Tramways
Residents’ Guide

- Contact us
  - 0300 123 5050 - Our offices are open Monday - Friday 8am - 6pm
  - marybone@sanctuary-students.com
  - student@sanctuary-students.com
  - 07920 268 144 - 24 hour contact telephone number for the site
  - www.sanctuary-students.com
  - /SanctuaryStudentsUK
  - @SancStudents
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Welcome

Hello and welcome to Tramways!

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 Students team once you have completed it. Please aim to do this within 48 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.**
Office

The office is open for enquiries 9am to 1pm and 1.30pm to 5pm, Monday to Friday.

You can also contact our team by email at Tramways@sanctuary-students.com, on Twitter @SancStudents or find us on Facebook.

Out of hours, reception is covered by our caretakers. Please report any maintenance issues to the onsite teams or to the caretakers out of hours. If you need emergency maintenance support out of hours, please call your 24 hour site number which is available in the reception area or at the back of this booklet.

Waste collection

Waste is collected on a regular basis by our waste disposal contractors who deal with waste in an environmentally responsible manner. Speak to your on-site team for local recycling opportunities.

The bin stores are situated in the car park. Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet.

Rubbish is collected on Tuesday and Friday.

Laundry

The laundry room is located next to reception. Washing machines and tumble dryers are card operated and a cycle costs £2.80 for a wash and £1.20 for a dry. Charges and instructions are displayed in the laundry room. The laundry room has secure entry and restricted opening hours so as not to disturb those living in adjacent rooms.

The opening hours for the laundry are 8am to 11pm.

If you have any problems with the laundry please contact your on-site team. 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.
Shared facilities

Post
Letters will be delivered to your flat mail box. Parcels are kept at reception and you will be notified by email when a parcel arrives. Please bring proof of ID when collecting parcels. When having mail sent to you, please ensure the following details are included in your address:

Your name
Your block, flat and room number
Sanctuary Student Homes
Tramways
Frederick Road
Salford
M6 6BY

Vending machines
Vending machines are located in the laundry room.

Parking
Parking is only available for registered students on a first come first served basis. We do not accept any responsibility for loss or damage to vehicles or property when parked on site.

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

Internet
Internet is provided by StudentCom. You will also be able to access Wi-Fi throughout the building using the connection details provided.

Bikes
Please do not keep bikes in your flat or anywhere they may block stairwells or emergency exits. Bring a lock to secure your bike. We do not accept any responsibility for lost or stolen bikes.
Your space

Smoking
Smoking is prohibited in the buildings. Please observe the signs and ensure you smoke in a designated smoking area and dispose of butts appropriately.

Heating and hot water
The hot water heaters provide hot water 24 hours a day throughout the year.

The heating is a storage heater in your room, which is run on a two hour timer.

Pets
Sorry but we do not allow pets to be kept on-site. This includes goldfish – sorry!

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. For any problems, please contact the on-site team.

Posters
Posters must only be displayed using the pin boards provided. Please do not use any fixings that may damage the bedroom or communal walls, including blue or white tack, tape, pins or nails. You will be charged for any necessary redecoration.

TV licences
We only licence TVs that we provide for you. If you bring your own TV or watch live TV on a personal device, you will need to get your own TV licence. Visit www.tvlicensing.co.uk. Please do not put up any external television or radio aerials.

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Useful Procedures

**Repairs**

Our on-site maintenance teams and caretakers look after day-to-day repairs and our trusted contractors cover major repairs. Please contact the on-site team or fill out the “Report a Repair” form on our website. If you sign a fault report, you give permission for the maintenance team to collect keys from property management and enter your accommodation to fix the fault that you have reported. If you prefer to be present you can say so on the form, but this may cause delays and may not always be possible.

Sanctuary Students have a 24 hour contact number for you to call in the event of an emergency such as a major power failure or flooding. Please see reception or the back page section of this booklet for this number.

**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. Your payment plan and the dates your rent will be taken can be found in your tenancy agreement or in the email we sent you regarding your guarantor’s documents.

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.

For any concerns or rent issues, please contact the on-site team.

**Damages**

Any damages to your flat will result in a charge.

Damages to the 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.

Your tenancy agreement highlights where joint responsibility is applicable. Please see the charging schedule at the end of this booklet.

**Moving rooms**

For a standard room swap or to move in to a vacant room in a friend’s flat, there will be a charge to cover the costs we incur by making this change. This is subject to availability and suitability. Please contact the on-site team if you wish to move rooms.

**Moving out**

If you wish to terminate your contract early please contact your site team. Your contract must be transferred to someone else and you may be charged to cover the costs we incur by making this change. 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.
Visitors and guests

Please sign any visitors in at reception to comply with fire regulations. Any visitor wishing to stay longer than two nights in a row needs the permission of the Accommodation Manager. Lending of rooms (subletting) or keys is strictly prohibited. Under-18s must not stay overnight. If you don’t tell us about guests you may risk losing your tenancy. You are responsible for all guests and must accompany them at all times while on-site.

Complaints

We do our best to provide an outstanding service but we recognise that things can sometimes go wrong. Please contact the onsite team 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 and Privacy Statements

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, for example by letting people know if you are having guests over. If you break something that does not belong to you, own up and offer to replace it.

If you are still having problems, please contact us and we will do our best to help.

**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 and communal areas or when playing consoles or ball games
- Loud music
- Any loud noise between 11pm and 8am

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

Looking after yourself
Register with a doctor as soon as possible. Information is available from your university or college, or you can ask the on-site team for advice. You can find your nearest GP service on the NHS website: www.nhs.uk/Service-Search/GP/LocationSearch/4. For minor illness visit a pharmacist.

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.

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.

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

Emergencies
Phone 999 immediately in a medical emergency and then notify reception so that the emergency services can be directed to the right room. For police non-emergencies please dial 101 and for medical non-emergencies dial 111.

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 from home and talk to us or look in to University support services. The UKCISA website has more information on this subject.
Personal Conduct

Your agreement contains a number of terms and conditions to make sure that Tramways 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 on-site team.

Behaviour that breaches your tenancy agreement includes (but is not limited to):

- **Illegal drug use**
- **Alcohol-related misconduct**
- **Threatening or abusive behaviour**

Please refer to your change to tenancy agreement for further information.

Any student who witnesses or is aware of misconduct should report the matter to our security, the police, or our on-site team.
Cleaning

Establish a cleaning rota early on to make sure your flat remains a pleasant place to be and to avoid incurring any cleaning charges. This will in turn help to avoid any tension as everyone will be aware of their own responsibilities. Think about vacuuming, taking the bins out, and wiping down surfaces. Make sure you take responsibility for your own washing up!

The accommodation team will inspect the kitchen and communal areas in your flat at least once a term. There may also be bedroom inspections. If the flat is found to be at an unacceptable level of cleanliness, we will instruct cleaners to enter your flat and cleaning charges will be added to your account. This will also apply when you leave your room at the end of your tenancy. Cleaning charges for communal areas may be shared between your flat. Please refer to the cleaning charges and check list at the back of this booklet.

All flats are supplied with a vacuum cleaner, or a vacuum cleaner can be collected from reception where necessary. You are responsible for removing a full vacuum bag and fitting a new one.

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 throwing their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Tips on keeping your kitchen clean

- Wipe your hob down after each use and clean weekly with a hob cleaner
- Clean the kitchen wall tiles with soapy water, then wipe down
- Cover food before microwaving and wipe down the inside and outside regularly
- Use aluminium foil in the oven to catch grease, cook food in a tray or dish and clean the bottom of the oven and grill pan regularly
- Throw away any food that is going off and clean fridge doors and shelves with a cloth. Keep the fridge/freezer dial on the middle number to avoid ice build up
- Wipe your worktop after use and clean with hot soapy water each week
- Don’t leave rubbish lying around, empty your bin regularly and use a bin bag
- Mop the vinyl floor once a week and vacuum the carpet weekly
- Clean up spills straight away to avoid stains
Keys, Safety and Security

Keys
You will be issued with a key to access your flat and room, a key fob for entry to the building itself, and a letter box key.

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 attach your address to your keys.

You must report any loss or damage to a member of our team immediately. You will be charged for a replacement and may also be charged for lock changing.

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 the on-site team or to the police. Sanctuary Students accommodation has 24 hour CCTV monitoring systems in place.

Outside of office hours, our security team can be contacted on the site mobile number.

Insurance
Please read the Cover4Students block halls insurance policy carefully. Many of your personal possessions will be covered in certain circumstances including theft, but individual items worth more than £250 may need to be insured separately with Cover4Students or an alternative provider.

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.

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.

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. 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, oil burners or joss sticks – these are dangerous and are banned from our accommodation
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. Don’t leave fairy lights switched on and unattended

Chip pans and barbecues are banned from our accommodation. Deep fat fryers are also banned unless they are thermostatically controlled.

Fire drills

The fire alarms are tested every week, usually on a Wednesday afternoon. Fire drills are a legal requirement and are held throughout the 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 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 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 says it is safe to do so
Safety equipment

Fire-fighting equipment exists for your safety. Misusing fire-fighting equipment (including fire blankets and extinguishers) will seriously jeopardise your tenancy, 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 the on-site team if any fire-fighting equipment is missing or damaged so that it can be replaced or repaired.

Smoke and heat detectors
If your smoke and heat detectors start to sound tell a member of our team immediately. If you tamper with smoke detectors, it will incur a £200 fine - they are in place to protect you.

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 may charge for anything left behind)

• Clean your room, en-suite, kitchen and corridor and empty all rubbish (please use the charging schedule as a guide to minimise the risk of charges)

• Close all windows

• Lock your bedroom door

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

You should refer to your contract for details of your contractual obligations.

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

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.

We are committed to Sanctuary Group’s ‘Fairness for all’ equality scheme which seeks to ensure customers have fair access to the services they need.
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>
</tr>
</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
### Plumbing
- Replace wash hand basin: 150.00
- Replace toilet pan: 200.00
- Replace toilet seat: 35.00
- Replace shower door: 200.00
- Replace shower curtain: 45.00
- Replace shower hose: 35.00

### Lock changes
- Out of hours change of lock to study bedroom door: 100.00
- Normal hours change of lock to study bedroom door: 60.00
- Replace keys/swipe card/fob in normal working office hours: site specific, ask at reception

### Misuse of safety equipments
- Malicious use of fire alarms: 100.00
- False activation of fire detection systems: 50.00
- Misuse of fire fighting equipment: 100.00
- Auto door closer (replacement): 30.00
- Auto door closer (reinstatement): 10.00
- Fire safety sign/notice replacement: 10.00
- Window safety bar (reinstatement): 30.00
- Window safety bar (replacement): 60.00
- Window safety block (reinstatement): 10.00
- Window safety block (replacement): 15.00
- Removal of obstructions to fire exit route: 10.00
- Fire blanket replacement: 20.00

### Other charges

### Tenancy changes
- Room move – transfer: 50.00
- Change to signed tenancy: 50.00
General cleaning charges and check list

**Standard required**

**Flat entrance/corridors**

- Floor litter-free and clean
- Rubbish removed
- All walls and surfaces wiped clean
- All cleaning equipment, ironing board etc to be left clean in airing cupboard
- Vacuum cleaner left clean and bag removed

**Cleaning charges**

- Hall carpet 50.00

**Kitchen/lounge**

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

**Cleaning charges**

- Kitchen carpet 75.00
- Remove rubbish per bag 10.00
- Fridge/freezer 15.00
- Oven and hob 40.00
- Microwave 15.00
- Kitchen (excluding white goods) 25.00
- Toaster/kettle 5.00
<table>
<thead>
<tr>
<th>Standard required</th>
<th>Cleaning charges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bedroom</strong></td>
<td></td>
</tr>
<tr>
<td>Carpet vacuumed</td>
<td>Bedroom carpet</td>
</tr>
<tr>
<td>Rubbish removed</td>
<td>Room clean</td>
</tr>
<tr>
<td>Furniture emptied and wiped clean</td>
<td></td>
</tr>
<tr>
<td>All surfaces wiped clean</td>
<td></td>
</tr>
<tr>
<td>Noticeboard items and drawing pins removed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drawing pins removal</td>
</tr>
<tr>
<td><strong>En-suite/shared bathroom</strong></td>
<td></td>
</tr>
<tr>
<td>Floor litter-free and clean</td>
<td></td>
</tr>
<tr>
<td>Bath, shower and sink wiped clean</td>
<td></td>
</tr>
<tr>
<td>Rubbish removed</td>
<td></td>
</tr>
<tr>
<td>Shower curtain/door cleaned</td>
<td></td>
</tr>
<tr>
<td>All surfaces wiped clean</td>
<td></td>
</tr>
<tr>
<td></td>
<td>En-suite bathroom clean</td>
</tr>
<tr>
<td></td>
<td>Shared bathroom clean</td>
</tr>
</tbody>
</table>

**AND BEFORE YOU LEAVE US PLEASE:**

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

0300 123 5050

Our offices are open Monday - Friday 9am-1pm and 1.30pm-5pm

Email: Tramways@sanctuary-students.com

24-hour contact number: 07972 520808

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