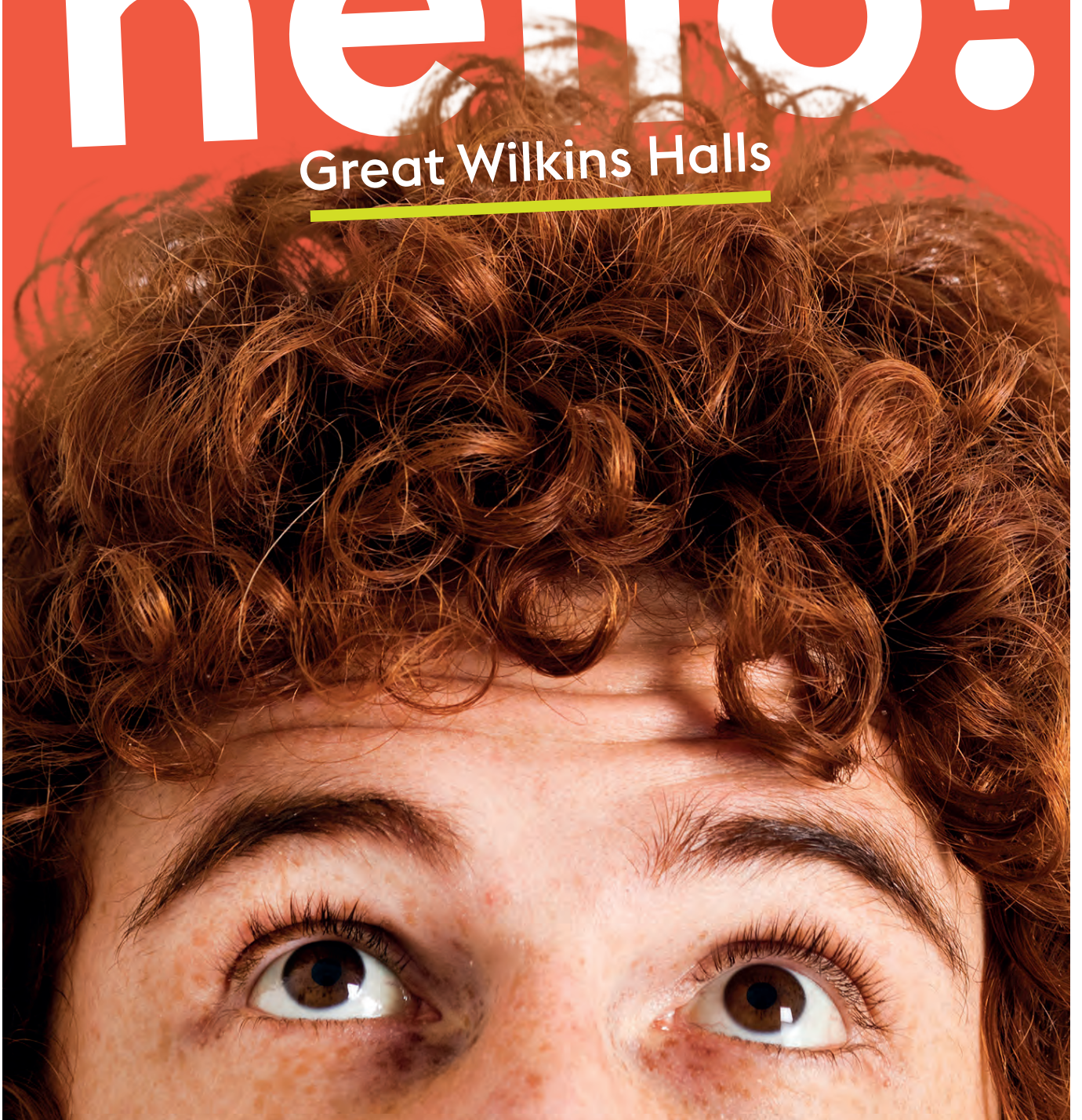


Sanctuary
Students

Welcome to Brighton

hello!

Great Wilkins Halls





nice to meet you

Firstly, thank you for choosing Great Wilkins Halls to call home this year; we want to ensure you get settled in as quickly and easily as possible.

These halls of residence are owned by the University of Brighton and while the University is your landlord and looks after your rent and welfare, the day-to-day management of these residences is handled by us, Sanctuary Students. 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 or sending an email.



T: 0300 123 5050 - choose option 3 then option 2

E: Great.Wilkins@sanctuary.co.uk

Reception opening hours: 9am-5pm, Monday to Friday.

your space

Heating and hot water

Hot water is available 24 hours a day, 365 days a year. Our heating is switched on from October to April between 6:30am and 10:30am and again between 4pm and 11pm. You can control the temperature of your room using the thermostatic radiator valve.

Note: The radiator will switch off when the temperature reaches 21°C.





shared facilities

Reception

Reception is open between 9am-5pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 -choose option 3 then option 2

E: Great.Wilkins@sanctuary.co.uk

You can also find us on Facebook.

Outside of reception opening hours there are security officers who cover reception, they can also assist with simple enquiries.

In an emergency please contact a member of the Security or Sanctuary Students team as soon as you can. In emergencies you can call 07747 457 626 or 01273 693 548.

Internet

Wi-Fi is available throughout the building. Should you have any queries, please contact the University IT department on **01273 644 444** with any queries you may have.

Laundry

The laundry room is located near reception and is open 24-hours a day.

Washing machines and tumble dryers are operated using an app system, topped up through your online account. Charges and instructions are displayed in the laundry room. A communal ironing board and iron are provided in each flat. You can also use the app to check the availability of machines.

If you have any problems with the laundry please contact the laundry company direct through your online account. If you have contacted the laundry company direct, please let the on-site team know.

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.

Note: We cannot be responsible for any loss or damage to your laundry.



Post

Letters will be delivered to your flat letter box, however we will accept parcels on your behalf at reception. We will email you if we receive a parcel for you - please bring proof of I.D when collecting parcels.

Please ensure the following details are included in your address when having mail sent to you:

Your name
Your block, flat and room number
Great Wilkins Halls
Village Way
University of Brighton
Falmer Campus
Brighton
BN1 9QW

Bins and recycling

Recycling facilities are available on-site.

You have a bin in your kitchen which will be emptied twice a week, as long as rubbish is placed in strong bin liners.

Large bins in the courtyard are labelled for intended items.

Clothes and textiles can be recycled in red bags - you can ask for one at reception.

Place batteries in the battery recycling box in reception

Note: Ensure you only recycle clean, dry, grease-free items.

Parking

We only have parking facilities available on-site for disabled students, student liaison officers, contractors parking and residents who work at Brighton University. However, we do have additional parking at Paddock Fields. We no longer issue permits for Paddock Field in person at Great Wilkins Reception. E-Permits need to be requested at centralparking@brighton.ac.uk. The university does not encourage residents to bring cars and spaces are on a first come, first served basis.

Please ask us for alternative parking options within the city.

Note: We do not accept any responsibility for any loss or damage to vehicles or property when parked on-site.

Vending machines

You will find vending machines available in the laundry room.

personal conduct

Your kitchen and communal areas will be cleaned once a week by our housekeeping team. If there is an unacceptable level of cleanliness, we will instruct agency cleaners and cleaning charges will be added to your account. This also applies when you leave your room at the end of your tenancy. Cleaning charges for communal areas will be split between you and your flatmates. Please refer to the charge sheet displayed on the kitchen noticeboard.

useful procedures

Call the 24-hour number below in an emergency such as major power failure or flooding.

Emergency T: 07747 457 626 or 01273 693 548

Note: Please be aware that staff of all genders may attend. If you have any queries, please contact reception.





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 and your room. 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.

fire safety

Fire drills

Fire alarms are tested every week. 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.



Sanctuary Students

Great Wilkins Halls

Village Way, Falmer Campus, Brighton BN1 9QW

T: 0300 123 5050

E: Great.Wilkins@sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: Monday - Friday, 9am-5pm



SanctuaryStudentsUK

Sanctuary Students is a trading name used by Sanctuary Student Homes Limited and Sanctuary Management Services Limited

Some images in this booklet are representative only