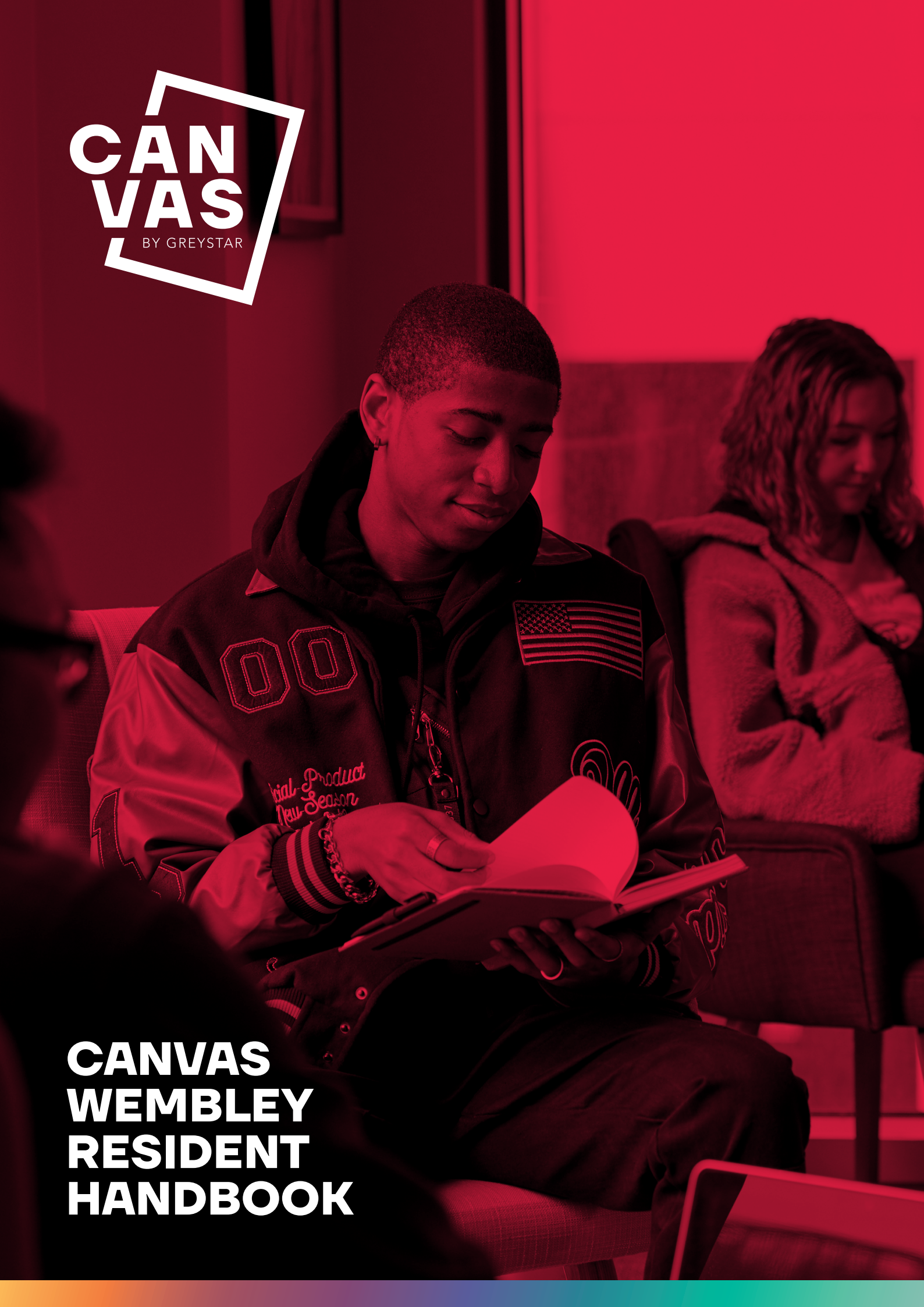
CANVAS
BY GREYSTAR



CANVAS WEMBLEY RESIDENT HANDBOOK

HELLO

and welcome to Canvas Wembley

We're excited to welcome you to your new home and for you to start your journey with Canvas.

We understand that your University years should be memorable for all the right reasons and we're here to support you. We've put together this handy guide for everything you need to know about your home at Canvas Wembley.

GET READY TO MAKE YOUR MARK.

Please note that the contents of this handbook do not constitute a complete legal document. This information, whilst accurate, does not cover every aspect of your contractual obligations as a resident of Canvas. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Canvas resident, you will be legally bound to all the terms set out in your signed tenancy agreement.

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WELCOME TO CANVAS WEMBLEY

Angie Miller is the Community Manager here at Canvas Wembley
If you see Angie or team around the building, please do say hi. They'll be happy to answer any questions you might have or just have a chat.

Get in touch
Call: **0203 675 9247**
Or email:
wembley@canvas-student.com
angela.miller@greystar.com

Follow us
Don't forget to follow us on social media for Canvas news and updates and to share your experience of life at Canvas.

CanvasStudentUK

@Canvas_studentuk

Reception
Our reception is open 24 hours a day, 7 days a week.

Our reception team are available between the following hours:
Monday – Friday, 8am – 8pm

Our security team are available between the following hours:
Monday - Friday, 8pm-8am
Saturday - Sunday, All hours

Your team are always here to support and help you so please do let us know if you need anything.

If there's an emergency, please do call 999.

Access to the building
You will be issued with a key fob and a digital room key. You can access the building and all amenity spaces by using your digital Canvas key and accessing it through our easy to use app means that you don't have to worry about remembering a key card.

If you need any support in using the app, please do speak to your reception team who will be happy to help.

ANUK code
Canvas is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection.

The code also provides a complaints service if things go wrong and are not addressed properly by us. Full details of the code can be found at **www.nationalcode.org.**

Canvas members code
As your Landlord we provide you with a home away from home while you are at university. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in Wembley and with that in mind we have created the Canvas Members' Code.

While you are living with us, you and your guests must observe the Canvas Members' Code. The full Canvas Members' Code is in Appendix A of this guide or you can view a copy at Reception.

Council tax exemption
You will be given a council tax exemption form during your first week at University. You will need to fill this form out and follow the instructions regarding sending it back to the local authorities.

YOUR ROOM

Now you're all checked in, it's time to move-in to your new room. Your room is your sanctuary, so it's up to you to keep it clean and report any maintenance problems.

On arrival you will be provided with an inventory form that lists all the items in your room, kitchen and bathroom. Please make time to complete it correctly – ideally within seven days of moving in. When you check out, you need to return the room in the same condition that you found it and reported through the inventory form.

Here is a basic guide to your room.

Kitchenette area

Whether you have your own kitchenette area in your studio apartment or you're sharing a communal kitchen space, we've put together a handy guide of how to use key items in this area.

Always leave all kitchen equipment and utensils clean and tidy for others after you've finished using them. Make sure that whilst you're cooking, you always remain in your room or kitchen area to keep an eye on things.

Induction hob

1. Turn on the power switch located on the wall.
2. Turn the knob to adjust the ring temperatures.

Things to remember

- Only induction pots and pans are compatible with your induction hob.
- Make sure that you don't leave the hob unattended while in use.
- Don't lean over the hob when it is on and never store anything on top of it, or drape tea towels etc over it.
- Make sure you clean down after use as this is a common cause of fires and fire alarm activation.

Convection oven

To use the grill in your room, follow these steps:

1. Press the Grill/Conve button to select the required temperature by cycling through the options and press Start.
2. The oven will beep twice when preheating is complete.
3. Press the Grill/Conve button to select the required temperature.
4. Set the cooking time using the Time Setting knob.
5. Press Start.

Microwave

To use the microwave in your room, follow these steps:

1. Press the Micro button.
2. Turn the time setting knob to the desired cooking time. Turn right to increase and left to decrease.
3. The oven will pause cooking half way through so that you can turn your food over.
4. Resume cooking by pressing Start.

- Don't place objects on top of the microwave to avoid covering the ventilation slots.
- Don't place anything metallic in the microwave (containers, wire ties, foil or crockery with metal decoration).
- Don't put flammable material into the microwave. Remove packaging from ready meals in accordance with instructions.
- Only use cling film suitable for use in the microwave.
- Make sure that the inside of the microwave is cleaned frequently.

Rice cooker

Always keep rice cookers on the kitchen worktop. Rice cookers left on the floor can cause fires, attract pests or cause mess. Please only use British standard rice cookers.

Bathroom

The shower temperature can be adjusted by moving the dial towards you for warmer water and away from you for colder. If your shower drain is blocked, it is your responsibility to check the shower tray for hair and rinse it out.

Hot water

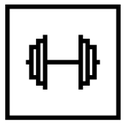
All taps in the kitchens and bathrooms are colour coded for cold (blue) and hot (red). Some are mixer taps so will need turning to the left or right but again these are colour coded.

Room checks

To comply with health and safety regulations, your room and any shared kitchen will be checked intermittently. Don't worry – you will be given advanced warning of room checks. If your room doesn't match up to the cleanliness and order levels expected by the team, you will be given 24 hours to rectify this.

CANVAS RESIDENT HANDBOOK

COMMUNAL AREAS, FACILITIES & AMENITIES



On-site gym
You can enjoy our resident on-site gym 24/7. With the latest exercise machines and plenty of space, our gym is the perfect place to de-stress and get your heart rate pumping.

You'll need to complete an induction form before using the gym, ask at reception for more details.

Social spaces
Whether you're looking to relax and take some time out or catch up and socialise with friends, Canvas Wembley has plenty of cosy areas across the building.

Study spaces
Need some peace and quiet and a change of scenery to study? With plenty of dedicated study spaces throughout the building, you can find a well-equipped and comfortable area to settle down and concentrate.

Bicycle storage
We encourage our residents to go green and cycle across to the city and free of charge bicycle storage is available. Please ensure that you lock up your bike securely.

Laundry room
Available 24/7 for ease of access and service. You'll find the laundry room on the first floor, next to the gym – just follow the signage to the Laundry Room.

We have plenty of washer and dryers available and our machines operate using a cashless system.

To use the machines, you will need to download the Circuit App on your phone, create an account and upload credit. Follow the instructions and please take care not to overload the machines. There is a limit on how much you can load the machines with before they break down or damage your clothes.

The costs to use our laundry facilities are: **Washer – £3.50, Dryer – £2.50.**

If you have any questions, or if you need help to access the room or the machines, then please let the team at Reception know.

Internet
You will have access to up to 200MB of wifi in your room and throughout the building and this is already included in your rent.

This service is provided by ASK4, our internet partners, and you will need to sign up to access.

If you are having trouble connecting to the WiFi, ASK4 can be contacted on **+44 [0]114 303 3232 or support@ask4.com**

TV
If you have a TV in your room, want to bring your own TV, or if you want to watch or record live programmes as they are being shown on any other device, such as a mobile phone, tablet or computer, you'll need a TV License. You can get one at the Post Office or online at **www.tvlicensing.co.uk.**

Failure to have a valid licence for your flat/bedroom is against the law and can result in a heavy fine.

You can watch a wide range of online TV channels through the broadband service. Just ask the team at Reception if you need help.

Post
During check in you will be given address details for your post. Remember to include the Flat/Room number in the address to ensure that you receive all of your post.

Your Name
Flat/Room Number
Canvas
Barnard Point
577 N End Rd
London
Wembley
HA9 0UU

Any items delivered by courier that are too large to fit in the post box or that are recorded/special delivery will be signed for by the team at Reception.

You will be notified if this is the case and you will need to provide proof of ID before we are able to hand over your parcels.

We do not accept food deliveries on your behalf. If you have ordered food, you will need to make your way to Reception to pick it up.

In providing this service, we cannot take any responsibility for loss or damage to any packages. If you're not happy for us to accept your post, please ask the Post Office to retain it on your behalf.

Parking
There is no parking available for residents.

Bin storage
Your waste disposal room will be clearly marked and is located on the ground floor. This has separate bins for general waste and recycling.

As a Resident, it is your responsibility to empty your bin regularly and we ask that you put your rubbish in the correct bin provided, as this will prevent pest infestations.

We encourage all of our residents to recycle and for more information on what you can and cannot recycle, please speak with the team at Reception.

CANVAS RESIDENT HANDBOOK

HOUSEKEEPING & MAINTENANCE

General housekeeping rules

You will be required to clean your room, bathroom and any shared communal facilities within your flat to ensure you are living in safe and hygienic conditions. Whilst you are cleaning, please:

- Do not use abrasive cleaning products that can damage surfaces.
- Do not use hair or clothes dye in your en suite or kitchen.
- Do not put any pictures, posters or strip lights on your walls as this will damage the paint and could result in additional charges as per Appendix C of this handbook.

We will clean the community spaces (i.e. gym, study area, etc) on a regular basis but ask you to be considerate of other residents. You must clean up any rubbish after using these areas.

Your Canvas resident app offers paid cleaning services year-round which can be booked via the app. For more information please refer to pages 28–29 of this handbook.

Maintenance

Accidents do happen and there are times when things can't be helped but please let us know if you require maintenance assistance and we will get things fixed as soon as possible.

From Monday-Friday between 9am and 5pm, we have a maintenance team on site who will try to sort out any issues as soon as they are reported. On weekends there is a team on standby for emergency situations. In some instances, we do have to prioritise repairs depending on their urgency; however, we aim to get all emergency issues resolved within 24 hours.

If you have any maintenance issues in your room or flat, please report them via your Resident Portal or contact the team at Reception.

Be eco-friendly

Being green is very important to us at Canvas and you can join us in being eco-friendly by following these easy tips while you live with us:

- Recycle your rubbish. If you're not sure what goes in the recycling bin, please check with your reception team.
- Turn off lights and appliances when you go out.
- Unplug electrical items from the outlets when you aren't using them.
- Switch off taps and only boil as much water as you need.
- Use your radiator sparingly and remember to close the windows when the heater is on.
- Turn off heaters before going out.
- Don't wash clothes in the shower.
- Keep doors closed.

HEALTH & SAFETY

General safety tips

- All gates and entrances are self-closing and may be activated using your digital key via your app.
- Don't prop doors open (especially fire doors).
- Be aware of strangers on the premises and report any unusual behaviour to a member of the team at Reception.
- If you see anything suspicious, report it to the team at Reception as soon as possible.

If you are worried about the safety of any equipment in your room or shared areas, speak with the team at Reception.

First aid

If you have an accident at Canvas Wembley, please report it to the team at Reception. The office keeps a first aid box, but it does not issue medications of any description.

999 is the UK number for all emergency services, which includes ambulance, police and fire services. You will be asked what assistance you need when you get through to the operator. Please only call the emergency services if it is an actual emergency.

For non-emergency situations the UK number to call is **101**.

FIRE SAFETY

Now that you're sharing a living space with others, it's vital that you know how to prevent a fire, and what to do if one occurs. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure. You are required to take part in fire drills. If the fire alarm sounds, you must evacuate the building and go to your designated assembly point.

Our meeting point is opposite reception on the other side of the road.

Fire exits and evacuation

Know your escape route and equipment.

- Make sure you know where the nearest fire exit is located.
- Read the fire notices dotted around the building and on your apartment door.
- Know where the evacuation point is and how to get there.
- Only use fire-fighting equipment if it is safe to do so. Do not put yourself in danger.

Keep access to fire exits clear

If you notice any obstructions to fire exits, please let Reception know. Your room doors are there for your safety. Please ensure they are closed at all times. If you notice the fire door to your room is damaged please report it via maintenance. Bikes must not be kept in your room or in the way of an escape route. If you do have a bike, please keep it in the secure bike store.

Know what to do if a fire alarm sounds.

- Leave the building immediately – don't stop to collect your belongings.
- Stay calm and make your way to the nearest fire exit.
- Make your way to the evacuation assembly point.
- Do not attempt to re-enter the building until it is deemed safe by a member of staff or the fire brigade.
- Do not tamper with the fire safety equipment.

Fire alarm test

Every Wednesday at 2:00pm.
This is the only time you will hear the alarm and should not prepare to evacuate the building.

Heat and smoke detectors

Your room and communal corridors are equipped with heat and smoke detectors. Do not tamper with any fire detection systems and devices within the building. Tampering with the fire alarm system is a breach of the Canvas Members' Code (refer to Appendix A).

If it is found that the fire alarm systems or equipment has been tampered with, including detectors being covered over, an administrative cost will be charged plus any costs incurred. If your smoke detector sounds intermittently, it may need a new battery. Please contact the team at Reception immediately.

The 'Stay Put' Policy

Canvas properties are built to offer protection from fire through their construction. Each aparment forms an individual fire-resisting compartment which means the walls, floors and doors are built to hold back the passage of fire and smoke. There are also a range of management procedures and engineering solutions in place to ensure compliance with Canvas' duties under the Regulatory (Fire Safety) Order 2005. As such, the Fire Brigade and Local Authority have recommended a 'stay put' policy be implemented for your building. The management team will happily provide further, detailed information about the fire safety precautions in place at your building.

Your Room Heater

The heater in your room is an electrical convection heater. You must never cover this heater and always make sure there is good, clear space around it when it is switched on.

How to avoid false fire alarms

Most false alarms are caused by fire doors being left open when people are cooking. This is a large inconvenience for everyone concerned (not least the fire brigade). Smoking is not allowed in your room or in the building.

There are designated smoking areas outside of Canvas Wembley. Please refer to Appendix A for more details on our no smoking policy.

Electrical safety

We want you to stay safe whilst living with us at Canvas. Therefore, we ask the following:

- Don't overload sockets.
- Switch off and unplug appliances when not in use.
- Follow instructions when using electrical items.
- Don't try to force European or US plugs into UK electrical sockets. The team at Reception can advise you on where to purchase an adaptor should you require one.

Kitchen safety

We also want you to stay safe when cooking in your kitchen. Therefore, we ask the following:

- Don't leave cookers unattended when in use as this may cause a fire and can result in significant damage, putting you and other residents at risk.
- Keep the grill clean (dirty pans can catch fire very easily).
- Your kitchen door is a fire door. Please ensure it is closed at all times (especially when cooking).
- Switch on the extractor fan when cooking.
- Chip pans and deep fat fryers are not permitted.

CANVAS RESIDENT HANDBOOK

FEEDBACK & COMPLAINTS

We do everything we can to ensure that you have the best time possible at Canvas Wembley. We value your feedback and want to make sure that we keep in touch with you. At points throughout your time with us, we will send you a survey to complete about your stay. We would appreciate it if you could complete these and send them back to us.

If you're unhappy about anything during your time with us, please come and speak to us at Reception.

If you don't feel comfortable speaking to us directly, please write down your concerns and email **wembley@canvas-student.com.**

USEFUL CONTACTS

Emergency Services
Call 999

Police (non-emergency)
Call 101

Crime Stoppers
Visit www.crimestoppers-uk.org
Call 0800 555 111

National Health Service 24
Visit www.nhs24.com
Call 111

Student Minds
Visit studentminds.org.uk
Call 0113 343 8440

Samaritans
Visit samaritans.org
Call 020 7268 0200

Victim support
Visit victimsupport.org.uk
Call 0845 7909 090

Local doctors
WEMBLEY PARK
MEDICAL CENTRE
21 Wembley Park Dr
Wembley
HA9 8HD
Call 020 8903 6033

APPENDICES

APPENDIX A
CANVAS MEMBERS CODE

APPENDIX B
ANUK CODE

APPENDIX C
CHARGES GUIDE

APPENDIX A
CANVAS MEMBERS CODE

As your Landlord we provide you with a home away from home while you are at university. As a valued member of our community, we want you to enjoy your time with us. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in London and with that in mind we have created the Canvas Members' Code. While you are living with us or visiting any Canvas buildings (meaning any property managed by your Landlord's Agent), you and your guests must observe the Canvas Members' Code.

Respect
All residents, employees and visitors have a right to be treated, and must treat others, with respect. We strive to treat each resident with dignity, integrity and without judgment. We are committed to ensuring compliance with local equality laws. We subscribe to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation or gender identity. We will always speak to our residents and each other in a respectful way and you and your guests must do the same.

No smoking
Residents and their guests are obliged to observe the smoking policy. In accordance with UK regulations, smoking (including vapes) is permitted in designated outdoor areas only and never in your Room, Flat or within the Building.

Please be aware that smoking inside your Room, Flat or Building represents a breach of UK legislation and the terms of your Tenancy Agreement and may lead to its termination.

Similarly, tampering with fire detection equipment and fire extinguishers also poses a risk to the safety of everyone in the building, and constitutes a breach of your Tenancy Agreement that may result in the termination of your Tenancy Agreement.

No weapons
No weapons of any description may be brought into any Canvas building, including (but not limited to) pellet (BB) guns and air activated weapons, crossbows/longbows, catapults or non-domestic knives.

No illegal substances
Illegal substances are not permitted within any Canvas building. Any evidence of the use, distribution or possession of illegal substances will be reported to the police and may result in the termination of your Tenancy Agreement. We reserve the right to remove and dispose of any illegal substances or substances thought to be illegal. Any guests found to be in possession of illegal substances will be required to leave the Canvas building and may be denied access to all Canvas building in the future.

No pets
Pets are not allowed in any Canvas building.

Entering & leaving
All residents and guests must respect your fellow residents and neighbours and refrain from creating undue noise or disturbance when entering and leaving your Canvas building and surrounding area, particularly in the evening.

Anti-social behaviour
Excessive noise, damage to property, aggression, and physical or verbal violence against fellow residents, guests or Canvas team members will not be tolerated. Anti-social behaviour will be documented, with reimbursement sought for any damage caused and may result in the termination of your Tenancy Agreement.

Guests
You will ensure that any guests comply with the provisions of your tenancy agreement. You are responsible for their conduct; including their adherence to the Canvas Members' Code.

Canvas reserves the right, at our discretion, to refuse entry to the building of any guests, as well as eject any guests from the building if we consider their behaviour or conduct is causing, or is likely to cause damage, injury, nuisance or distress to others.

As stated in the Canvas Members' Code (which forms part of your tenancy agreement) guests will be required to show a valid form of personal identification on arrival. Your guests will also need to register on entering and leaving any Canvas building, so that we can ensure the safety of everyone in the community.

In addition:
- Guests need to be accompanied by you at all times.
- You need to obtain prior consent for any guests under the age of 18.
- Your guests may be registered in advance via the Resident Portal.
- Access times for guests are not restricted throughout the day.

Overnight stays:
- Overnight guests are permitted in accordance with the terms of your tenancy agreement.
- Guests are welcome to stay for a reasonable number of nights in a calendar month without you needing to obtain prior agreement from your Community Team. Canvas reserves the right to use their discretion when considering these requests.
- Residents in studios, not shared with other residents, may have more than one guest per night.
- Residents in shared accommodation are limited to 1 overnight guest per night and must agree/inform other occupants of the shared apartment, of their overnight guest ahead of visits if possible.

*Please note, we may need to change the guest policy during the year to ensure we comply with Government regulations around Covid-19. Please check with your Canvas reception team.

APPENDIX A (CONT.)
CANVAS MEMBERS CODE

Socialising & noise
Please be respectful of your fellow residents and remember they may be studying or sleeping. You must endeavour to keep noise to a minimum, especially at night. You must observe the individual opening times for the communal amenities in your building.

Refuse & cleaning
We require that you keep your Room and Flat clean and tidy so that you live in safe and hygienic conditions. We know it can be tough when living with others, but if you work together to do little and often it really makes a difference. It is your responsibility to keep your Room, bathroom and communal area kitchen and living spaces clean and tidy.

We will check shared Flat Common Parts and Rooms regularly and will let you know if your Room or living space does not meet the required standard. If it isn't cleaned up within 24 hours, we reserve the right to arrange for cleaning at the expense of the residents of the Flat. We will clean the community amenities on a regular basis but ask for you to be considerate of other residents and you must clean up any rubbish after using these areas.

Bins within your Room and shared kitchens must be emptied regularly and taken to the bin stores provided on site. Please put recyclable materials in the recycling bins as directed in your building.

Maintenance
We try to keep everything in good working order but sometimes things will break or need the attention of our maintenance teams. If you report a maintenance request to us, we will work to fix it as soon as possible and this may require our team to enter your room.

Please let us know when you report your maintenance request if you would like to be present when we visit or if there are any times you would like us to avoid. In rare instances, we may need to access your room without notice to attend to emergencies or issues impacting health and safety. In such cases we will do our best to let you know as soon as possible and to keep disruption to a minimum.

Damage
Please refer to the damage charges schedule published in your building and on the website from time to time for information on charges for common damages and cleaning requirements.

Any damages, cleaning or call out fees relating to misuse will be based on the costs incurred in rectifying the issue and may vary based on the specific situation. Refer to Appendix C for a list of charges.

APPENDIX B
ANUK CODE

Canvas is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection.

The code also provides a complaints service if things go wrong and are not addressed properly by us.

Full details of the code can be found at **nationalcode.org.**

APPENDIX C
CHARGES GUIDE

These costs cover damage to items/ cleaning of items (including VAT and labour). They are approximate and may vary depending on the situation and item.

ITEM	COST (FROM)
ROOM TRANSFER	£50
TENANCY TAKE OVER	£50
REMOVAL OF RUBBISH	£6 (P/SACK)
DOOR LOCK	CHARGED BASED ON ANY COSTS INCURRED
KITCHEN CLEANING	£75 - £150

There will also be charges to cover damage and cleaning of your room. This includes, but is not limited to, the following items:

- Bed
- Study chair
- Work station desk with drawers
- Book shelves
- Wardrobe
- Shower tray
- Mirror
- Microwave/combination
- Dining table or breakfast bar
- Notice board
- Vinyl flooring
- Ceiling
- Vacuum cleaner
- Sofa (material)
- Wall heater
- Wall mounted TV
- Front door

Prices will be charged per item, may vary on the situation and will be given to you upon application. For more information on the above, please speak with the team at Reception.

CANVAS RESIDENT EXPERIENCE PLATFORM

Your Canvas resident experience platform has been designed to provide you with a hub of services, information, virtual events and on-demand content.

We've got a range of on-demand content ready for you from fitness classes, virtual museum tours, language classes and much more. We're always keen to hear your feedback so let us know if you have any ideas on how we can make the offering even better.

You can order a range of bedroom, kitchen and bathroom essentials from our platform and we also offer cleaning services for you to book. Need to order a weekly shop? Your resident experience platform provides you with the option to do so.

New to the city or just looking for some new inspiration? We've added in our favourite cafes, restaurants and must-sees as well as some useful info on your closest doctor and dental surgeries and local supermarkets.

- LAUNDRY SERVICES
- VIRTUAL EVENTS & ON-DEMAND CONTENT
- BEDDING, KITCHEN & BATHROOM ESSENTIALS
- GROCERY ORDERS
- HOUSEKEEPING
- RELOCATION & REMOVAL SERVICES

ACCESS THE PLATFORM AT **CANVAS-RESIDENT-APP.COM** AND LOOK OUT FOR MORE DETAILS ON HOW TO DOWNLOAD AS AN APP

LIFE WORKS

CANVAS
BY GREYSTAR