

Sanctuary
Students

Welcome to Ormskirk

hello!

Grange Court and
The Ridings





nice to meet you

Firstly, thank you for choosing Grange Court and The Ridings 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 1 then option 4

E: Ormskirk@Sanctuary.co.uk or **GrenvilleStreet@Sanctuary.co.uk**

Staff are contactable at Grenville Street, Liverpool 24 hours in the event of an emergency **07436 530954**

your space

Heating and hot water

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

The heating and hot water are controlled in the kitchen of each flat.





shared facilities

Reception

The accommodation team are based at Grenville Street in Liverpool. You can contact them between 9am-5pm, Monday to Friday by telephone or email.

T: 0300 123 5050 - choose option 2 then option 1 then option 4

E: Ormskirk@Sanctuary.co.uk or GrenvilleStreet@Sanctuary.co.uk

You can also find us on Facebook.

Out of hours, our security officers are on hand. 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: 07436 530 954

Internet

Wi-Fi is available throughout the building and you can connect up to seven different devices at one time. Wi-Fi is provided by Glide, if you have any issues you can contact them on **0333 123 0115**.

Laundry

Washing machines and tumble dryers are within the kitchen of each flat.

Please 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

Post will be delivered to the main door of each building.

Please make sure the following details are included in your address when you are having mail sent to you.

The Ridings:

Your name
Your block, flat and room number
The Ridings
13 St Helens Road
Ormskirk
L39 4QJ

Grange Court:

Your name
Grange Court
Windmill Avenue
Ormskirk
L39 4QB

Bins and recycling

Waste is collected on Monday by our waste disposal contractors who deal with waste in an environmentally responsible manner. You can speak to your accommodation team for local recycling opportunities.

Bin stores are located in the car park.

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

Parking

Car parking is available in The Ridings car park for permit holders only. A permit can be purchased from Grenville Street office during open hours.

personal conduct

Once a term we will inspect your kitchen and bathroom facilities. We may also inspect your bedroom. 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: 07436 530 954

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 key to access your flat and room and two keys for entry to the building itself - 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. 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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13 St Helens Road, Ormskirk L39 4QB

1 Windmill Avenue, Ormskirk, L39 4QB

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or GrenvilleStreet@Sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: Monday - Friday, 9am-5pm at Grenville Street, Liverpool



SanctuaryStudentsUK

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

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