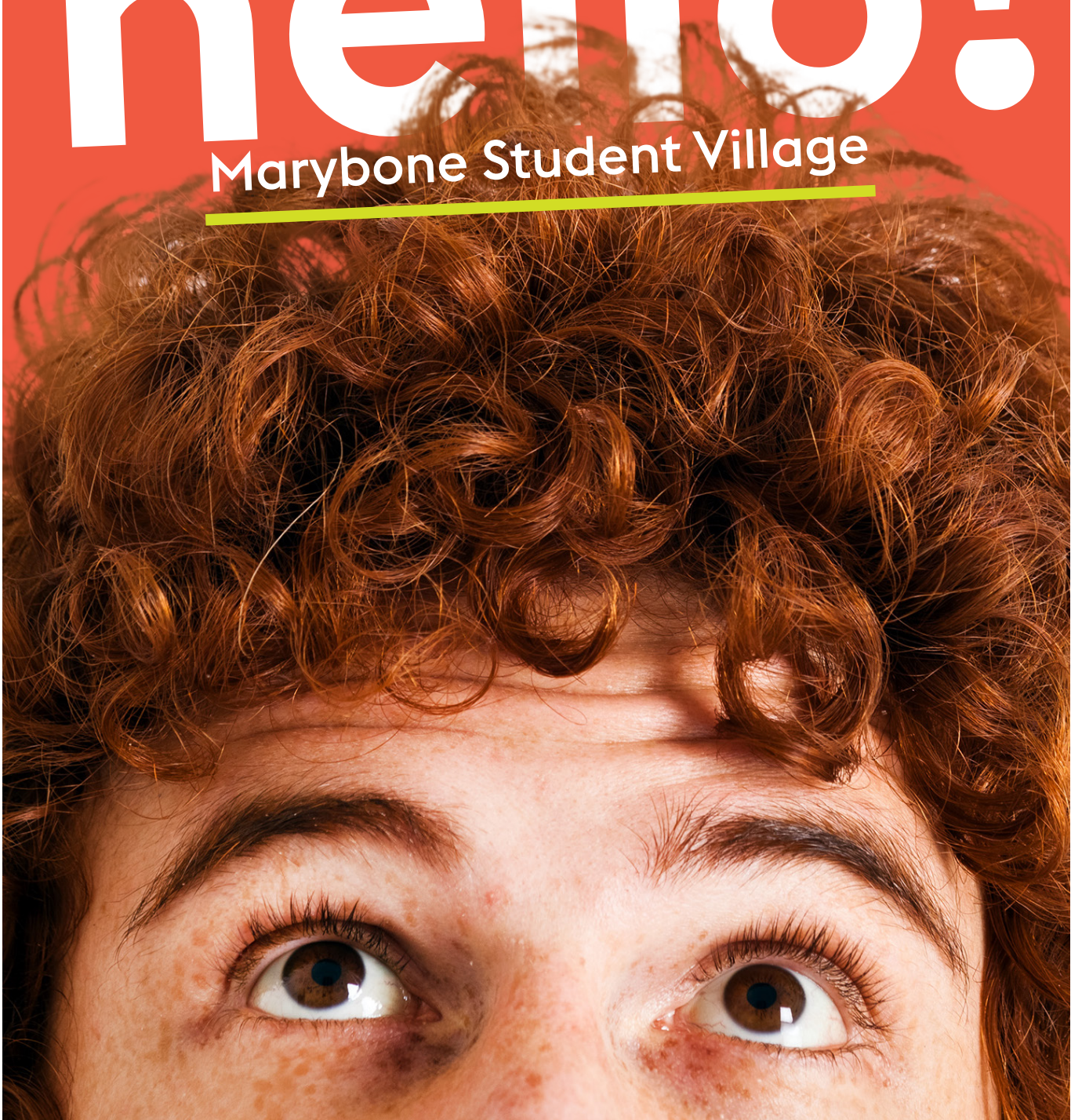**Sanctuary Students**

Welcome to Liverpool

hello!

Marybone Student Village

nice to meet you

Firstly, thank you for choosing Marybone Student Village to call home this year; we want to ensure you get settled in as quickly and easily as possible. This booklet should help as it contains everything you need to know about living here. You will find answers to many of our frequently asked questions including reporting repairs, communal living advice, personal safety information and – most importantly – how to keep your new home clean and tidy.

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 1

E: Marybone@sanctuary.co.uk

Reception opening hours: 9am - 5pm, Monday to Friday

shared facilities

Reception

Reception is open between 9am-5pm, Monday to Friday. The on-site team and can be contacted by telephone and email.

T: 0300 123 5050 - choose option 2 then option 1 then option 1
E: Marybone@sanctuary.co.uk

You can also find us on Facebook.

We have caretakers on-site between 8am-8pm daily, outside of these hours we have security officers. Should you have any maintenance issues outside of our reception opening hours, you can report them to the caretakers or security officers, however if it is an emergency please call the 24-hour site number.

Emergency T: 07920 268 144

Gym

The gym is located in Marybone 3 and your fob will give you access to the building and the gym.

Gym opening hours:
7am-11pm everyday

To be able to use the gym you will need a gym induction which you can book at reception. Once you have a confirmed time, you will meet with the gym instructor on-site and they show you how to use the equipment and any information you need to know.

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. , which is provided by Glide. You can connect up to seven different devices to the Wi-Fi at any time.

Laundry

Marybone 1 - located next to Cauis House
Marybone 2 - located on the second floor of Oriel House.

The laundry rooms are open between 8am and 11pm. Washing machines and tumble dryers are card operated. 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 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.

Storage

We cannot provide storage facilities on-site, however, if you ask at reception we can advise on local storage facilities.

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 when collecting parcels.

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

Marybone 1:
Your name
Your block, flat and room number
7 Marybone
Liverpool
L3 2BX

Marybone 2:
Your name
Your block, flat and room number
4 Marybone
Liverpool
L3 2BY

Marybone 3:
Your name
Your block, flat and room number
14 Marybone
Liverpool
L3 2BY

Bins and recycling

Waste is collected on a regular basis 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 outside Cauis House for Marybone 1 and outside Merton House for Marybone 2 and 3.

Rubbish is collected on Monday, Wednesday and Friday for Marybone 1 and Monday to Saturday for Marybone 2 and 3.

Parking

Unfortunately, we do not have parking available on-site. The parking bays outside the Marybone accommodation are owned by Liverpool City Council. If you would like more information, please visit **www.liverpool.gov. uk/parking-travelandroads/parking-permits/residentsparking-permits/**

Vending machines

Vending machines can be found in the common room of Marybone 1.

personal conduct

Communal areas of your block will be cleaned by the in-house team between 8.30am and 1.30pm, Monday to Friday.

useful proceedures

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

Emergency T: 07920 268 144

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 an entry fob to get into 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.

Look after your keys and never attach your address to them. If a member of staff sees a door unlocked, they will lock it.

fire safety

Fire drills

Fire alarms are tested every week, usually on a Wednesday afternoon between 12pm and 2pm. 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

Marybone Student Village

14 Marybone, Liverpool L3 2BY

T: 0870 600 4777
E: Marybone@sanctuary.co.uk

www.sanctuary-students.com

Our offices are open: Monday - Friday, 9am-5pm

SanctuaryStudentsUK