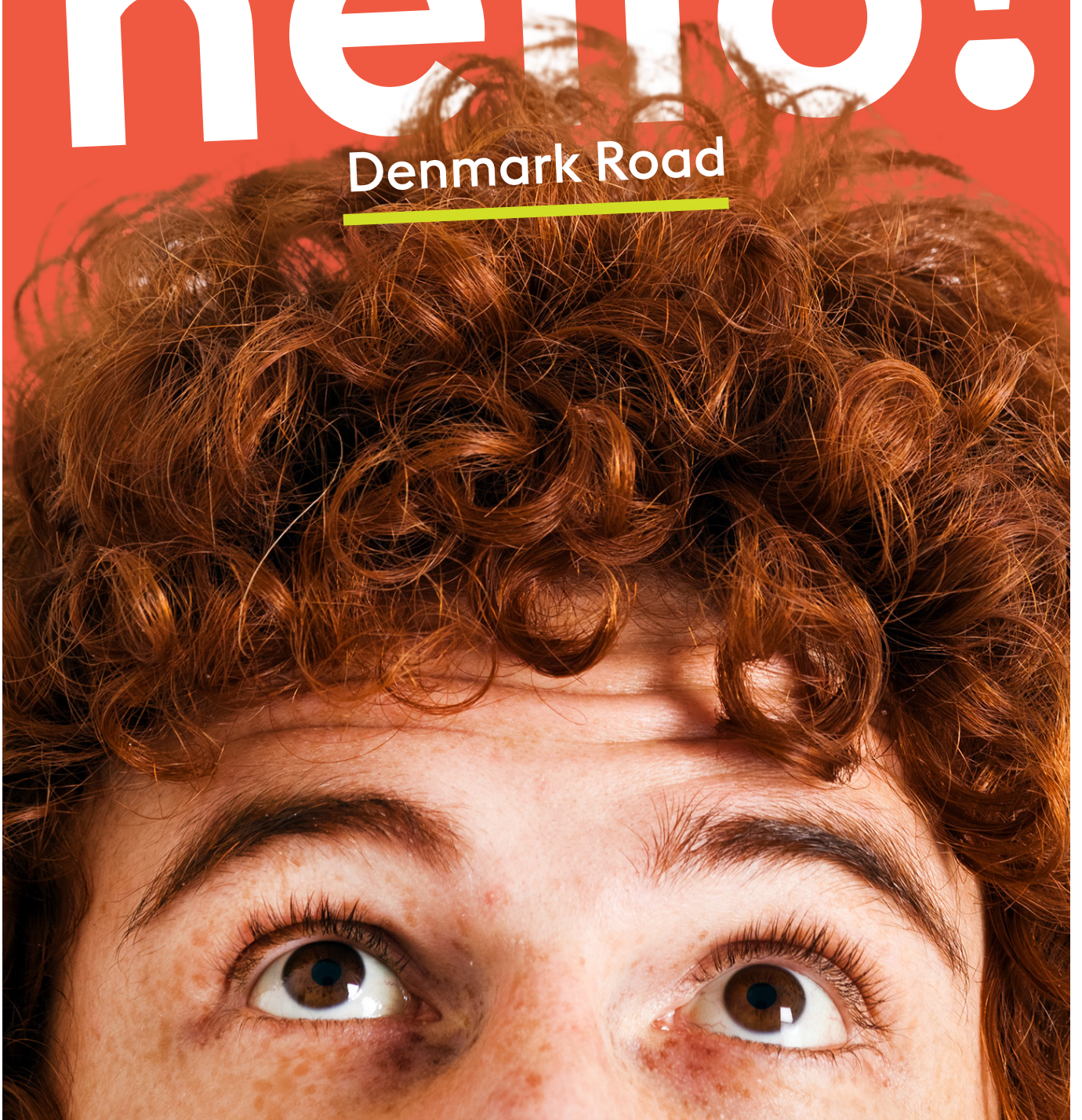


Sanctuary
Students

Welcome to Manchester

hello!

Denmark Road





nice to meet you

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

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 or sending an email.



T: 0300 123 5050

choose option 2 then option 2 then option 2

E: DenmarkRoad@sanctuary.co.uk

Reception opening hours: 9am-5pm, Monday to Friday (Except Bank Holiday)

your space

Heating and hot water

Hot water is available 24 hours a day, 365 days a year.





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 2 then option 2 then option 2

E: DenmarkRoad@sanctuary.co.uk

You can also find us on Facebook.

Out of hours, reception is covered by security officers. Should you have any maintenance issues outside of our reception opening hours, you can report them to the security officers, however if it is an emergency please call the 24-hour site number.

Emergency T: 07776 999 752

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room.

Laundry

The laundry room is located next to the common room and is open 24-hours a day. Washing machines and tumble dryers are card operated. Charges, information on how to top up your card and instructions are displayed within the room.

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.

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 letter box on the ground floor of block C and parcels will be delivered to reception. We will notify you by email when a parcel arrives for you. Please remember to bring proof of ID when collecting parcels or letters that require a signature.

Please make sure the following details are included in your address when you are having mail sent to you.

Your name
Your flat and room number
Sanctuary Students
12 Denmark Road
Manchester
M15 6GQ

Bins and recycling

Waste is collected daily by our waste disposal contractors who deal with waste in an environmentally responsible manner. You can speak to your on-site team for local recycling opportunities.

Bin stores are located outside, near the main entrance.

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

Parking

Parking is only available for registered disabled students with prior written consent. We do not accept responsibility for loss or damage to vehicles or property when parked on-site. Please ask for information about alternative parking nearby.

Vending machines

Vending machines can be found in the common room.

personal conduct

There may also be bedroom inspections. 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.

useful procedures

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

Emergency T: 07776 999 752

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 keys for your flat and room and an entry fob to get into the building, please keep these with you at all times. 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 Wednesday 2pm - 4pm. 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

Denmark Road

12 Denmark Road, Manchester M15 6GQ

T: 0300 123 5050

E: DenmarkRoad@sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: 9am - 5pm, Monday to Friday except
Bank Holidays



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