

Sanctuary
Students

Welcome to Liverpool

hello!

Grenville Street





nice to meet you

Firstly, thank you for choosing Grenville Street 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 1 then option 3

E: GrenvilleStreet@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 runs at certain times between October and April.

6:30am-10:30am
4:00pm - 11:00pm

You can control the temperature in your room using the thermostatic radiator valve.

Note: The radiator will switch off at certain times of the day and night.





shared facilities

Reception

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

T: 0300 123 5050 - choose option 2 then option 1 then option 3

E: GrenvilleStreet@sanctuary.co.uk

You can also find us on Facebook.

Out of hours, reception is covered by our 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: 07436 530 954

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room, which is provided by Glide. You can connect up to seven different devices to the Wi-Fi at any time.

Laundry

The laundry room is located next to reception, just off the common room.

The laundry rooms are open 24-hours a day. Washing machines and tumble dryers are card operated 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 flat mail box 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.

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

Your name
Your block, flat and room number
Sanctuary Students
2 Grenville Street South
Liverpool
L1 5JR

Bins and recycling

Waste is collected on Tuesday, Thursday and Saturday by our waste disposal contractors who deal with waste in an environmentally responsible manner. Recycling is available in the main courtyard next to the general waste. There is also a battery disposal point in reception.

Bin stores are located outside block A.

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

Parking

Contract parking is available beneath Grenville Street accommodation, however we do not own the car park, so parking spaces must be booked externally. Please speak to us at reception to get contact details.

Vending machines

Vending machines can be found in the common room.

Local transport

Grenville Street is located in the city centre, just 5 minutes' walk from local amenities. It's also just a 5-10 minute walk from local bus stations and a 20 minute walk from Liverpool Lime Street station for main line train services.

Top tip: Remember to provide your ID when purchasing travel tickets for a discount towards your travel.

personal conduct

We will inspect your kitchens on a monthly basis, and your bedrooms will be inspected twice during your tenancy. You will receive a minimum of 24 hours notice unless concerns have been raised about your flat. 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: 07436 530 954

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, your room and your mail box. 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.



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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

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