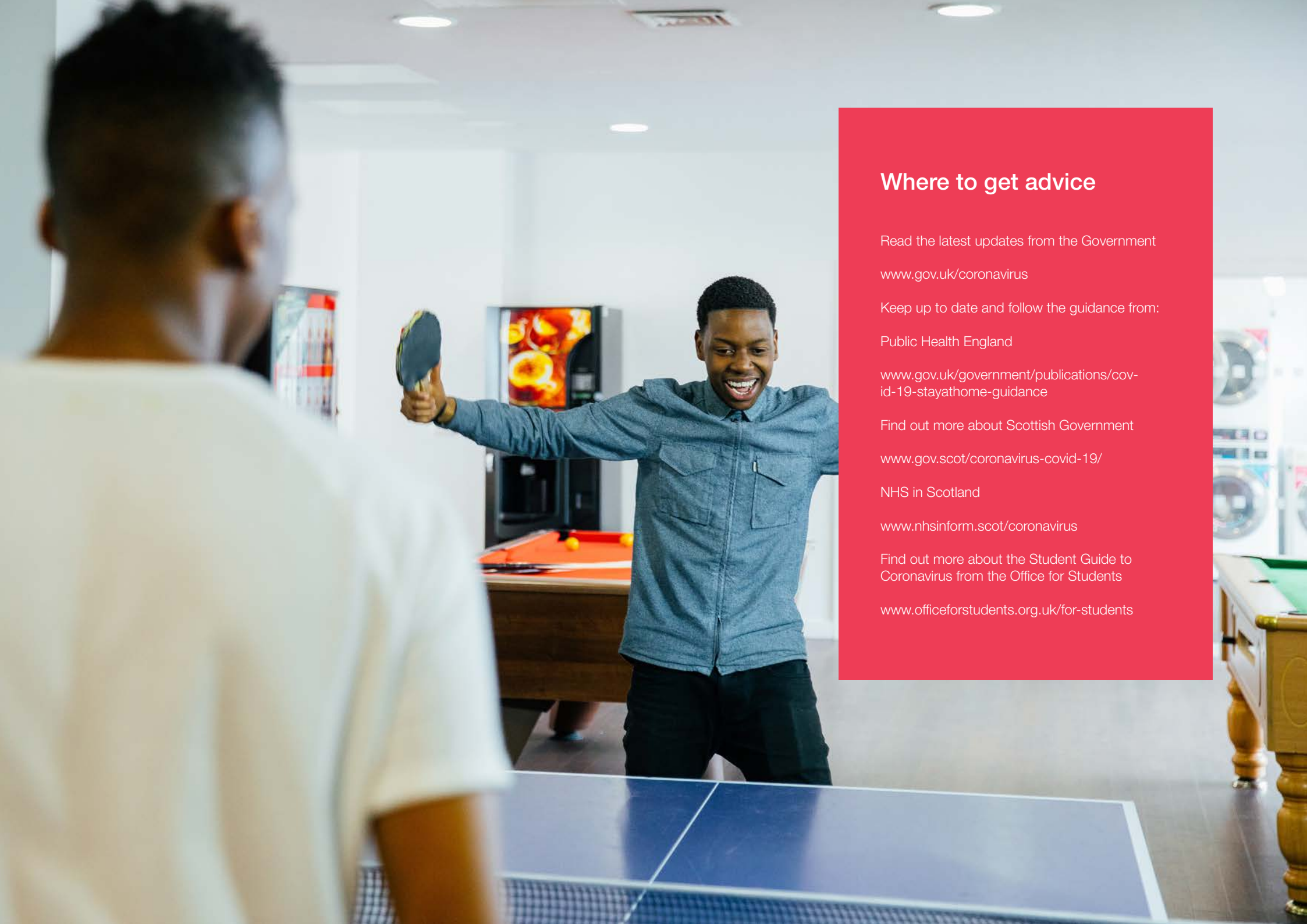
Useful contacts

www.sanctuary-students.com

Telephone: 0300 123 5050

Facebook: Sanctuary Students UK

Instagram: SancStudents



Where to get advice

Read the latest updates from the Government

www.gov.uk/coronavirus

Keep up to date and follow the guidance from:

Public Health England

www.gov.uk/government/publications/covid-19-stayathome-guidance

Find out more about Scottish Government

www.gov.scot/coronavirus-covid-19/

NHS in Scotland

www.nhsinform.scot/coronavirus

Find out more about the Student Guide to Coronavirus from the Office for Students

www.officeforstudents.org.uk/for-students

Property email addresses

Bradford - Wardley House
Wardley@sanctuary-students.com

Brighton - Great Wilkins Halls
Great.Wilkins@sanctuary-students.com

Dundee - Belmont and Heathfield Flats
enquiries-dundee@sanctuary-students.com

Dundee - Seabraes Flats
enquiries-dundee@sanctuary-students.com

Dundee - West Park Villas and Flats
enquiries-dundee@sanctuary-students.com

Falmouth - Henry Scott Tuke House
enquiries-falmouth@sanctuary-students.com

Glasgow - Cairncross House
KHR@sanctuary-students.com

Glasgow - Kelvinhaugh Gate
KHR@sanctuary-students.com

Glasgow - Kelvinhaugh Street
KHR@sanctuary-students.com

Glasgow - Murano Street Student Village
MSSV@sanctuary-students.com

Glasgow - Queen Margaret Residences
QMR@sanctuary-students.com

Glasgow - Winton Drive
QMR@sanctuary-students.com

Liverpool - Grenville Street
GrenvilleStreet@sanctuary-students.com

Liverpool - Marybone
Marybone@sanctuary-students.com

London - Dinwiddy House
Dinwiddy.house@sanctuary-students.com

London - Alliance House
Alliance.house@sanctuary-students.com

London - Manna Ash
MannaAsh.House@sanctuary-students.com

London - Don Gratton House
Dongratton.House@sanctuary-students.com

London - Coopers Court
Coopers.Court@sanctuary-students.com

London - Paul Robeson
PaulRobeson.House@sanctuary-students.com

London - Lilian Knowles
LilianKnowles.House@sanctuary-students.com

Manchester - Grafton Street
GraftonStreet@sanctuary-students.com

Manchester - Denmark Road
DenmarkRoad@sanctuary-students.com

Ormskirk - Grange Court and The Ridings
Ormskirk@sanctuary-students.com

Preston - Moor Lane Halls
MoorLane@sanctuary-students.com

Preston - Walker Street
WalkerStreet@sanctuary-students.com

Salford - Tramways
Tramways@sanctuary-students.com

Stratford-upon-Avon - Oak and Willows House
Stratford@sanctuary-students.com

Truro - Treliske
Treliske@sanctuary-students.com

