

Lancaster  
Site Guidance

HELLO  
STUDENT

## Fire Alarms

- If you receive a call for an active Fire Alarm. The company that we use to monitor the alarms is call Custodian, they may ask for a password which is “Hello 1 Lancaster” they will then tell you the location of the alarm. (Building only) You must go to that buildingpanel to get the exact location.
- Investigate the Alarm, if a fire has occurred call 999 and evacuate residents to the fire assembly point. (St Johns Hospice Charity shop 77 Penny street, KFC for 99 Penny Street and Victoria Court. Escalate to Rachael ASAP – Take Fire Grab bag to assembly point and await emergency services.
- If False Alarm, rest panel as per instructions in Night caretaker folder and fill out a fire alarm activation report. – In fire safety Folder.
- Make aware on your Hand over back to day shift

### Fire Panels:

77 Penny Street

Code: 2143

99 Penny street

Key on master set

Victoria Court

Code: 1848

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## Water Leaks (Major)

- If a major water leak has happened in the building. You must Investigate to find the source. Once you are aware of the source, shut off to that floor/building (Please see the night caretaker folder)
- Call the service Desk who will send out an emergency Contractor. Then evacuate residence who are affected
- Escalate to Rachal as soon as possible.

## Water Leak (Minor)

- If a water leak has been discovered or reported you must investigate and find the source.
- Once found isolate the area and resolve the issue if possible. If you are unable to resolve the issue and the student can manage without until the morning, then report on your handover.
- If you can resolve the issue, then this would still need to be reported on your hand over.
- Once the outcome has been finalised, clean the area which has been affected by the flood.

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## Post/Parcels

- Residents can collect post at any time from the reception.
- When collecting they must show photo ID or Student ID (Through their phones is fine). If they do not give this then the parcel cannot be handed over.
- If collected on behalf of another residence, then must show proof that they have permission.
- Letters will come to the office, which will get placed into the mail box (Right hand side of the printer).

## What to do if locked out.

- If you found yourself locked out you will need to get to the spare office/building keys.
- Go to the gate in-between the Print shop and the entrance of 99 Penny street, the code for the gate is: C3578X.
- To the left of the tunnel are 3 key safes on the wall. Marked 77, 99 & VC.
- 77: 1165
- 99: 1263
- Victoria Court: 0588
- Take the keys you need to access the area where you left the main key set. Put the spare key back and scramble the code.
- If you have any difficulty, then call Rachal or Jamie.

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## First Aid / Accident

- If a resident is in need of first aid. Apply if you feel comfortable to do so. If not, then the resident will need to ring 111 or 999 if an emergency.
- Accidents form will need to be filled out which are in the Night Caretaker Folder. This form will need to be left for Racheal or Jamie.

## Emergency Services on site

- If the emergency services attend site and ask for access to a room. Give them access where needed, try to get as much information as possible.
- Send an email to Rachal and Jamie containing as much information as possible.

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## Entering Students Rooms/ Studios

- If you need to attend a student's room at their request, for a maintenance issue. then you need to remain respectful and professional in their personal space and their home.
- Ensure that your footwear is clean, and your hello student uniform is clearly visible.
- You must knock on the room and wait to be let in by the resident.
- Ensure that the area you have worked in is clear, ask to move belongings if they are in your way.

## Attending Flat Kitchens

- If you need to attend a kitchen at the request of a student or further investigation, you must knock and announce yourself before entering the kitchen. If residence are in the area, you must explain the reason why you are there.
- Ensure that your footwear is clean, and your hello student uniform is clearly visible.
- Ensure that the area you have worked in is clear, ask to move any belongings if they are in the way.