Heathfield Residents’ Guide

Contact us
0300 123 5050 -
Our offices are open Monday - Friday 8am - 6pm
marybone@sanctuary-students.com
or
student@sanctuary-students.com
07920 268 144 - 24 hour contact telephone number for the site

www.sanctuary-students.com
/SanctuaryStudentsUK           @SancStudents /SancStudents
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Hello and welcome to Heathfield!

While the University is your landlord and looks after issues such as rent and welfare, Sanctuary Students manage the residences. At Sanctuary Students, we want to make your time living with us as enjoyable as possible. We do our best to make things simple so you can settle in quickly and easily.

Within this booklet, you’ll find nearly everything you need to make sure your stay goes smoothly. You should find the answers to most commonly asked questions and information including useful contacts and advice on communal living.

As it may be some time since you agreed to your offer of accommodation, we suggest that you read it again as it provides a full list of your obligations and also those of Sanctuary Students and the University. It is available to you on the University’s e-vision system.

Keep this guide in your flat and remember we’re here to help. If you have any questions or concerns, please don’t hesitate to contact our on-site team.
Before you set about unpacking, use the inventory form to check that you have everything listed in your flat, kitchen and bedroom.

If you have any concerns about your room, for example if there is anything damaged or missing, make a note of it on the inventory form. Please return the blue copy of the inventory form, along with your registration card, to the office within 48 hours of arrival.

**If you don’t complete this form and there are damages or items missing when you leave, you are liable for the cost of repair or replacement.**
Office

The Heathfield office is open for enquiries from 9am to 5pm, Monday to Friday.

The team is managed by Wendy Lockhart and you can contact us by emailing enquiries-dundee@sanctuary-students.com or calling 01382 383 111.

Out of hours, the sites are covered by our security team. If you require our Out of Hours Service, please call 07776 298 696. You can find emergency telephone numbers on the notice board in the kitchen. If you wish to contact the Residences Office at the University of Dundee, you should email residences@dundee.ac.uk or call 01382 384 040.

Bins and recycling

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

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

Please make the most of these facilities but make sure you only recycle clean, dry, grease-free items and place everything in the appropriate containers.

You will need to empty your bedroom kitchen, food and recycling bins into the large bins located in the outside refuse areas. Please contact the office if you require safe disposal of needles and syringes.

Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet.

Refuse collection from the bin recess by Dundee City Council is carried out twice a week on Tuesday and Thursday and the recycling is collected twice a week on a Monday and Wednesday.

Laundry

Heathfield – the laundry is next to the office and is opened with your key fob. The laundry rooms are open 24 hours a day.

Washing machines and tumble dryers are card operated. 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 or see the information card in your welcome pack. Please report any faults directly to Circuit following the instructions in the laundry.
Shared facilities

**Post**

Letters and parcels are delivered directly to your flat. If a signature is required or the item is too large for the letter box or you are not available, the delivery company will leave a card detailing what to do next.

When having mail sent to you, please ensure the following details are included in your address:

- Your name
- Your flat and room number
- Heathfield
- 75 Old Hawkhill
- Dundee
- DD1 5EN

**Internet**

Access to the internet is available via Wi-Fi in all flat bedrooms and kitchens. This is the same service available in the University teaching buildings and library. In addition each bedroom is fitted with a computer point so that you can connect to the network/internet using the cable provided.

For IT support, please visit [http://www.dundee.ac.uk/it/services/resnet/](http://www.dundee.ac.uk/it/services/resnet/) or call the Service Desk on 01382 388 000.

**Bikes**

Bicycle storage is available in the courtyard areas – please ask at the office for a key. Please buy a lock to secure your bike. 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.

**Local Transport**

For information please visit [http://www.dundeetravelinfo.com/](http://www.dundeetravelinfo.com/).

**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 city campus is restricted to University Permit Holders - please contact the University’s Car Parking Administrator for more info. There is very limited free parking within walking distance.

**Storage**

There is no storage available at Heathfield. We can direct you to local storage facilities. We do not accept responsibility for any lost, damaged or stolen property.
Your space

**Smoking**
There is no smoking permitted within the residences. This includes e-cigarettes. Smoking is only permitted outside the buildings. Please dispose of cigarette ends appropriately and avoid smoking next to the doors or windows where you may upset other students.

**Furniture**
Use your inventory list to check that all items of furniture are in place and in good condition. For any problems, please contact the office. Please do not bring any items of your own furniture into your flat.

**Posters**
Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blue or white tack, tape, pins or nails. Please ask at reception before putting any posters up on notice boards in the stairwells or building entrances.

**TV licences**
There is a TV socket in your bedroom and lounge. There is also a socket marked SAT in the lounge for connecting a Sky box if you have one and a socket marked Radio/Dab for digital radio.

You will need a TV licence if you want to watch live TV on a television or a personal device such as a laptop. Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

**Heating and hot water**
All the rooms have central heating which is switched on from 6am to 10am, 12pm to 2pm and 5pm to 2am. Hot water is available 24 hours a day. Please contact the office as soon as possible if you have any problems.

**Starter packs**
You can buy a bedding pack from the office while stocks last.

**Pets**
Sorry but we do not allow pets to be kept on-site except guide dogs or hearing dogs for the deaf. This includes goldfish – sorry!

**Care for the environment**
To help care for the environment, please:
- Try to save energy by switching off lights, turning down radiators and using low temperatures on the washing machine
- Save water by turning off taps
- Make the most of our recycling facilities too!

Look out for more information on campaigns and competitions on the ‘green’ notice boards.
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.

You can find the HMO licence for Heathfield in the site office, or by visiting https://www.dundee.ac.uk/accommodation/important-information/. The webpage above also provides links to information on our own buildings and liability insurance, HMO Licence conditions and safety reports.

Repairs
Please take responsibility for reporting any repairs or breakages and don’t just leave it for others. We do not charge for damage caused by fair wear and tear.

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 at the office or by email to enquiries-dundee@sanctuarystudents.com. Or you can call us on 01382 383111. For out of hours repairs, please call 07776 298696.

Information on routine maintenance in your flat is displayed on the noticeboard on the ground floor and you will also receive notification by email at least 48 hours in advance. 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.

Access to flats
Access to your flat will usually be restricted to normal working hours except in exceptional circumstances. 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. Please see the poster on the notice boards for more information about room visits.

Moving rooms
If you wish to change rooms you should contact the Residences Office at the University, who will deal with your request.

Moving out
You will need to hand your keys back to us before 10am on the last day of Occupancy Agreement. Please make sure your kitchen, en-suite and bedroom are clean and tidy and that you have removed all of your personal belongings. Any items left in your room or flat on departure will be disposed of.

Paying your rent
Please refer to your Occupancy Agreement or contact the Residences Office to find out when your rent instalments are due. Please contact Student Support early on if you have any financial concerns.

Damages
Please note that any damages caused by misuse will be charged to the students responsible. Damages to communal areas will be split between you and your flatmates unless the person responsible comes forward.
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 complete an overnight guest form available from the office. Please note, you are responsible for your guest’s behaviour and if they are disturbing other students they may be asked to leave.

Complaints

We do our best to provide an outstanding service but we recognise that things can sometimes go wrong. Please contact the office and we will try to reach a solution. If this doesn't work we have a formal complaints procedure that you will be able to follow.

Confidentiality and Privacy Statements

Here at Sanctuary Students, we take your data 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 student 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.sanctuary-students.com/privacy-statements

Equality and diversity

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

Follow this simple code of conduct to avoid any tensions with your flatmates and to make sure your time living with Sanctuary Students goes as smoothly as possible.

**Respect**

Treat others as you would like to be treated. 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 Student Support team.

**Noise**

Please be mindful of those that are trying to sleep or study and avoid the following:

- Slamming doors
- Talking, shouting and laughing loudly especially in corridors and communal areas and outdoor areas
- Loud music, especially with the bass turned up
- Any parties
- Any loud noise during quiet hours (11pm to 8am)

Please contact the office or call our Out of Hours Service if you are having problems with noise.

Go out, have fun, but remember – noise can be extremely irritating for someone trying to sleep or study.
Parties
If you want to have a party, please request permission from the office at least 48 hours in advance. No more than 15 guests are allowed. Parties must end before 1am or earlier if requested by our team.

Food
Food theft can have a damaging effect on relationships within your flat. Agree between yourselves if you will have any communal food items, ask permission before you borrow anything and check with your flatmates before you throw their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Looking after yourself
Register with a doctor (GP) as soon as possible. Information is available from the University, [https://www.dundee.ac.uk/student-services/health/register-with-a-gp/](https://www.dundee.ac.uk/student-services/health/register-with-a-gp/). You can find your nearest GP service on the NHS 24 website: [http://www.nhs24.com/FindLocal](http://www.nhs24.com/FindLocal). For minor illnesses, you can visit a pharmacist.

The Student Support Worker and a team of Residential Support Assistants are on hand to provide signposting and advice on topics including homesickness, not getting on with flatmates and financial worries. You can make an appointment with the Student Support Worker by phoning 01382 385534 or emailing enquiry@dundee.ac.uk

Information for students with disabilities
Sanctuary Students and Disability Services at the University can provide signposting and advice for students who require extra assistance. For further information, visit [http://www.dundee.ac.uk/disabilityservices/students/](http://www.dundee.ac.uk/disabilityservices/students/).

Support and advice services
Find out about your Student Support Service by visiting [www.dundee.ac.uk/student-services/](http://www.dundee.ac.uk/student-services/). Support is also available by visiting [www.nightline.ac.uk](http://www.nightline.ac.uk) for confidential advice and support. If you have concerns about drugs or alcohol, visit [www.talktofrank.com](http://www.talktofrank.com) and do not assume you (or your friends) know all the facts. The Samaritans ([www.samaritans.org](http://www.samaritans.org)) have a phone helpline if something is troubling you and you need someone to talk to.
Your agreement contains a number of terms and conditions to make sure that Heathfield is a pleasant, safe and secure place to live. Please be respectful when interacting with students and members of our team.

If your behaviour is deemed unacceptable you may jeopardise your Occupancy Agreement. We also reserve the right to confiscate items that are not permitted on our property or are deemed hazardous until your departure.

Any student who witnesses or is aware of misconduct should report the matter to our security.

Behaviour that breaches your Occupancy Agreement includes (but is not limited to):

- **Illegal drug use**
- **Threatening or abusive behaviour**
- **Any action that puts others at risk**
- **Drinking alcohol in public areas of the accommodation**

Please refer to your Occupancy Agreement for further information.

The Residences Discipline Policy is in the folder in your flat.
There is no cleaning service in your flats, so please take responsibility for keeping your flat clean and tidy, including your kitchen, bedroom, bathroom facilities and communal areas.

Student Support provides a blank cleaning rota (located on the pin board). Use this to help avoid any tension by making everyone aware of their own responsibilities. Your flat will remain a pleasant place to be and you will avoid incurring any cleaning charges. Make sure you take responsibility for your own washing up!

Your flat will be inspected three times a year. We will give at least 48 hours’ notice beforehand. If there is an unacceptable level of cleanliness you will receive one written warning before we instruct agency cleaners to clean your flat. You and your flat mates will be responsible for covering these costs. You will also be charged if your flat is not left clean and tidy when you leave.

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
**Keys**

You will receive a fob for access to the building and laundry and three keys, one for your flat, one for your room and one for your kitchen cupboard.

If you lose your fob or keys, please contact the office straight away and we will replace them for you. There is a charge of £15 for each key and £10 for each fob to cover the cost of replacement, and an additional charge for change of locks if necessary.

Look after your keys and keep them with you at all times. If a member of our team sees a door unlocked, they will lock it. Never attach your address to your keys.

**Insurance**

Please read the block insurance policy carefully, available online at [www.endsleigh.co.uk](http://www.endsleigh.co.uk), policy number HH1573. Many of your personal possessions will be covered in certain circumstances including theft, but some items may need to be insured separately through a provider of your choice.

**Personal safety**

Be mindful of your personal safety at all times. Plan your journeys in advance and let your friends know where you are going. Avoid poorly lit or remote areas at night and keep valuables hidden.

Program any security numbers or emergency contacts into your phone so you have them at all times, and have a written copy with you in case your phone is stolen.

**Absences**

If you are going to be away for more than a night, please let your flatmates know. Please leave a contact number with us if you are going to be away for more than a week.

**Accidents**

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

Sanctuary Students can't be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept secure and hidden. Money and valuables should never be left unattended in public areas. It is a good idea to name your belongings so they can be identified by the police if they are lost or stolen.

Please report anything suspicious to the office. Sanctuary Student accommodation has 24 hour CCTV monitoring systems in place.
Electrical safety

User instructions for all electrical appliances supplied by Sanctuary Students can be found in the folder in your flat.

Make sure your electrical equipment is safe to avoid putting you and your flatmates at risk.

Before you use electronic 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.

When using electronic equipment:

1. Always follow the manufacturer’s instructions
2. Do not overload electrical sockets
3. Do not use makeshift wiring. If it is faulty, replace it
4. Do not leave unattended electrical equipment switched on
5. Disconnect equipment when not in use
6. Switch off and disconnect faulty equipment immediately
7. Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment
Fire safety

The Fire Emergency Plan can be found in the folder in your flat.

Your building, your flat and your bedroom are protected by a fire and smoke alarm system. However, you must observe the following guidelines to reduce the risk of fires happening.

1. 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.
2. Do not leave cooking unattended and switch off appliances after use.
3. Do not leave cooking unattended and switch off appliances after use.
4. Don’t cook using a dirty grill pan or hob.
5. Don’t put anything metallic in the microwave.
6. Don’t cook after a night out.
7. 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.
8. Electric cooking equipment is not allowed in your bedroom (including kettles and toasters).

Any banned or unsafe items may be removed without warning.

Fire drills

The fire alarms are tested every week. Fire drills are a legal requirement and will be 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.

On discovering a fire:
1. Sound the fire alarm
2. Get out of the building
3. Call the fire brigade on 999
4. Let a member of our team know

On hearing the alarm:
1. Get out of the building
2. Close doors behind you
3. Don’t use lifts
4. Don’t rush or push
5. Meet at the assembly point (identified on the back of exit doors and in the folder in your flat)
6. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so.
Safety equipment

Fire extinguishers and fire blankets are located throughout the building. This equipment exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your Occupancy Agreement, and the lives of you and your neighbours. Any interference with safety equipment may incur penalties against either you alone or you and your flatmates, and may lead to criminal prosecution.

Please inform reception if any firefighting equipment is missing or damaged so that it can be replaced or repaired.

Smoke and heat detectors
If your smoke and heat detectors start to sound tell a member of our team immediately. Don’t tamper with detectors or cover them – they could save your life.

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 hearing the alarm:
1. Get out of the building
2. Close doors behind you
3. Don’t use lifts
4. Don’t rush or push
5. Meet at the assembly point (identified on the back of exit doors and in the folder in your flat)
6. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so
Before You Leave

Before you leave us please:

• Remove all personal goods and furniture. We will remove and/or dispose of anything left behind and we accept no liability for items lost in this way
• Clean and vacuum your room, communal areas, kitchen and kitchen cupboards and empty all rubbish
• Wipe and dust all surfaces
• Close all windows
• Lock your bedroom door
• Return your keys and fobs in person to the office or put them in an envelope with your room and flat number and post through the office letterbox.

You should refer to your Occupancy Agreement for details of your contractual obligations.

Don’t forget to pass on your new address to your contacts as we are unable to forward mail. After your departure, we will return any items addressed to you to the sender.
Charging schedule damage to property

The charges shown below are a guide to the cost of repair or replacement to any damages to the furniture or property.

The individual charge may be higher or lower, dependent on the work involved to fix the fault. Contact your on-site team for a final cost.

<table>
<thead>
<tr>
<th>Furniture/soft furnishings</th>
<th>Charge</th>
</tr>
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<tbody>
<tr>
<td>Replacement single mattress</td>
<td>70.00</td>
</tr>
<tr>
<td>Replacement double mattress</td>
<td>80.00</td>
</tr>
<tr>
<td>Broken bed base/frame</td>
<td>90.00</td>
</tr>
<tr>
<td>Damaged desk chair</td>
<td>45.00</td>
</tr>
<tr>
<td>Damaged dining chair</td>
<td>35.00</td>
</tr>
<tr>
<td>Damaged wardrobe</td>
<td>160.00</td>
</tr>
<tr>
<td>Damaged wardrobe shelf or pole</td>
<td>30.00</td>
</tr>
<tr>
<td>Damaged study bedroom desk</td>
<td>150.00</td>
</tr>
<tr>
<td>Damaged study bedroom worktop</td>
<td>95.00</td>
</tr>
<tr>
<td>Replace kitchen stool</td>
<td>50.00</td>
</tr>
<tr>
<td>Replace hall mirror</td>
<td>65.00</td>
</tr>
<tr>
<td>Replacement sofa complete</td>
<td>350.00</td>
</tr>
<tr>
<td>Clean sofa</td>
<td>25.00</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Electrical equipment</th>
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<tbody>
<tr>
<td>Replacement fridge</td>
<td>220.00</td>
</tr>
<tr>
<td>Replacement fridge/freezer</td>
<td>350.00</td>
</tr>
<tr>
<td>Replacement fridge handles</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement freezer door(drawer compartment)</td>
<td>40.00 each</td>
</tr>
<tr>
<td>Replacement cooker/fire</td>
<td>250.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan handle</td>
<td>15.00</td>
</tr>
<tr>
<td>Replacement microwave</td>
<td>90.00</td>
</tr>
<tr>
<td>Replacement microwave plate</td>
<td>50.00</td>
</tr>
<tr>
<td>Replacement kettle</td>
<td>20.00</td>
</tr>
<tr>
<td>Replacement vacuum cleaner</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement TV</td>
<td>400.00</td>
</tr>
<tr>
<td>Replacement TV remote control</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement toaster</td>
<td>15.00</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Electrical fittings</th>
<th></th>
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<tbody>
<tr>
<td>Replacement sockets</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement fluorescent fittings</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement smoke/heat detector</td>
<td>75.00</td>
</tr>
<tr>
<td>Replacement light switch</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement lamp shades</td>
<td>20.00</td>
</tr>
</tbody>
</table>
### Fire-fighting appliances
- Replace missing fire blankets: 20.00
- Refill fire extinguisher: 55.00
- Replace fire extinguisher: 100.00
- Malicious damage to ‘break glass’: 65.00

### Carpets and flooring
- Replace study bedroom carpet/flooring: 500.00
- Replace communal hall carpet/flooring: 250.00
- Replace lounge carpet/flooring: 300.00
- Cleaning of study bedroom carpet/flooring: 25.00
- Cleaning of hall carpet/flooring: 50.00
- Cleaning of lounge carpet/flooring: 75.00
- Carpet tile: 15.00 each

### General items
- Replacement mop and bucket: 20.00
- Replacement ironing board: 25.00
- Replacement dust pan and brush: 7.00
- Reconnect door closer: 5.00

### Decoration
- Redecoration to study bedroom due to damage to wall decorations i.e. blue/white tack etc.: 75.00
- Redecoration to communal hallway due to damage to wall decorations i.e. posters blue/white tack etc.: 100.00
- Redecoration to communal lounge due to damage to wall decorations i.e. posters blue/white tack etc.: 100.00
- Redecoration to shower room due to damage to wall decorations i.e. posters blue/white tack: 50.00
- Replace damaged kitchen window blinds: 250.00
- Replace damaged study bedroom window blinds: 75.00
- Replace damaged kitchen curtains: 250.00
- Replace damaged study bedroom curtains: 100.00
### Plumbing
- Replace wash hand basin: $150.00
- Replace toilet pan: $200.00
- Replace toilet seat: $35.00
- Replace shower door: $200.00
- Replace shower curtain: $45.00
- Replace shower hose: $35.00

### Lock changes
- Out of hours change of lock to study bedroom door: $100.00
- Normal hours change of lock to study bedroom door: $60.00
- Replace keys/swipe card/fob in normal working office hours: site specific, ask at reception

### Misuse of safety equipments
- Malicious use of fire alarms: $100.00
- False activation of fire detection systems: $50.00
- Misuse of fire fighting equipment: $100.00
- Auto door closer (replacement): $30.00
- Auto door closer (reinstatement): $10.00
- Fire safety sign/notice replacement: $10.00
- Window safety bar (reinstatement): $30.00
- Window safety bar (replacement): $60.00
- Window safety block (reinstatement): $10.00
- Window safety block (replacement): $15.00
- Removal of obstructions to fire exit route: $10.00
- Fire blanket replacement: $20.00

### Other charges

### Tenancy changes
- Room move – transfer: $50.00
- Change to signed tenancy: $50.00
General cleaning charges and check list

<table>
<thead>
<tr>
<th>Flat entrance/corridors</th>
<th>Kitchen/lounge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor litter-free and clean</td>
<td>Floor litter-free and clean</td>
</tr>
<tr>
<td>Rubbish removed</td>
<td>Cupboards and drawers emptied and cleaned</td>
</tr>
<tr>
<td>All walls and surfaces wiped clean</td>
<td>Rubbish removed and bin cleaned</td>
</tr>
<tr>
<td>All cleaning equipment, ironing board etc to be left clean in airing cupboard</td>
<td>Fridge/freezer defrosted, wiped clean and door left open</td>
</tr>
<tr>
<td>Vacuum cleaner left clean and bag removed</td>
<td>Vacuum cleaner left clean and bag removed</td>
</tr>
<tr>
<td></td>
<td>Oven and hob clean inside and out</td>
</tr>
<tr>
<td></td>
<td>Microwave clean inside and out</td>
</tr>
<tr>
<td></td>
<td>All walls and surfaces wiped clean, including skirting boards and window frames</td>
</tr>
<tr>
<td></td>
<td>Furniture returned to original position</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Cleaning charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall carpet</td>
<td>50.00</td>
</tr>
<tr>
<td></td>
<td>Kitchen carpet</td>
</tr>
<tr>
<td></td>
<td>Remove rubbish per bag</td>
</tr>
<tr>
<td></td>
<td>Fridge/freezer</td>
</tr>
<tr>
<td></td>
<td>Oven and hob</td>
</tr>
<tr>
<td></td>
<td>Microwave</td>
</tr>
<tr>
<td></td>
<td>Kitchen (excluding white goods)</td>
</tr>
<tr>
<td></td>
<td>Toaster/kettle</td>
</tr>
</tbody>
</table>
### Standard required

**Bedroom**

- Carpet vacuumed
- Rubbish removed
- Furniture emptied and wiped clean
- All surfaces wiped clean
- Noticeboard items and drawing pins removed

**En-suite/shared bathroom**

- Floor litter-free and clean
- Bath, shower and sink wiped clean
- Rubbish removed
- Shower curtain/door cleaned
- All surfaces wiped clean

### Cleaning charges

- Bedroom carpet 15.00
- Room clean 15.00
- Drawing pins removal 10.00
- En-suite bathroom clean 18.00
- Shared bathroom clean 27.00

**AND BEFORE YOU LEAVE US PLEASE:**

- remove all your personal goods and furniture
- close all windows
- lock your bedroom door
Contact us

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