

Our approach

Help to keep our residents and staff safe



The Coronavirus pandemic has impacted us all and means the way we live has changed.

We're embracing these changes and as a responsible landlord who cares about our customers and colleagues, we are taking the necessary steps to protect our residents and staff while continuing to provide you with a maintained, safe and secure home.

This guide provides you with an outline of the steps we've taken across our properties to ensure the safety of our residents.

There are things that you can do and we've provided some guidance for you to follow to ensure you keep yourself and your flatmate safe too. We are following Government advice and continue to adapt our approach to social distancing and health and safety as guidelines are updated.

This guide will be refreshed throughout the year. We'd love to hear if you have any ideas on things we can introduce or changes we can make in our properties by emailing us at enquiries@sanctuary-addenbrookes.co.uk.

In this guide, you will find information on:

1. [On-site facilities](#)
2. [Steps you can take](#)
3. [Where to get advice](#)

On-site facilities

We have made changes to our properties which mean things may be slightly different to what you expected or have experienced if you've stayed with us before. We want you to feel at home and we hope these changes mean you feel reassured that we're doing all we can to provide you with a safe home.

Shared spaces

We'll continue to clean communal areas such as the laundry, stairwells, corridors and reception with antibacterial cleaning products on a daily basis. We have provided hand sanitisers and antibacterial gel across the properties.

Please ensure you use the materials provided to limit the spread of any germs.

Repairs

We'll investigate and fix any repairs to your room or flat that are reported to us. We will maintain a safe distance and follow hygiene procedures when we're in your flat. We ask that you do the same.

If you are self-isolating at any point during your stay with us, please let our team know by phone or email as soon as possible and still let us know if you have any maintenance issues.

We will assess if the issue is an emergency that requires urgent attention then we will make the necessary arrangements to fix the repair.

Repairs can be reported online at www.sanctuary-addenbrookes.co.uk/contact-us/report-a-repair or via email to enquiries@sanctuary-addenbrookes.co.uk.

If we're not able to fix the repair ourselves, we may need a third-party contractor to come and take a look. Our contractors will follow the most up-to-date Government guidance whilst attending your repair.

Compliance

We'll continue to carry out safety checks in your room and flat like testing electrical equipment, water hygiene checks and flat inspections. Where possible, we'll combine as many safety checks and inspections to minimise the number of times we enter your flat.



Teams

We want to ensure you still have the help you need during your time with us and you will still be met with a smiling team member, a great support network and a professional service.

Our office and maintenance teams will continue to be on-site during office hours (9am – 5pm Monday to Friday). Our teams will be provided with Personal Protective Equipment (PPE) like aprons and gloves for times when they need to enter your flat. We will display a notice on doors when we are in a bedroom, kitchen or other communal spaces so you're aware that we're working in the area.

Please take notice and avoid the area so social distancing can be maintained. We recommend you stay in your room if possible.

Reception

Our receptions are open and we've installed protective screens and marked safe distance markers to ensure social distancing can be maintained.

Please follow the guidance and keep your distance.

Our teams are on-hand to answer any questions you have.

Social distancing

We have introduced two-meter markers at key areas across the properties where you might come into contact with other residents or staff. These areas include at reception, in the laundries and at the lifts.

Please look out for signs across the site and stick to the markings.

Laundries

Our laundries are open. Please limit the number of people in the laundry room so a safe distance can be maintained.

Please clean down touch points on the machines before and after use, using the materials we've provided.

Lifts

We recommend that you only share a lift with a flat mate. Wash your hands when you get back to your flat. Take the stairs where practical and whenever possible but remember to maintain social distancing in the stairwells.

Fire evacuations

We need to ensure residents are protected and our fire safety procedures are always followed.

Please follow the fire safety notices on the back of your bedroom door and continue to evacuate the buildings when you hear the fire alarm.

Residents who are self-isolating need to evacuate the building but maintain social distancing away from the evacuation points and the building.

We also ask that you cover your face and avoid touching any railings or door handles.



Steps you can take

We want you to enjoy your time with us and we encourage you to continue to get to know your team.

Here are some simple steps and changes you can make during your stay to help protect yourself and your flat mates.

Washing your hands

Wash your hands before you leave and as soon as you return to your flat.

Keeping your distance

Please keep a safe distance apart when meeting and speaking to people in our properties. Avoid being in the same room when our teams are in your flat.

Cleaning tips

- Wipe down door handles and light switches in your bedroom and flat.
- Clean kitchen surfaces immediately after use and dry worktops and chopping boards thoroughly after cleaning.
- Use disposable cloths or paper towels when possible.
- Reusable cloths should be disinfected or washed at 60C (140F) after each use.
- Flush the toilet after each use.
- Use a toilet cleaner and brush every few days.
- Keep the toilet seat, handle and rim clean by using a disinfectant.
- Clean shower trays and sinks frequently.
- Wash your hands after handling dirty laundry.
- Wash underwear, towels and linen at 60C (140F)

HM Government NHS

CORONAVIRUS

WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

CORONAVIRUS
PROTECT YOURSELF & OTHERS

For more information and the Government's Action Plan go to nhs.uk/coronavirus

Stock up on non-perishable food:
ready-to-eat, canned meats, fruits, vegetables and soups
Protein or fruit bars
Dry cereal or granola
Peanut butter or nuts
Dried fruit
Crackers
Canned juices
Bottled water

Make sure you have medicines to keep you well:
medicines for fever, such as paracetamol or ibuprofen
Thermometer
Anti-diarrhoea medication
Vitamins

Stock up on everyday essentials:
Tissues, toilet paper
Prescribed medical supplies
Soap or alcohol-based hand wash
Rinse with electrolytes
Manual can opener
Garbage bags
Cleaning supplies

Are you prepared?

Tips to help keep you safe and well.

Make sure you:

- Wash hands with soap and water often
- Cover your mouth and nose with a tissue when you cough or sneeze
- Use available hand sanitisers
- Put used tissues straight in the bin
- Avoid close contact with people who are unwell
- Don't touch your eyes, nose or mouth with unclean hands

If you feel unwell do not go to your GP's surgery, stay in your room, let the reception team know and call 111.

For further details, please visit the [Public Health England website](https://www.gov.uk/government/organisations/public-health-england).

SANCTUARY STUDENTS

TWO METRES IS

6 FEET 7 INCHES

THREE STEPS

THE LENGTH OF A DOUBLE BED

Be aware

Once you've moved in, get to know your property and stick to the measures we've put in place so you can effectively social distance and take the necessary steps to help keep our residents and staff safe.

Visitors and guests

We're following Government guidelines which limit the number of people gathering from different households. Once you have moved in, your flatmates become your household.

Please stick to the most up-to-date gathering size guidance published by the Government.

Health Assured

We know that moving can be a daunting experience and adjusting to the new way of living can be difficult. We've partnered with councillors at Health Assured to provide our residents with a **24 hour a day**, free confidential support network. Call the Freephone number: **0800 030 5182 (Outside the UK: +44 161 836 9498)** whenever it's convenient for you.

Useful contacts

www.sanctuary-addenbrookes.co.uk

Telephone: 01223 404 800



New resident arrivals

We're constantly welcoming new residents to our shared accommodation at Sanctuary Addenbrooke's which means that there could be new residents moving into your flat. We ask that you take the following steps to help support new arrivals and keep yourself and your flatmates safe:

Maintain a safe social distance within your flat.

Stay in your room if you are aware that a flatmate is using the shared facilities. Keep your personal belongings in your dedicated area such as your kitchen cupboard or bedroom.

Follow the cleaning tips.

Sanitise the work surface, door handles and switches before and after you've used them.

Isolation for overseas residents

We ask residents to notify us by email if you are travelling from overseas. Any resident who is coming from a country on the Government's Travel Corridor will need to isolate for 14 days.

Where to get advice

Read the latest updates from the Government <https://www.gov.uk/coronavirus>
Keep up to date and follow the guidance from:

Public Health England

[www.gov.uk/government/publications/covid-19-stayathome-guidance/Find out more about](http://www.gov.uk/government/publications/covid-19-stayathome-guidance/Find%20out%20more%20about)