

PACT House at 309 Western Bank was officially opened by Pam Ferris in July 1998.

The house provides home from home accommodation for the families of children who are being treated for cancer or leukaemia at Sheffield Children's Hospital.

PACT House has five en-suite bedrooms, 3 suitable for families and 2 single rooms.

There are communal areas including a dining kitchen, two lounges, a playroom and in the basement a games room and a chill out room. There is also a garden.

The utility room has a washing machine, overhead airer and tumble dryer. There is an iron and ironing board in the kitchen. Full operating instructions are displayed on the equipment but please do not hesitate to ask a member of staff for assistance. If you are washing PACT House bedding and towels you may use the detergent and conditioner supplied.

Parking is not provided and the driveway at the house and access to it must be kept clear at all times. Western Bank is a clearway during peak times and most of the other streets nearby have parking restrictions.

There is a requested minimum donation of £10 per week (or part of week) for staying at PACT House. This is payable on receipt of the keys and then on a weekly basis.

We hope that your stay at PACT House is as comfortable as possible. As there may be several families using the house we ask you to always respect the presence and privacy of other guests and to keep your room and the common areas clean and tidy using the equipment provided.

When you arrive, please make yourself familiar with the emergency exits, the fire escape procedures and the notices which are displayed throughout the house. This information is there for the safety and comfort of everyone using the house.

All meals should be eaten in the kitchen. After using the microwave/oven/grill/hob please clean them. Please also wash and put away your pots and pans so that other people can use them.

If items are missing or not working in your room or the communal areas, please inform the PACT staff. Breakages are unavoidable but we do ask that you report them together with any other damage to the house or its contents.

All bedrooms are checked on a weekly basis, a receipt of the inspection will be left in your room with any appropriate action needed. We ask that you empty your bins when needed, (ask for extra bin liners if required), please don't eat or drink in your bedrooms and please launder your bedding weekly whilst staying. The Housekeeper will also need access to your room twice a week for the purposes of cleaning the bathroom.

Please note that PACT cannot be liable for loss, damage or theft of any personal items brought into the house.

If you do go home during your stay or will not be using the room for some time, please contact a member of the PACT staff to discuss arrangements regarding your room.

Upon leaving we would appreciate it if you would strip all beds used and place used linens in the laundry basket. A vacuum cleaner is also provided for your use and please do not hesitate to ask staff for cleaning materials to help keep your room clean.

When you know the day on which you will be leaving, please inform PACT staff so that arrangements can be made regarding your keys.

# AGREEMENT WITH FAMILIES

Families should be aware that certain rules apply to **ALL** people who have the privilege of using PACT House. Failure to comply with and abuse of these rules will result in all occupants being asked to leave and the keys being withdrawn. In these circumstances the family will not be able to use the house again.

- Everyone using the house must sign in and sign out using the sheets provided on the hall table.
- The set of keys given to you must not be given to anyone else without the express permission of PACT staff.
- You must not let anyone else into the house without the express permission of PACT staff.
- We operate a **ZERO TOLERANCE** policy to being under the influence of illegal substances or the possession of them on the premises.
- We operate a **ZERO TOLERANCE** policy to drunkenness.
- We operate a **ZERO TOLERANCE** policy to verbal or physical abuse towards any member of staff or anyone else using the house.
- We operate a strict **NO SMOKING** policy in the premises. This now includes E Cigs and the charging of them in the house.
- We operate under the principal of the common good therefore consideration should be given at **ALL TIMES** to the level of noise. Behaviour and language which causes disruption, intimidation or a threat to anyone else **WILL NOT BE TOLERATED**.
- It is your responsibility to **ALWAYS** leave the bedroom, bathroom and other communal areas in a clean and tidy order.
- Children under 16yrs staying in the accommodation must be **SUPERVISED AT ALL TIMES**. It is the parents' responsibility to clean up and clear away after their child.
- Rooms will be checked once a week and anything requiring attention will be noted on a slip and left on the bed.
- Please wash your PACT bedding and towels once a week.