

Sanctuary
Students

Welcome to Manchester

hello!

Grafton Street





nice to meet you

Firstly, thank you for choosing Grafton Street 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 2 then option 1

E: GraftonStreet@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. All rooms and communal areas have electric heaters. You can switch on the heater by pressing the button next to the heater. The heater has a safety feature which means it will turn off once it reaches its maximum temperature and has been on longer than an hour.



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 2 then option 1

E: GraftonStreet@sanctuary.co.uk

You can also find us on Facebook.

Out of hours, reception is covered by our 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: 07919 218 882

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. Ethernet cables can be collected free of charge from reception if required. You can connect up to seven devices to the Wi-Fi at one time.

Laundry

The laundry room is located in Block H on the first floor. The laundry rooms are open 24-hours a day and has secure entry. Washing machines and tumble dryers are card operated. Charges 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.

A laundry card costs £2 and can be purchased from the machines. You have the option to purchase a card without credit or purchase a card with £10 or £20 credit which will then have the £2 card cost deducted.

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.

Note: We are unable to take food deliveries or parcels for individuals who are not residents.

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

Your name
Your room number
Sanctuary Students
78 Grafton Street
Manchester
M13 9LR

If you return a parcel via collection, please bring your parcel down to the team ready for collection.

Bins and recycling

Recycling facilities are available on-site.

Waste is collected Monday to Saturday 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.

The bin chute is located on the podium level (it's bright orange, so you can't miss it!) For items such as cardboard boxes, there is recycling available downstairs in the bin and car park area.

Note: Please keep the basement clear and do not leave recycling in this area. To find the recycling area leave the main doors in to the car park where the double doors to the bin room are located to the left. Bins are labeled general waste and recycling waste.

Parking

Unfortunately, we do not have parking available on-site. If you are disabled and require parking, please contact reception.

We do not accept any responsibility for the loss or damage to vehicles or property if parked on-site. Please ask for information on alternative parking in the city.

Vending machines

Vending machines can be found in the reception area and laundry room.

personal conduct

We will inspect your bedroom, twice a year and your kitchen and flat communal areas will be inspected three times a year. 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. Cleaning charges for communal areas may be shared between your flat.

useful procedures

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

Emergency T: 07919 218 882

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, room and letter box and an entry fob to get into the building, please keep these with you at all times to get in the building. 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 Friday at 12pm, you can find out more in your weekly updates. 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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Nick Everton House, 78 Grafton Street,
Manchester M13 9LR

T: 0300 123 5050

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www.sanctuary-students.com

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



[SanctuaryStudentsUK](https://www.facebook.com/SanctuaryStudentsUK)

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