

Sanctuary
Students

Welcome to Dundee

hello!

Heathfield Flats







nice to meet you

Firstly, thank you for choosing Heathfield to call home this year; we want to ensure you get settled in as quickly and easily as possible.

These halls of residence are owned by Dundee Student Villages (DSV), while the University is your landlord and looks after your rent and welfare, the day-to-day management of these residences is handled by us, Sanctuary Students. We are here to help you and we hope your time with us is an enjoyable one.

We suggest reading your offer of accommodation again as it may have been some time since you agreed to it and provides a full list of your obligations, as well as those of Sanctuary Students and the University. It is also available to you on the University's e-vision system.

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 the office or giving them a call or sending an email.



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

E: enquiries-dundee@sanctuary.co.uk

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



your space

Bedding/linen

Bedding packs are available to buy from the office while stocks last.

Heating and hot water

Hot water is available 24 hours a day, 365 days a year. Our heating runs at certain times:

6am - 10am

12pm - 2pm

5pm - 2am

Please contact the office straight away if you have any problems.



shared facilities

Reception

The Heathfield office 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 1, then option 2

E: enquiries-dundee@sanctuary.co.uk

Out of hours, the site is covered by our security team. If you need out of hours service, please call us.

T: 07776 298 696

You can find the emergency telephone numbers on the notice board in the kitchen and stairwell.

If you would like to contact the Residences office at the University of Dundee, you can give them a call, send an email or visit them in The Enquiry Centre on Campus Green.

T: 01382 384 040

E: residences@dundee.ac.uk





Mail

Letters and parcels are delivered directly to your flat. If a signature is required or the item is too large for the letter box and you're not home, the Royal Mail or courier will leave a card explaining how you can retrieve your mail. When having mail sent to you, please ensure you provide the following details:

Your name

Your flat and room number

Heathfield

75 Old Hawkhill

Dundee

DD1 5EN

There is also an Amazon locker located under Balfour Flats that you can use
- Select Amazon hub locker - Franco.

Internet

You can access the University's Eduroam service in flat kitchens and bedrooms. You can also use the StudentResidences network to connect games consoles and streaming devices to the internet. In addition each bedroom has a computer point so you can connect to the network and internet using the cable provided.

Laundry

The laundry room is located next to the office which can be opened with your key fob. The laundry room is open 24-hours a day. Machines are operated by card or via the laundry app with charges and instructions displayed within the room.


If you have any problems with the laundry please contact the laundry company direct using the phone number displayed on the wall posters. If you need further help, you can contact the office.

You can check out machine availability by visiting <https://www.circuit.co.uk/circuit-view/> Select Dundee - Sanctuary Student Housing - Heathfield.

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.

Top tip: Remove any fluff from the filter at the bottom of the of the dryer before use – your clothes will dry better.





Cleaning

You will need to make sure the communal areas are kept clean and tidy for other residents. Cleaning products are not provided at the start of tenancy, so you will need to make sure you have your own.

Bins and recycling

Recycling facilities are available on-site and food waste containers and recycling bags are located in each kitchen.

- Glass, cardboard, paper, plastic, food waste and aluminum recycling facilities are available on-site
- A rag bag textile recycling container can be found on-site
- Batteries can be recycled at the office
- There is a book library to exchange general reading books.

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

You will need to empty your bedroom, kitchen, food and recycling bins into the large bins located in the outside refuse areas.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and put them in the bin.

If you require a safe disposal bin for needles and syringes, please contact the office.

The refuse collection from the bin recess is carried out twice a week on a Tuesday and Friday and recycling is collected once a week on a Friday. Food Waste is collected on a Wednesday.

Bikes

Bicycle storage is available in the courtyard - please ask at the office for a key and to register your bike. Please do not keep bikes in your flat or bring them in to the buildings as they may cause damage or block stairwells or emergency exits. Don't forget to buy a lock to secure your bike.

Top tip: Register your bike with the police by visiting www.bikeregister.com/

Note: Electrical bikes and e-scooters are not permitted on site and will be confiscated until they can be removed.



Parking

We encourage residents to use public transport or bikes as there is no parking for residents within the grounds of Heathfield. Parking within the University campus is restricted to University Permit Holders only. Permits are only available for students with disabilities. Please contact the University's Car Parking Administrator for more info.

T: 01382 384000

There is very limited free parking within walking distance.

Local transport

For more information please visit **www.dundee.travelinfo.com**

Remember to provide your ID when purchasing travel tickets for a discount towards your travel.



communal living and living support

Looking after yourself

Register with a doctor (GP) as soon as you can. Information is available from the University at www.dundee.ac.uk/student-services/health/register-with-a-gp/. For details of local practices visit: www.nhsinform.scot/scotlands-service-directory/gp-practices. For minor illnesses you can visit a pharmacist. Please ask at the office for details of the nearest hospital. The ResLife Manager and their team of ResLife Support Assistants are on hand to provide signposting and advice on topics including homesickness, not getting on with your flatmates and financial worries. You can contact the ResLife Manager on:

T: 01382 385 534

E: enquiry@dundee.ac.uk

Contact details for your ResLife Support Assistants are displayed on the noticeboard in your kitchen.

Emergencies and first aid

In a medical emergency, call 4141 from the phone in your flat or call 999 from a mobile immediately.



useful procedures



Reporting repairs

Our on-site maintenance team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs to the office, give us a call or send an email.

T: 01382 383 111

E: enquiries-dundee@sanctuary.co.uk

Note: For out of hours emergency repairs you can call 0300 123 5050 (opt 1, opt 2).

HMO licence

These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service to make sure we are meeting this standard.

You can find the HMO license for Heathfield in the office. Please ask at the office if you wish to view any of the compliance certification for the Residence.

Access to flats

We'll need to enter your flat during your stay with us to keep your flat comfy and keep you safe and secure. Access to your flat will usually be restricted to normal working hours except in exceptional circumstances.

Sanctuary Staff and contractors carrying out essential maintenance and compliance works will be issued with keys to access flats where works are required. Except in exceptional circumstances you will be notified 48hrs in advance by email when access is required.

Contractors/Staff are instructed to knock, wait for an answer, knock again and if no answer, use the keys to enter. We ask that they announce themselves when entering flats. If you have any doubt as to the reason why a contractor or staff member is entering the flat, please contact the office straight away.

When carrying out servicing and compliance repairs in large properties, it is difficult to determine exactly how long the contractor will take in each block, therefore we will only advise the day the contractors will attend and can not be more specific with times.

Out of Hours, we will only enter your flat or bedroom if we believe that there is a risk to students, security or the good order of the building.



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 and the laundry room. You also have a set of three keys, one for your flat, one for your room and one for your kitchen cupboard.

fire safety

Fire drills

Fire alarms are tested every Wednesday. 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.

Smoking

No smoking is allowed within any areas of the building, this includes e-cigarettes. Please don't smoke in entrances, there are designated smoking areas.



Sanctuary Students

Heathfield Flats

75 Old Hawkhill, Dundee, DD1 5EN

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E: enquiries-dundee@sanctuary.co.uk

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

Some images in this booklet are representative only