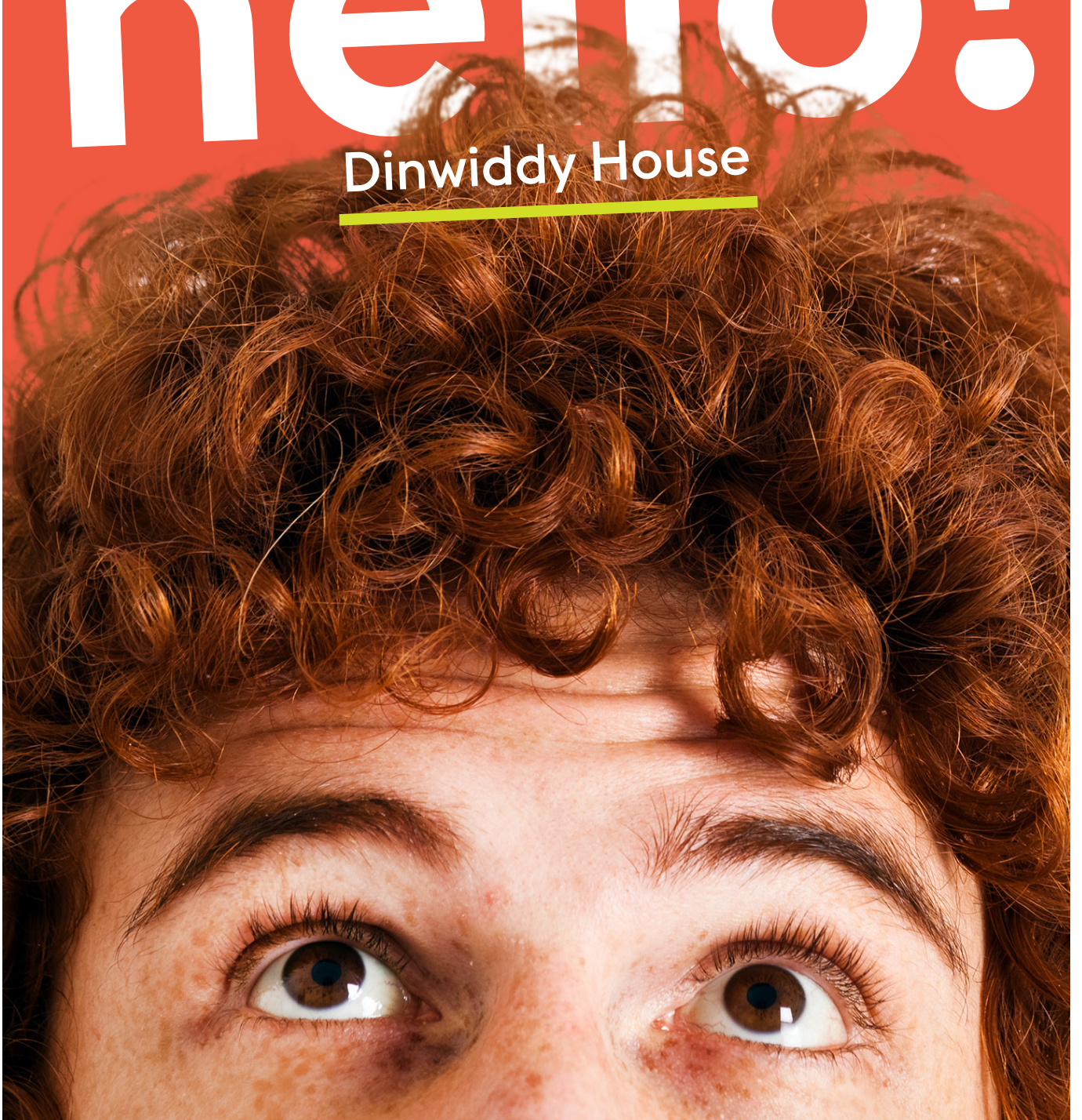


Sanctuary
Students

Welcome to London

hello!

Dinwiddy House





nice to meet you

Firstly, thank you for choosing Dinwiddy 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 4

E: Dinwiddyhouse@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.

Bedrooms are fitted with electric panel heaters which you can control. Look on your kitchen noticeboards for further instructions. For communal areas, storage heaters release heat throughout the day.





shared facilities

Reception

Reception is open from 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: Dinwiddyhouse@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 7837 7163

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. You can connect up to seven devices to the Wi-Fi at a time.

Laundry

The laundry room is located next to Core C on the ground floor and is open 24-hours a day. Washing machines and tumble dryers are card operated and are available from the machine in the laundry room. Cards, information on how to top them up, and instructions on how to use the machines is displayed within the room.

If you have any problems with the laundry, please contact the laundry company, Circuit directly and let the on-site team know you have contacted them.

Circuit: 0800 092 4068

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 and the slip when collecting parcels. All post must be collected within three working days.

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
Dinwiddy House
189-205 Pentonville Road
London
N1 9NF

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 donated 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 into the kitchen bin, the kitchen bin will be emptied by the housekeeping team.

Rubbish is collected every day Monday to Friday.

Parking

Parking is only available for blue badge holders with prior written consent. We do not accept responsibility for loss or damage to vehicles or property when parked on-site. Please ask for information about alternative parking nearby.

Vending machines

Vending machines can be found in the Residents' Lounge.

On-site cats

Dinwiddy House is home to two cats who live in the on-site management offices. The cats spend time in the garden and reception areas. You are welcome to pet the cats but please do not feed them or take them back to your rooms, they will not be able to get back out of the block and may cause damages.

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: 07484 547 021

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 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 Tuesday 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

Dinwiddy House

189-205 Pentonville Road, Kings Cross, London N1 9NF

T: 0300 123 5050

E: Dinwiddyhouse@Sanctuary.co.uk

www.sanctuary-students.com

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



[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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