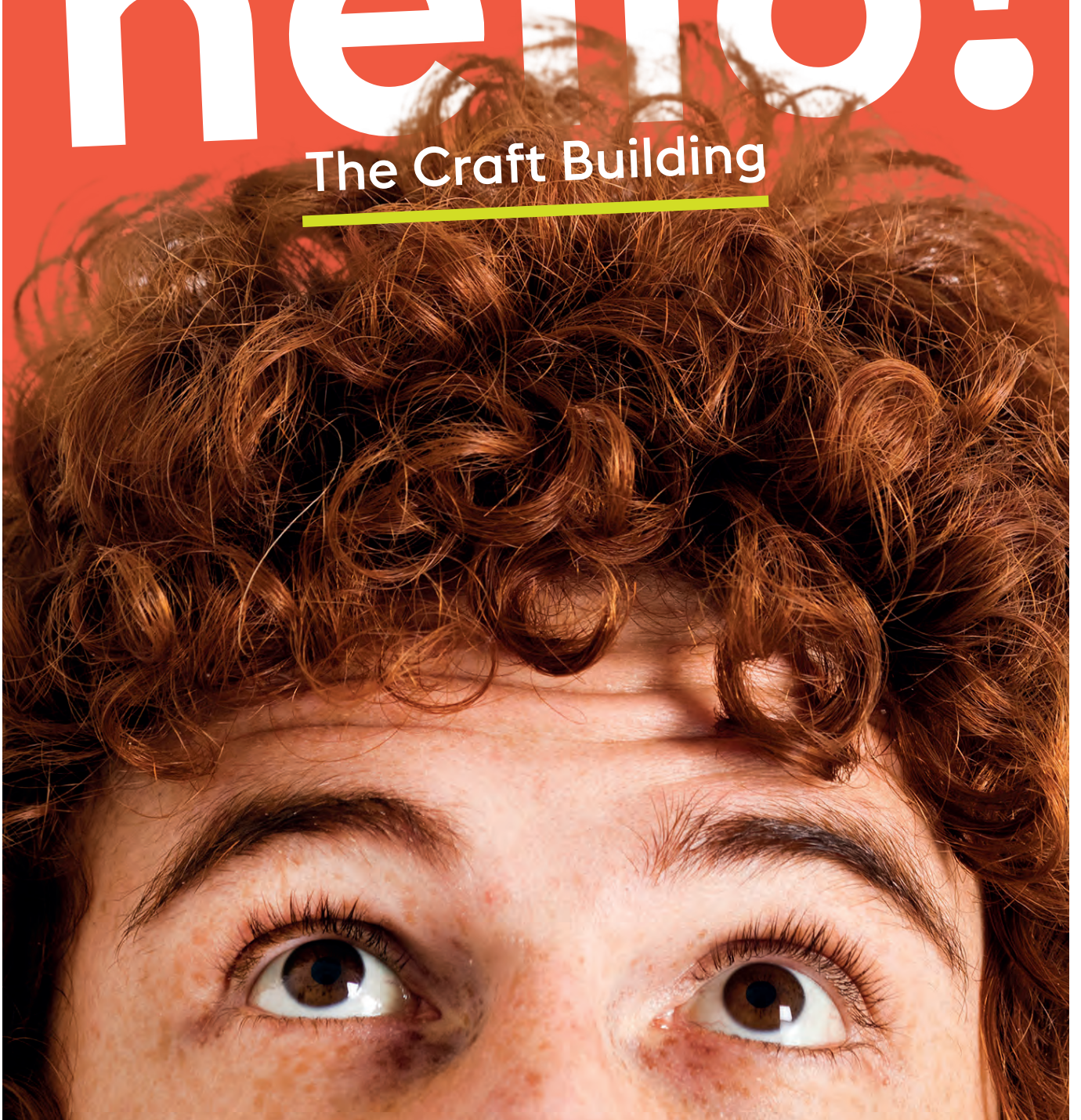


Sanctuary
Students

Welcome to London

hello!

The Craft Building





nice to meet you

Firstly, thank you for choosing The Craft Building 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 3 then option 1 then option 3

E: DonGratton.House@sanctuary.co.uk

Reception opening hours: 8am-8pm, Monday to Friday at Don Gratton House

your space

Heating and hot water

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

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 for you.

Bedrooms and kitchens are fitted with central heating. Use the dial on your radiator to adjust the temperature.





shared facilities

Reception

Reception is located in block A at Don Gratton House and is open between 8am-8pm, Monday to Friday. The on-site team can be contacted by telephone and email.

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

E: DonGratton.House@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: 07766 443 702

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. You can pay to upgrade your connection speed.

Laundry

The washing machine is located on the first floor by the stairs and the tumble dryer is located on the third floor by the stairs. You can use these machines 24-hours a day. Washing machines and tumble dryers are card operated. Cards are available in reception and charges, information on how to top up your card and instructions are displayed on the wall posters.

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. You are also welcome to use the laundry room at Don Gratton House.

Please keep the laundry areas clean and tidy and remove your laundry as soon as the cycle has finished so the machine's are 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 flat and room number

Craft Building

C/O Don Gratton House

82 Old Montague Street

London

E1 5NN

Bins and recycling

Recycling facilities are available on-site.

Glass, paper, card, tin and plastic can be placed in the green recycling bin in the kitchen.

Used ink cartridges, old phones, batteries, clothes, shoes etc. can be recycled in the laundry room.

Magazines, DVDs, books and plants can be left in the Residents' Lounge.

Please make the most of these facilities and place everything in the appropriate containers.

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

You will need to empty your bedroom bin in to the kitchen bin which will be emptied by the housekeeping team.

Parking

Unfortunately, there is no parking available on-site. Please ask for information about alternative parking nearby.

Vending machines

Vending machines can be found in the common room at Don Gratton House.

personal conduct

At least once a term we will inspect your bedroom, kitchen and bathroom facilities. 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: 07766 443702

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 a fob to get in and out of 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 deactivate the fob to avoid misuse and 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, usually on a Wednesday afternoon. 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

The Craft Building

12 Greatorex Street, Whitechapel, London E1 5NF

T: 0300 123 5050

E: DonGratton.House@sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: Monday - Friday, 8am-8pm at Don Gratton House



[SanctuaryStudentsUK](https://www.facebook.com/SanctuaryStudentsUK)

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

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