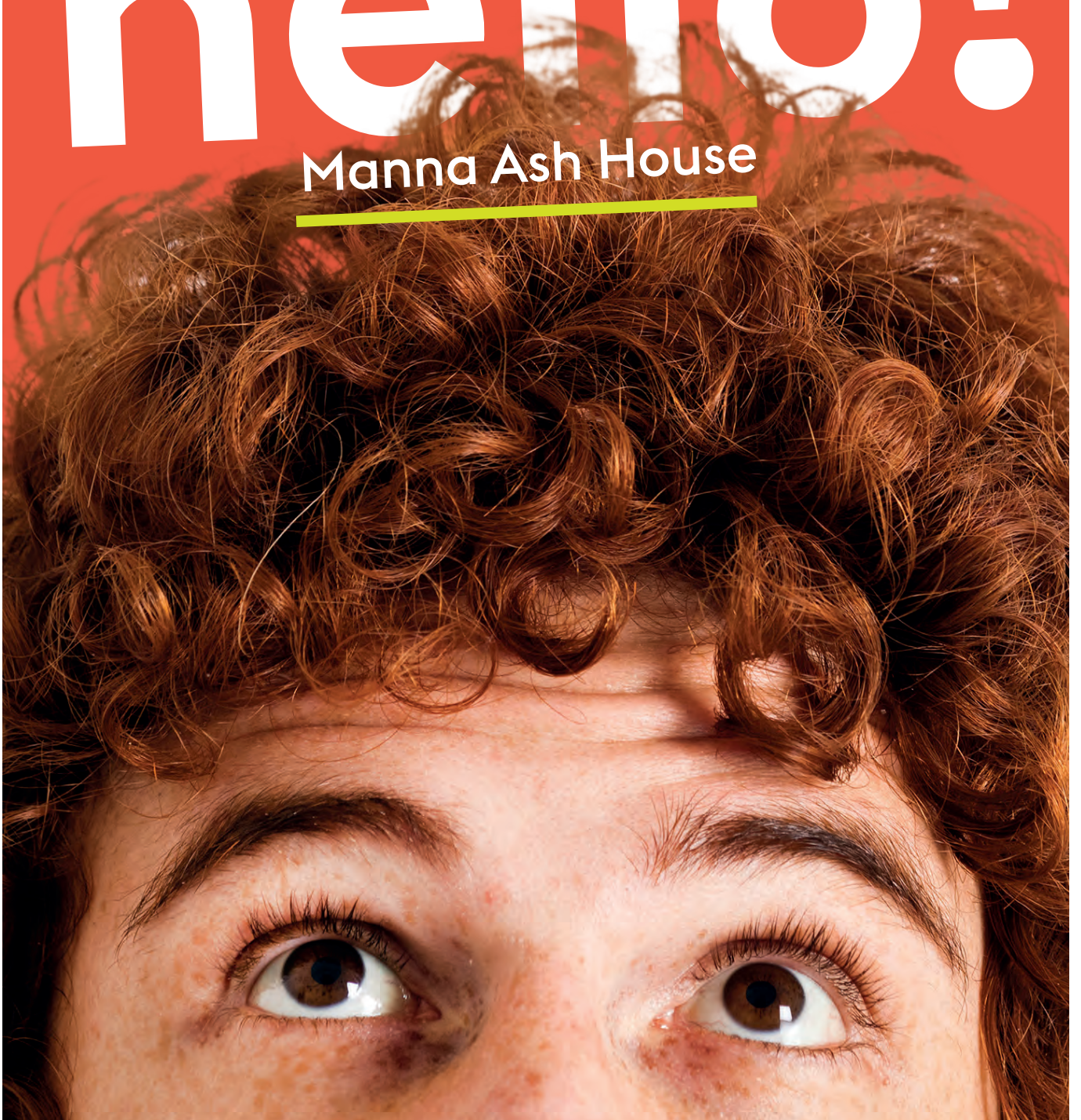


Sanctuary  
Students

Welcome to London

# hello!

Manna Ash House





## nice to meet you

Firstly, thank you for choosing Manna Ash 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: 0300 123 5050**

choose option 3 then option 1 then option 6

**E: [MannaAsh.House@sanctuary.co.uk](mailto:MannaAsh.House@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.

Bedrooms and communal areas are fitted with electric panel heaters which are switched on 24-hours a day but you can control the temperature. The heaters turn off every few hours to save energy. Look on your notice boards for further instructions. The storage heater in the kitchen releases heat during the day. Keep the temperature low so the heater releases warmth throughout the day.





# shared facilities

## Reception

Reception 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 4

**E: [MannaAsh.House@sanctuary.co.uk](mailto:MannaAsh.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 443 523**

## 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 laundry room is located on the ground floor, next to the Residents' Lounge and is open between 8am and 11pm. Washing machines and tumble dryers are operated by contactless payments via phone apps such as Google Pay/Apple Pay or debit and credit cards.

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, alternatively a slip will be placed in your mail box outside of office hours. Please remember to bring proof of ID and the slip 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  
Manna Ash House  
8-16 Pocock Street  
London  
SE1 0BW

## 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.

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 be responsible for emptying your bedroom bin. You should take your own personal rubbish out directly to the bin area located in the front courtyard.

Rubbish is collected every day Monday to Friday.

## Parking

Parking on site is not available and can only be arranged for loading and unloading of students' belongings for a maximum of 20 minutes.

## Vending machines

Vending machines can be found in the common room.

# personal conduct

At least once a term we will inspect your bedroom, kitchen and bathroom facilities. 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: 07766 443 523**

**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 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

## **Manna Ash House**

8-20 Pocock Street, London SE1 0BW

**T:** 0300 123 5050

**E:** [MannaAsh.House@sanctuary.co.uk](mailto:MannaAsh.House@sanctuary.co.uk)

[www.sanctuary-students.com](http://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

*Some images in this booklet are representative only*