

Sanctuary
Students

Welcome to Bradford

hello!

Wardley House





nice to meet you

Firstly, thank you for choosing Wardley 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 2 then option 4

E: Wardley@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. An electric heater can be found in every kitchen and bedroom which is controlled by an on/off switch. If you need further information about using your heater please contact reception.





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 4

E: Wardley@sanctuary.co.uk

You can also find us on Facebook.

During out of hours; our security team on site can help with most queries; such as posts and any urgent maintenance repairs.

However, if it is an emergency please call the 24-hour site number.

Emergency T: [07734 146 328](tel:07734146328)

Internet

Wi-Fi is available throughout the building and you can connect up to seven different devices to the Wi-Fi at any time.

Laundry

The laundry room is located near the vending machines on A floor and is open 24-hours a day.

Washing machines and tumble dryers are operated using the Circuit app which can be downloaded to your mobile phone, and you can also top up this way too. Charges and instructions are displayed in the laundry room. A communal ironing board and iron are provided in each flat.

If you have any problems with the laundry please contact the laundry company direct through your online account or by using the freephone telephone in the laundry room.

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 letter box which is located by the lifts in the main reception area, however we will accept parcels on your behalf at reception. We will email you if we receive a parcel for you - please bring a proof of ID with you when collecting your parcel.

Please ensure the following details are included in your address when having mail sent to you:

Your name
Your floor letter, flat and room number
Wardley House
Little Horton Lane
Bradford
West Yorkshire
BD5 0AG

Bins and recycling

Waste is collected on Tuesday and Thursday 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 to the side of the building to the left as you leave.

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

Parking

We do not have parking facilities on-site. If you need advice on parking in the city, please ask at reception.

Vending machines

You will find a vending machine allocated on A floor by the laundry room; which accepts both cash and and contactless card payment.

personal conduct

Once a term we will inspect your bedroom, kitchen and bathroom facilities. 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. This will also apply when you leave at the end of your tenancy.

useful procedures

Call the 24-hour number below in an emergency such as major power failure or flooding.

Emergency T: 07734 146 328

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 an entry fob, please keep this with you at all times to get in the building. You also have a set of keys to access your flat, your room and your letter box. 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 Thursday between 12pm and 1pm. 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

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

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