

Sanctuary
Students

Welcome to London

hello!

Lilian Knowles House





nice to meet you

Firstly, thank you for choosing Lilian Knowles House 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: 0207 492 4960

E: LilianKnowlesHouse@sanctuary.co.uk

Reception opening hours: 8am-8pm, Monday to Friday

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.

The building is fitted with electric panel heaters which are switched on throughout the day and you can control the temperature. They turn off every few hours to save energy. To turn the heater on, press and hold the switch on the right hand side. The temperature is controlled by the slide. For further instructions please ask us.





shared facilities

Reception

Reception is open from 8am til 8pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0207 492 4960

E: LilianKnowlesHouse@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: 020 7492 4960

Security mobile: 07766 443340

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 in Block A at the end of the courtyard behind the Residents' Lounge and is open 24-hours a day. Washing machines and tumble dryers are operated by card or the Circuit app. Cards are available from the machine in the laundry room, and 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 flat mail box and parcels will be delivered to reception and a package collection slip placed in your letter box. 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
Lilian Knowles House
50 Crispin Street
London
E1 6HQ

Bins and recycling

Recycling facilities are available on-site.

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

Used ink cartridges, old phones, batteries, clothes, shoes etc. can be recycled using the facilities 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'll need to empty your bedroom bin into the bin provided in the courtyard. Your kitchen bin will be emptied by the housekeeping team.

Rubbish is collected every day, Monday to Friday except bank holidays.

Vending machines

A hot drinks machine is located in the common room with a snacks machine located opposite the computer room.

personal conduct

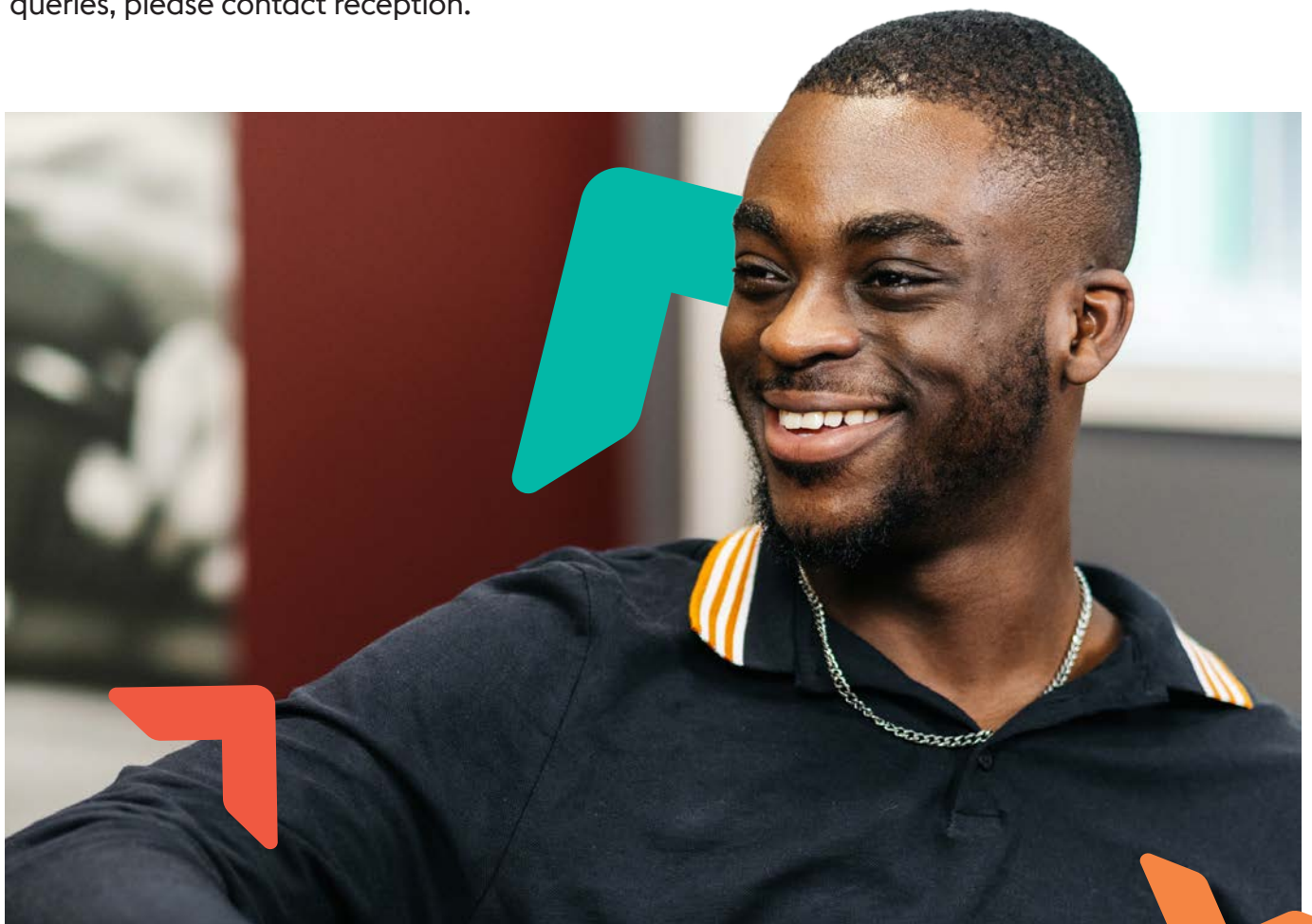
We will inspect your bedroom, kitchen and bathroom facilities. There may also be bedroom inspections regularly if the level of cleanliness is unacceptable, we will instruct agency cleaners to clean your flat and you and your flatmates will be responsible for covering the cost.

useful procedures

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

Emergency T: 020 7492 4960
Security mobile: 07766 443340

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 a swipe card which will give you access to your flat, your room, the building and other communal rooms within the building, please keep these with you at all times. You will also have a key which is for your mail box. If you lose your swipe card or key 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, 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

Lilian Knowles House

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T: 0300 123 5050

E: LilianKnowlesHouse@sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: Monday - Friday, 8am-8pm



SanctuaryStudentsUK

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

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