



Your guide to living at Sanctuary at Addenbrooke's

Abington House | Duxford House | Foxton House
| Grantchester House | Harston House

Sanctuary

Contents page

Welcome	5
Broadband and Wifi	7
Care for the environment	8
Cleaning and laundry	10
Communal living	15
Visitors and guests	16
Health and safety	15
Insurance	24
Mail	24
Parking and bike storage	25
Paying your rent	25
Pets	25
Repairs and maintenance	27
Security	30
TV licence	30
Cambridge at a glance	31
Other places of interest	34





We wish to make your stay with us as pleasant as possible and we will do our best to ensure that you settle in quickly and easily.

Hello and Welcome to Sanctuary at Addenbrooke's

This booklet will provide you with almost everything you need to make sure your stay with us goes smoothly. You should find all the answers you need in this booklet as it contains most frequently asked questions and also includes useful contacts and advice on communal living.

Keep this guide in your room or in a handy place and remember we are here to help. If you have any questions or concerns, please don't hesitate to contact our on-site team on [01223 404800](tel:01223404800) or email enquiries-addenbrookes@sanctuary.co.uk You can find a list of important telephone numbers on the notice boards in your block and in the kitchen.

Office is open Monday to Friday from 9am til 5pm.

Please note that smoking is not permitted anywhere on the Addenbrooke's site.

Please complete the Flat Inventory and return this along with the Fire Safety Checklist to reception.

Getting started with your broadband



If you've registered with Glide Student through the pre-arrival service, sign in using your username and password. If you need to create an account, simply follow our quick and easy setup guide below.

Connecting via Wi-Fi

- » Scan for available Wi-Fi networks and select Glide, or alternatively connect your device using an Ethernet cable.
- » If you can't see the Glide network, please select Glide_2.4. If your device displays both network names Glide and Glide_2.4 – then please continue to connect to the Glide network as this is optimised for your device.
- » Open a browser window, such as Google Chrome or Firefox.
- » You should be re-directed to a Glide welcome screen.
- » Click get started.

Get the Glide Student App

You can download our App from the Apple and Google Play store. Just search for Glide Student.

Select your service

Free:

- » For our free broadband product, click register.
- » You will automatically be re-directed to a registration page.

Upgraded:

- » If your residence has upgrade options available and you would like to purchase an upgrade, click the basket next to the product of your choice.
- » Review your order and click continue.

Log in or create account

When you select optify you will automatically be directed to the portal page for registration and to choose your package.

- » If you're a new user purchasing an upgrade, you may be prompted to log in using a username and password in case you already have an account.
- » If you don't, just select create account.
- » Complete all fields and choose a memorable username and password.

Set up a payment

- » If the services selected require payment you will be asked to enter your payment and billing details.
- » Click pay now to accept terms and conditions.

Start browsing

- » If registration has been successful a confirmation screen is displayed and you will be logged in automatically.
- » You will receive an email confirming your username.



To help care for the environment, please:



- » Save energy by switching off lights, turning down radiators and using low temperatures on the washing machine
- » Save water by turning off taps
- » Report any dripping taps as soon as possible

Waste disposal

Please dispose of all your refuse in tied bags down the refuse chute located on each floor. Please do not force large items into the chutes. In Harston where there is no chute, bin stores are available on each floor. Bins are provided in the communal areas and your bedroom. Please empty these regularly.

There is no facility for recycling within these properties, however there are mixed recycling bins located at Kingston, Milton, Newton and Linton if you wish to take your recycling there. For disposing of large items please contact the Council to arrange a special uplift.

Please refer to the council's website for more info.
www.cambridge.gov.uk/arrange-a-bulky-waste-collection

For further information on refuse disposal or recycling within the city please visit the Cambridge City Council website:
www.cambridge.gov.uk

Yellow clinical waste bags must never be used for domestic waste

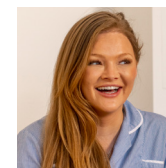
Cleaning and laundry

The upkeep of your flat is your responsibility. Communal stairwells are cleaned weekly by staff and there is periodic cleaning of ovens and hobs. You will be given notice of when the periodic cleaning will take place.

Rooms will be serviced prior to letting and we expect a good level of cleanliness to be maintained. The responsibility for communal areas should be shared equally with all residents.

Regular checks of the communal areas will be made without notice to ensure a high standard of upkeep is maintained. Bedroom checks will also be made but you will be given notice of when these inspections will occur.

Bed linen and crockery are only provided in the couples accommodation in Abington House Flats. A weekly cleaning service of the communal areas in Harston House is carried out.



Tips on keeping your kitchen clean

- » Use the vacuum cleaner provided
- » Wipe down the cooker/hob after use
- » Wipe down the work surfaces after use
- » Wipe down the microwave after use and keep it clean and dry
- » Remove rubbish and recycling frequently
- » Wash, dry and put away dishes and utensils after use
- » Mop up any spills straight away

Tips on keeping wash rooms clean

- » Rinse Wash Hand Basin after use
- » Rinse Shower after use
- » Clean up any spillages
- » Ensure that all washrooms are cleaned regularly to maintain hygiene

Laundry

A card operated laundrette is available for all residents, owned and operated by Circuit Laundry. These are located on Level 1 of Harston House and Grantchester House.

Please do your best to keep the laundry room clean and tidy and to remove your laundry as soon as the cycle is finished. Please note, we cannot be responsible for any loss or damage to your laundry. For more info, please visit www.circuit.co.uk

Please report any faults directly to Circuit following the instructions in the Laundrette – you will need to quote the site number on the red notice displayed in the laundry.

Please also let reception know so that we can display out of order notices.



Communal living



Food

Ask permission before you borrow anything and check with your flatmates before you throw any food away. Make sure everyone has enough storage space, you have access to a lockable cupboard in the kitchen. Some have key access, which will be provided and for others you will need to provide your own padlock and key.



Equality & diversity

We promote equality, diversity and human rights through our Fairness for All policy. Please contact us to request a copy.



Noise

Please be mindful of those that are trying to sleep, if you have any issues please contact the office and we shall try to help.



Respect

Be respectful of each other's differences and lifestyles and talk about any problems openly.

Be considerate of each other's living space and let your flatmates know if you are having guests over. If you are having problems, please contact a member of the on-site team.

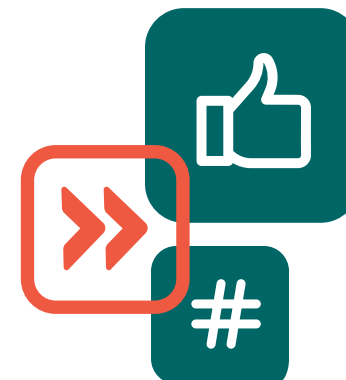


Departure information

You are required to give us one month written notice of your intention to vacate the property. Please be aware that you will be charged the notice period if you leave without giving notice.

Please vacate your room by 11am on your departure date and ensure that you have provided us with your forwarding address and contact details.

Please ensure that you have read your tenancy agreement and comply with the tenants obligations.



Visitors and guests

Guests can stay in your room for up to two nights in any calendar month with one guest a room per night. Please note, you are responsible for your guests and if they are disturbing other residents, they may be asked to leave.

Confidentiality and privacy statement

Here at Sanctuary, we take your privacy seriously. When you fill in a form on our website, send us an email, give us a call or live in one of our properties, we gather your data to make sure we're giving you the best possible experience.

Our privacy statements tell you why we collect, what we do with, how we store and share your data. We collect different sets of data at different stages of your relationship with us and that means that we have a privacy statement for each stage. Read our privacy statements to find out more:

www.keyworker.sanctuary.co.uk/privacy-statements

Health and safety

Absences

If you are going to be away for a period of time, please email us to let us know in case we need to contact you for any reason.

Accidents

If you have an accident on site, please let us know. We may ask you to complete an accident form. If you notice anything dangerous or unsafe on site, please let us know straight away.

Electrical safety

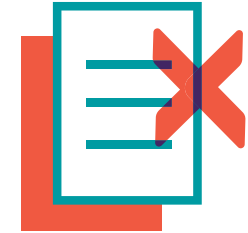
User instructions for all electrical appliances supplied by us can be found in the folder in your flat. Make sure your personal electrical equipment is safe to avoid putting you and your flatmates at risk. Before you use electrical equipment, check for any visible damage. We may remove any personal electrical equipment if we believe it is unsafe and request that you arrange for it to be safety tested if you wish to continue to use it.

Fire safety

The fire emergency plan can be found in the folder in your flat and the fire action notices are on the back of doors. Your building, flat and bedroom are protected by a fire and smoke alarm system.

Any banned or unsafe items may be removed without warning.

Follow our guidelines to reduce the risk of fires happening



- » Never burn candles, oil burners, joss sticks, tea lights or anything with a naked flame or exposed heat source – these are dangerous and are banned from our accommodation
- » Do not leave cooking unattended and switch off appliances after use
- » Don't cook using a dirty grill pan or hob
- » Don't put anything metallic in the microwave
- » Don't cook after a night out
- » No portable or personal heaters are permitted, including electric blankets.
- » Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are also banned from our accommodation because they are a fire hazard
- » Electric cooking equipment is not allowed in your bedroom (including kettles and toasters)

When Minutes
Matter, Live Where
You Work and Play.



Fire safety

Fire alarms

On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

Fire safety equipment

Each flat and room is provided with safety equipment as well as smoke and heat detectors linked to the main fire alarm system. Fire Blankets are located in every kitchen. Please advise the office if any equipment is missing or damaged so that it can be replaced or repaired. Please note it is a criminal offence to interfere with the fire alarm system.

Avoid false alarms

To avoid unnecessary fire service call outs and evacuations:

- » Do not tamper with detectors – this may activate the alarm
- » During and immediately after showering, ensure the ventilation fan is running and your bathroom door is closed
- » Use a steam iron, hair straighteners or dryers and aerosols away from fire detectors
- » Ensure extractor fans are running, windows are open and the kitchen door is closed when cooking
- » Report any broken ventilation or extractor fans immediately

On discovering a fire:

- » Sound the fire alarm
- » Get out of the building
- » Call the fire brigade on 999
- » Let a member of our team know

On hearing the alarm:

- » Get out of the building
- » Close doors behind you
- » Don't use lifts
- » Don't rush or push
- » Meet at the assembly point (identified on the back of exit doors and in the folder in your flat)
- » Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so



Each building has a weekly Fire Alarm Test on a Thursday. The alarm will sound for a maximum of 30 seconds. If the alarm sounds for longer, you will need to evacuate the building.



When using electrical equipment:

- » Always follow the manufacturer's instructions
- » Do not overload electrical sockets
- » Do not use makeshift wiring. If it is faulty, replace it
- » Do not leave unattended electrical equipment switched on
- » Disconnect equipment when not in use
- » Switch off and disconnect faulty equipment immediately
- » Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment



Insurance

We recommend that you purchase your own tenants content insurance as tenants will not be reimbursed if their personal belongings are damaged by floods, power cuts etc.



Mail

Royal Mail will deliver direct to the flats. The postal address can be found on your tenancy agreement.

Please note we are unable to accept parcels or packages on behalf of residents. For mail redirection either go to your local post office or go online for information and costs www.royalmail.com/personal/receiving-mail/redirection

Parking & bike storage

All parking is charged and controlled by Cambridge University Hospital Trust. For enquires about parking on site please go to the Access Centre on Level 1 under the main concourse or phone 01223 217931 or Ext: 6060 from any hospital phone. There are bike storage facilities around the site for you to use. Please do not keep bikes in your flat or bring them into the buildings.

Paying your rent

Please refer to your Occupancy Agreement to find out when your rent is due. The easiest way to pay is by setting up a regular direct debit. We have an arrears process that will start as soon as you fall behind with your rent payments.

Pets

Sorry but we do not allow pets to be kept onsite. This includes goldfish – sorry!



Damages

Please note that any damages caused by misuse will be charged to the resident responsible. Damages to communal areas will be split between you and your flatmates unless the person responsible comes forward.



Light bulbs

We appreciate that blown light bulbs are very inconvenient but these are not emergencies, please use your vanity light/ bedside light until we can replace it. Please report any blown light bulbs using the repairs procedure. A contractor will not attend out of hours to change a light bulb.



Heating and hot water

All rooms have central heating. Hot water should be available 24 hours a day. Please advise us as soon as possible if you have any problems. The sooner we know of a problem the sooner we can fix it!



Loss of power

This problem is often due to a tenant using a faulty appliance. Please first check the trip switch in the fuse board in your flat. If the problem persists or won't reset, please follow the emergency call out procedures.



Reporting repairs

Please report any repairs or breakages to us. Our on-site maintenance teams and caretakers look after day-to-day repairs and our trusted contractors cover major repairs. You can report a repair online at www.keyworker.sanctuary.co.uk/report-a-repair, by email to enquiries.addenbrookes@sanctuary.co.uk, in person at the Grantchester Office or you can call us on 01223 404800.

Routine maintenance

Information on routine maintenance in your flat is displayed on the noticeboard in the stairwell. Wherever possible we will give you at least 48 hours notice where access is required to your room.

Please note that we may require access to a flat without prior notice if there are urgent issues or concerns regarding health and safety or maintenance. Please ask tradesmen for ID before allowing them in. Please see the poster on the notice boards for more information about room visits.



Please note the following important information



Out of office hours

Outside office hours emergency repairs can be reported to our Customer Service Centre (CSC) on 0800 916 1525 or low cost number for mobiles 0300 123 3561.

You'll also find a free phone for this purpose outside the office at Grantchester House. The CSC deals with calls from all over the country so please be patient it may take a few minutes to get an answer. Please be ready with the postcode and the exact location of the fault (i.e. block and room/flat number).

If it is an emergency and CSC sends a contractor to attend out of hours then you MUST be present and available at your room/flat to allow the contractor access and to show them the exact nature of the problem. If you are not present and the contractor cannot gain access you will be charged £50 +VAT for the call out.

If your out of hours repair is not an emergency, please email enquiries.addenbrookes@sanctuary.co.uk or use the form at - www.keyworker.sanctuary.co.uk/report-a-repair to report the repair. We do not charge for damage caused by fair wear and tear.



Security

Each building is fitted with a security door entry system; your key fob will enable you to gain access to your building only and the relevant laundrette.

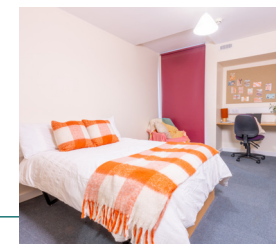
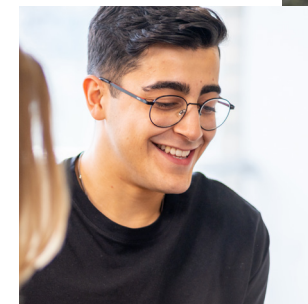
You have a key for the flat front door and your room, Harston Flat corridors are also accessible with your fob. If you should lose your fob or your keys please contact the Sanctuary office in Grantchester House immediately.

If out of hours, contact the CSC on **0800 7814 812** who may be able to arrange for an Addenbrooke's Facilities Manager to give you access (once only).



Tv license

If you wish to watch live television in your flat or room it is your responsibility to purchase a TV license. Further information can be found by visiting www.tvlicensing.co.uk.



Cambridge at a glance



Museums and colleges

Most museums and colleges offer free admission - please check opening hours and prices as they all vary:

- » Fitzwilliam Collections, includes antiques, applied arts, illuminated manuscripts and paintings
- » The Downing St trio: Zoology, Sedgewick Earth Sciences and Archaeology and Anthropology
- » Whipple History of Science, Scott Polar Museum, Museum of Technology
- » Duxford for aeroplane and war history buffs - this is a must see (no.7 bus)
- » Colleges of Cambridge University



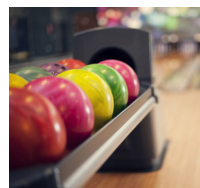
Supermarkets

Tesco: Fulbourn: bus route Fulbourn No 1
Asda: Beehive centre, off Newmarket Road
Sainsbury's: Coldhams Lane roundabout or city centre (accessed via all buses to the city centre)
Waitrose: Trumpington (Busway A)



Leisure

For fun, try the Leisure Park for Ten Pin Bowling, pool tables and The Light Cinema. Plenty of local eating places including Chinese and Indian buffets, Five Guys, Chiquito's and Frankie and Benny's.





Transport

City centre and train station: all buses 1, 2, 5, 7, 13, Park and Rides and Busway A

Tesco's: No.1 (Cherry Hinton/Fulbourn)

ARU: No.2 (Milton) or Busway A and get off at Parkside swimming pool.

Pedal Power- riding a bike is a great way of staying fit and healthy, better yet it is free and it will get you around Cambridge much quicker and cheaper than cars and buses.

Check notice boards at ARU, Hospital, Gumtree, supermarkets, shops windows for 2nd hand bikes/ bike sales.

The motto is 'buy a cheap bike and buy a better lock' and don't forget to add lights! Visit www.stationcycles.co.uk for more information on bike hire.



Cambridge nightlife

Offers/wrist-bands available most nights: Regal, Vodka Rev's, The Prince Regent, Quinns (Irish bar with Karaoke), WT's Snooker, Pool and Bar (opp ARU), Lola Lo's, The Fez club, La Raza, Baroosh (strict over 21's), Hidden Rooms Cocktail lounge and Jazz club, Club Salsa Events USC, The Vaults, Tabouche, Ballare, Kuda and The Junction Alternative.

Live music pubs are usually at Blue Moon, The Snug, The Geldart and The Portland Arms.



Other places of interest

Shopping centres: Grafton Centre and Grand Arcade. Cambridge Library is on the 1st floor of the Grand Arcade. The Vue Cinema – Grafton centre.

Head to the Cambridge Arts cinema for foreign/ alternative films.

Theatres – Mumford, Cambridge Arts and Corn Exchange, plus look out for University Theatre shows. Don't miss the Ghost Tour, Punting, and City Tour by bus or the tranquil American Cemetery. Take a picnic to the Botanical Gardens in Cambridge or by the river Cam. You can also enjoy an afternoon tea at The Orchard in Grantchester. For art appreciation,

Kettles Yard is free. For a Historic day out, take a train to Ely for the Cathedral, Oliver Cromwell's House or Apple Day Newmarket for horseracing and nights out. London is also just over an hour on the train.

Sanctuary

Addenbrooke's, Grantchester House, Adrian Way, Long Road, Cambridge CB2 0SQ

www.keyworker.sanctuary.co.uk

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity
Registered office: Sanctuary House, Chamber Court, Castle Street, Worcester, WR1 3ZQ
Registered as a provider of social housing with the Regulator of Social Housing No. L0247
Registered Society No. 19059R