

Sanctuary
Students

Welcome to Preston

hello!

Moor Lane Halls





nice to meet you

Firstly, thank you for choosing Moor Lane Halls 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 3

E: MoorLane@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. The heater can be controlled by the thermostatic dial. There is a heater in each room and also in the communal area of your flat.

Note: The heater will switch off when the temperature reaches 21°C. To re-enable press the white button on the wall next to the heater.





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 3

E: MoorLane@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: 07546 558 555

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 block 4 and is open 24 hours a day. Washing machines and tumble dryers are operated by top-up cards or the app.. Charges, information on how to top up your card and instructions are displayed within the room and the app.

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 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 block, flat and room number
140-142 Moor Lane
Preston
PR1 1JW

Bins and recycling

Waste is collected regularly 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 blocks 1 and 2 and next to the laundry room.

Please empty your bedroom and kitchen bins and use the bin stores to dispose of daily rubbish from your flat.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and place them in the bin.

Note: At the end of the year we give unwanted food and clothing to The Salvation Army as well as bedding to various animal charities and furniture to local charity Emmaus. Please bring any donations to reception before you leave.

Parking

We only have parking available for registered disabled students with prior written consent. Anyone who parks without written consent may receive a parking ticket. We do not accept any responsibility for loss or damage to vehicles or property when parked on-site. Please contact us if you would like information about alternative parking nearby.

Vending machines

Vending machines can be found in the common room and laundry room.

personal conduct

At least once a term we will inspect your kitchen and communal areas of your flat. 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: 07546 558 555

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 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.



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www.sanctuary-students.com

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



[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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