

Sanctuary
Students

Welcome to London

hello!

Coopers Court





nice to meet you

Firstly, thank you for choosing Coopers Court 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 3

E: Coopers.Court@sanctuary.co.uk

Reception opening hours: 8am-8pm, Monday to Friday at Don Gratton House, 82 Montague Street E1 5NN

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 kitchens are fitted with an electric panel heaters which are switched on 24-hours a day but you can control the temperature. They turn off every few hours to save energy. Please check your kitchen noticeboard for further user instructions.





shared facilities

Reception

Reception is located in block A at Don Gratton House and 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 3

E: Coopers.Court@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: 0207 655 6960

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 24-hours a day. Washing machines and tumble dryers are card operated. Cards are available in reception 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 the team at Don Gratton House. 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

Coopers Court is an unmanned site and therefore residents are responsible for collecting their deliveries directly from the couriers. The site does not accept any liabilities for lost or stolen deliveries.

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
Coopers Court
10-14 Maplin Street
London
E3 4SX

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 or directly into the purple bin in the garden.

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.

Everything else can be put in the large general waste or recycling bin in the lower courtyard.

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.

Residents' Lounge

Located on the ground floor in block A on the ground floor.

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: 0207 655 6960

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 deactivate your fob to avoid misuse and 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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T: 0300 123 5050

E: Coopers.Court@sanctuary.co.uk

www.sanctuary-students.com

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



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