

Sanctuary  
Students

Welcome to Truro

# hello!

Treliske





## nice to meet you

Firstly, thank you for choosing Treliske 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 3 then option 3

**E: [Treliske@sanctuary.co.uk](mailto:Treliske@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, please note at peak times (8am-10am and 6pm-8pm) the temperature will be affected.

Turn the left handle away from you to increase the shower temperature. You can switch on the radiator in your bedroom and communal areas which can be adjusted using the temperature valves with 5 being the hottest setting (rotate anticlockwise).





# 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 3 then option 3

**E: Treliske@sanctuary.co.uk**

You can also find us on Facebook.

We have caretakers on-site between 9am - 5pm Monday to Friday. Repairs can be emailed to [Repairs.Treliske@sanctuary-students.com](mailto:Repairs.Treliske@sanctuary-students.com) or by calling **0800 916 1525 or 0300 123 3561**. Should you have any maintenance issues outside of our reception opening hours, you can report them to the caretakers or security officers.

## Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. You can pay to upgrade your connection speed.

## Laundry

The laundry room is located on the ground floor of block 2, next to the office and is open 24-hours a day and can be accessed using your key fob. Washing machines and tumble dryers are card operated which can be bought from the office. Charges, information on how to top up your card and instructions are displayed within the room. Machine availability and cycle progress can be viewed on an Circuit app that you can download to your mobile, or online at [www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view](http://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view) and select Truro then Treliske.

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, however you will need to be available for parcels that require a signature, otherwise the courier will leave a slip for a missed delivery. Parcels that don't need a signature will be left by the post box in the lobby which is monitored by CCTV.

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

Your flat and room number  
Treliske Accommodation  
Royal Cornwall Hospital  
Old Penventinnie Lane  
Truro  
Cornwall  
TR1 3GZ

## Bins and recycling

Recycling facilities are available on-site, please ensure you make the most of these facilities and only recycle clean, dry and grease-free items.

You will need to empty any waste for your bedroom and kitchen bins in the bin store located behind bins 3 and 4.

Rubbish is collected on Friday.

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

## Parking

Parking on-site is limited and subject to a parking permit. It's managed by Q-Park Limited. Please consult the hospital website or the staff at the Q-Park office if you have any enquiries. You will require a letter as proof of residence which is available from reception before applying for your permit.

**T: 01872 272 834 E: [truro@q-park.co.uk](mailto:truro@q-park.co.uk)**

## Surf store

Our secure surf store is located at the back of block 7 and can be used for washing down and storing surf boards, wet-suits etc. We charge £35 a year for access to this facility and you will need to register any equipment you wish to store.

**Note:** We do not allow surf boards or other aquatic equipment to be kept anywhere else on-site, including your flat.

## Local transport

Bus stops are located outside the main entrance and in lay-bys on the main road outside the residence. Almost all buses pass the railway station. For more information please visit **[www.westerngreyhound.com](http://www.westerngreyhound.com)** or **[www.firstgroup.com](http://www.firstgroup.com)**.

# personal conduct

We will inspect your flat regularly. 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: 07484 547 005**

**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 post box 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 Tuesday morning. 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

## Treliske

Old Penventinnie Lane, Truro TR1 3GZ

T: 0300 123 5050

E: [Treliske@sanctuary.co.uk](mailto:Treliske@sanctuary.co.uk)

[www.sanctuary-students.com](http://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*