

Sanctuary
Students

Welcome to Salford

hello!

Tramways





nice to meet you

Firstly, thank you for choosing Tramways 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 from the phone in your bedroom or sending an email.



T: 0300 123 5050

choose option 2 then option 5

E: Tramways@sanctuary.co.uk

Reception opening hours: 9am - 12pm and 12.30pm - 5pm
Monday to Friday

your space

Heating and hot water

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

The heater is a storage heater in your room which runs on a two hour timer.





shared facilities

Reception

Reception is open between 9am - 12pm and 12.30pm - 5pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 - choose option 2 then option 5

E: Tramways@sanctuary.co.uk

You can also find us on Facebook.

Out of hours, reception is covered by our caretakers. Should you have any maintenance issues outside of our reception opening hours, you can report them to the caretakers, however if it is an emergency please call the 24-hour site number.

Emergency T: 07972 520 808

Internet

Wi-Fi is available throughout the building which is provided by Glide. You can connect up to seven different devices to the Wi-Fi at any time.

Laundry

The laundry room is located next to reception and is open 24 hours a day. 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.





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.

Your name
Your block, flat and room number
Sanctuary Students
Tramways
Frederick Road
Salford
M6 6BY

Bins and recycling

Waste is collected on a Monday 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 in the car park.

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

Parking

Car parking is only available for registered students on a first come first served basis. We do not accept responsibility for loss or damage to vehicles or property when parked on-site.

Vending machines

Vending machines can be found in the laundry room.

personal conduct

At least 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.

useful procedures

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

Emergency T: 07972 520 808

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.

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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www.sanctuary-students.com

Our offices are open: Monday - Friday, 9am-12pm and 12:30pm and 5pm



SanctuaryStudentsUK

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

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