



Treliske Residents' Guide

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Welcome

Hello and welcome to Treliske!

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.



Arrival Day

Before you set about unpacking, use the inventory form to check that you have everything listed in your flat, your room and your bathroom.

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 on-site 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

Office

Reception is open for enquiries from 9am to 10pm, Monday to Friday.

You can contact our team by emailing **Treliske@sanctuary-students.com** or calling **01872 264629**. You can find us on Twitter **@SancStudents** or on Facebook.

Out of hours, the site is covered by security officers. If you require urgent assistance, please call the emergency site mobile number on **07595 593489**.

Bins and Recycling

Recycling facilities are available on-site.

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.

You will need to empty any waste from your bedroom and kitchen bins in the bin store located behind blocks 3 and 4. Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet. Rubbish is collected every Wednesday, except public holidays.

Laundry

The laundry room is located on the ground floor of block 2, next to the office. Washing machines and tumble dryers are card operated. Cards can be bought from the office for £3 and 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. Machine availability and cycle progress can be viewed online at **<http://www.circuit.co.uk/i-want-todo-mylaundry/laundry-view/>** selecting Truro, then Treliske.

**The laundry is open 24 hours a day.
Access can be gained using your key fob.**

If you have any problems with the laundry please contact your on-site team or call the laundry company directly by phoning the number displayed on the back of your laundry card.

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 letter box. You must be available for parcels that require a signature to sign for them or the courier will leave a slip for a missed delivery. Parcels that don't require a signature will be left by the post box in the lobby which is monitored by CCTV.

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

Your name
Your flat number
Treliske Accommodation
Royal Cornwall Hospital
Old Penventinnie Lane
Truro
Cornwall
TR1 3GZ

Please do not put your room number.

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 with any problems. This is a 24 hour service and contact details are on the notice boards located in the entrance.

Bikes

Bicycles can be kept on-site in designated areas. Please register your bike in reception and buy a lock to secure it. Do not keep bikes in your flat or anywhere they may block stairwells or emergency exits.

Surf Store

We have a secure surf store at the rear of block 7 that can be used for storing and washing down surf boards, wetsuits etc. We charge £35 a year for access to this facility and require you to register any equipment you wish to store. Please note we do not allow surf boards or other aquatic equipment to be kept anywhere else on-site, including your flat.

Local transport

Bus stops are located outside the main entrance and in lay-bys on the main road outside the residence. Almost all buses pass the railway station. For more information please visit www.westerngreyhound.com or <http://www.firstgroup.com/>.

Vending machines

Sorry, there are no vending machines available on the accommodation site.

Parking

Parking on site is limited and is subject to a permit. It is managed by Q-Park Limited. Please consult the hospital website or the staff at the Q-Park office if you have any enquiries. Please call **01872 272834** or **email truro@q-park.co.uk**. You will require a letter as proof of residence (available from reception) before applying for your permit.

Storage

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

Your space

Smoking

Smoking is not permitted on site in accordance with the Treliske Hospital rules.

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.

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.

Heating and hot water

Bedrooms and communal areas are fitted with central heating which can be adjusted using the temperature valves (5 being hottest setting - rotated fully anticlockwise).

Gas 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. Turn the left handle away from you to increase the temperature in the showers.

Pets

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



Useful Procedures

Repairs

Please take responsibility for reporting any repairs or breakages and don't just leave it for others. Report a repair by using the following email address **Repairs.Treliske@sanctuary-housing.co.uk**.

Our on-site 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 progress 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 is not permitted in the first two weeks. Outside of this time, it is only permitted if there is a room available and at our discretion. There will be a charge to cover the costs we incur by making this change.

Moving out

When it's time to move out please speak to staff in the office about settling your account and completing all the necessary forms. 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 need to give us two weeks notice in writing beforehand and there will be a charge to cover the costs we incur by making this change.

Paying your rent

Please refer to your Licence Agreement or contact reception to find out when your rent instalments are due. Posters and emails will act as a reminder to help you avoid late a charge. Please contact reception early on if you have any financial concerns.

Damages

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

Damages to communal areas will be split between you and your flatmates (or all residents living in a floor or block where appropriate) unless the person responsible comes forward.

Useful Procedures

Visitors and guests

Please sign any visitors in at reception. 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 residents, or if they are unaccompanied. Lending of rooms or keys is not permitted and all rooms are single occupancy only.

Guests must leave no later than the start of our quiet hours unless they are staying overnight. The maximum number of nights for an overnight guest is three nights within any seven night period. Under-18s must not stay overnight.

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

Under Data Protection law we are unable to discuss details of your accommodation, tenancy, contract or complaints with anyone other than you. However by signing your Licence Agreement you give us permission to share information with the University or hospital for the purposes of managing your tenancy.

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 and communal areas or when playing consoles or ball games**
- **Loud music, especially with the bass turned up**
- **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

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](http://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.

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 Freshers 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.

Support and advice services

If you have concerns about drugs or alcohol, visit www.talktofrank.com and do not assume you (or your friends) know all the facts. The Samaritans (www.samaritans.org) have a phone helpline if something is troubling you and you need someone to talk to.

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.

Care for the environment

We can provide information on how to reduce your carbon footprint. Please let us know if you are keen to save energy, want to get involved in any projects or be an energy champion!

Personal Conduct

Your agreement contains a number of terms and conditions to make sure that Treliske is a pleasant, safe and secure place to live. Please be respectful when interacting with residents 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 resident 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**

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

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

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 reception immediately if an infestation occurs. We are not usually able to move you to another room.

Cleaning

You are responsible for keeping your flat clean and tidy, including your bedroom, en-suite facilities and kitchen. Please ask if you require any advice on cleaning or cleaning products. We also provide a blank cleaning rota which can be used to help avoid any tension by making everyone aware of their own responsibilities.

A vacuum cleaner, mop and bucket and dustpan and brush can be found in your flat kitchen. Please make sure these are stored in the kitchen, and remember to replace the vacuum 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 tap and mopping up any spillage.

We will inspect your flat regularly and if there is an unacceptable level of cleanliness we may employ agency cleaners to clean your flat. You and your flat mates will be responsible for covering these costs.

Please also keep the garden and communal areas tidy and take any rubbish with you.

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 an entry fob, 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 room and post box. If you lose your fob or keys, please contact reception straight away and we will replace them for you. There is a charge to cover the cost of replacement.

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.

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.

Insurance

Please read the policy of our insurance provider carefully, or see the information on our website. Many of your personal possessions will be covered in certain circumstances including theft, but some items may need to be insured separately through a provider of your choice.

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 know and sign out at reception.

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. 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. Don't 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.

Chip pans, deep fat fryers, barbecues, fairy lights, cube adapters and real Christmas trees are banned from our accommodation because they are a fire hazard.

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. 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 cupboards and empty all rubbish
- Wipe and dust all surfaces
- 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 Licence 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.

Treliske Student Accommodation 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

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

Electrical equipment

Replacement fridge	220.00
Replacement fridge/freezer	350.00
Replacement fridge handles	35.00
Replacement freezer door/drawer compartment	40.00 each
Replacement cooker/fire	250.00
Replacement cooker grill pan	35.00
Replacement cooker grill pan handle	35.00
Replacement microwave	90.00
Replacement microwave plate	50.00
Replacement kettle	20.00
Replacement vacuum cleaner	100.00
Replacement TV	400.00
Replacement TV remote control	25.00

Electrical fittings

Replacement sockets	25.00
Replacement fluorescent fittings	100.00
Replacement smoke/heat detector	75.00
Replacement light switch	25.00

Fire-fighting appliances

Replace missing fire blankets	20.00
Replace fire extinguisher	100.00
Malicious damage to 'break glass'	65.00

Fire-fighting appliances

Replace study bedroom carpet	195.00
Replace communal hall carpet	250.00
Replace lounge carpet	300.00
Cleaning of study bedroom carpet	25.00
Cleaning of hall carpet	50.00
Cleaning of lounge carpet	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

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	75.00-100.00

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 equipment

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

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

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
- 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

Remove rubbish per bag	10.00
Fridge/freezer	15.00
Oven and hob	40.00
Microwave	15.00
Kitchen (excluding white goods)	25.00

Please note that these charges should be used as a guideline; prices will vary from site to site.

General cleaning charges and check list

Continued

Standard required

Bedroom

- | | |
|--|--------------------------|
| Floor litter-free and clean | <input type="checkbox"/> |
| Carpet vacuumed | <input type="checkbox"/> |
| Rubbish removed | <input type="checkbox"/> |
| Furniture emptied and wiped clean | <input type="checkbox"/> |
| All surfaces wiped clean | <input type="checkbox"/> |
| Noticeboard items and drawing pins removed | <input type="checkbox"/> |

Cleaning charges

Bedroom carpet	15.00
Room clean	15.00
Drawing pins removal	10.00

En-suite/shared bathroom

- | | |
|-----------------------------------|--------------------------|
| Floor litter-free and clean | <input type="checkbox"/> |
| Bath, shower and sink wiped clean | <input type="checkbox"/> |
| Rubbish removed | <input type="checkbox"/> |
| Shower curtain/door cleaned | <input type="checkbox"/> |
| All surfaces wiped clean | <input type="checkbox"/> |

En-suite bathroom clean	18.00
Shared bathroom clean	27.00

Contact us

01872 264629

Our offices are open Monday - Friday 9am - 10pm

Email: Treliske@sanctuary-students.com

24-hour contact number: 07595 593489

www.sanctuary-students.com

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Prussia
House