

A person is sitting on a grey sofa, looking at a smartphone. In the background, there is a large cardboard moving box, a black clock showing the time around 12:10, and a green leafy plant. The scene is set in a bright, modern interior.

# MOVING IN GUIDELINES



THE NEIGHBOURHOOD  
EXETER







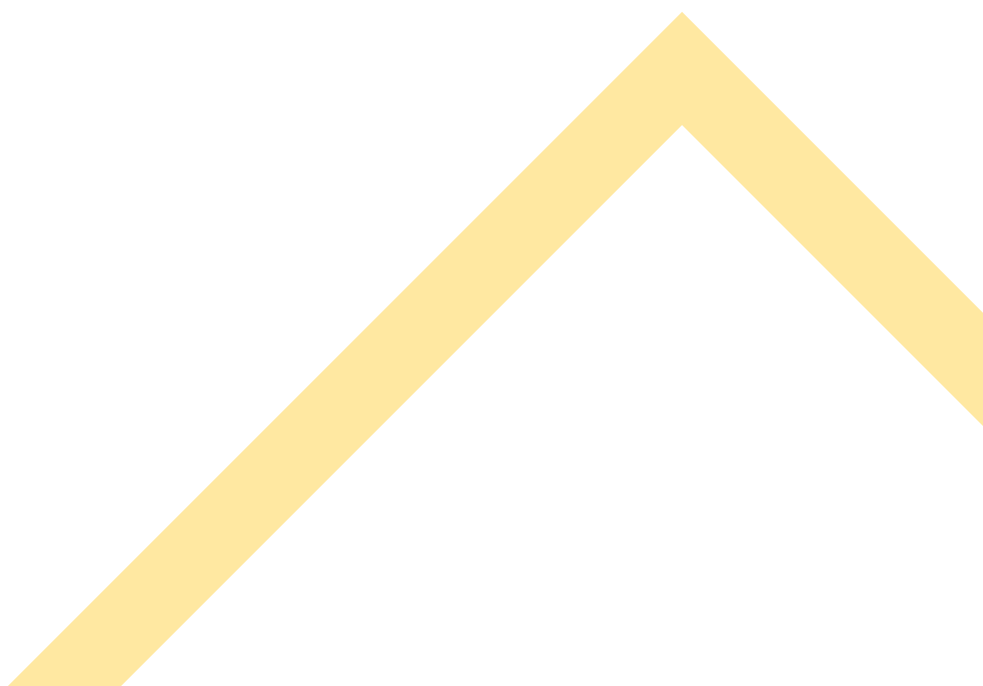
# Welcome to The Neighbourhood Exeter for the 2022 - 2023 academic year.

Hi

We are really looking forward to welcoming you to The Neighbourhood Exeter in a few weeks. Just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.

Move in weekend at The Neighbourhood Exeter is scheduled for Saturday 3rd and Sunday 4th September, and staff members from Collegiate will be available to issue keys and show you to your new home from 9am - 6pm.

Don't worry if you are not able to move in on the dedicated 'move in weekend', you can still pick up your keys. Please just contact the helpful on-site team to make an appointment to collect your keys.



# Travelling

If you need advice on how to get to your accommodation, or help with the closest car park then please contact [neighbourhoodexeter@collegiate-ac.com](mailto:neighbourhoodexeter@collegiate-ac.com) and the accommodation team will be able to help.

**The following travel times are approximate.**

- Exeter Airport - 22 minute drive / taxi or 48 minutes by public transport
- Heathrow Airport - 3 hours 14 minutes drive / taxi or 3 hours 38 minutes by public transport
- Gatwick Airport - 3 hours 34 minutes drive / taxi or 3 hours 35 minutes by public transport

# Car parking

There is no parking available on site at The Neighbourhood Exeter. There is an unloading bay available which we would suggest is used to unload your belongings, and then moving your vehicle to a nearby car park to allow the next students to unload.

We recommend that you park and then come to reception to check-in and collect your keys before bringing your luggage.

Mary Arches Street Car Park  
**Mary Arches Street, EX4 3AZ**

NCP Car Park Exeter Market Street  
**Market St, EX1 1BW**

George Street Car Park  
**5 Grendon Buildings, EX1 1DN**

# Our COVID-Secure Promise

The most important thing to us here at Collegiate has always been, and continues to be, the safety and wellbeing of our tenants and staff.

After the events of 2020, we are even more committed to creating the most safe and secure environment possible that you can be proud to call home.

As a result, we have made some positive changes to our check-in process, as well as how the site operates, so that you can feel happy and secure in your new home.

## Checking In

### **Prior to check-in**

To make your check-in process as smooth as possible, you will be required to complete the following on your Collegiate Portal:

- Sign your Tenancy Agreement
- Send copies of student identification documents
- Pay your rent amount as per your contract
- Read and sign your Welcome Information

### **Allocated check-in slots**

You will be able to book a check-in slot on a first-come first-served basis.

### **Check-in at your accommodation**

On the date and time of your check-in slot you will be guided by your friendly site team to the check-in desk where you will be given your keys to check in to your new home.

### **Designated Service Stations**

If you have any questions during your check-in day please head straight to the Customer Services Desk on site where our team will be on hand to answer any questions.

Signage and more information regarding the location of this will be given at your accommodation on the day of your check-in.

# Your Home

## Enhanced cleaning

We have enhanced our thorough cleaning protocols even further to keep your new home Covid secure. The entire accommodation site will be fully sanitised before check-in and high traffic areas such as stairwells, lifts and communal areas will be given extra attention.

Extra cleaning services are available for you to purchase via your Collegiate Portal to assist you with keeping your apartment clean, including communal areas.

## Hand Sanitising Facilities

Automatic hand sanitising stations will be located around the site for you to use.

# Our Staff

## Training

We exceed the industry standard for training. Our accommodation staff are fully ANUK trained and have undertaken specific Covid-19 awareness training which ensures they have a full understanding of coronavirus and how to reduce its spread.

## Wellness

At Collegiate we take a holistic approach to your wellness and our accommodation teams are here to fully support you and help you to settle into your new home.

Our Accommodation Managers and Assistant Managers are fully Mental Health First Aid trained by MHFAE and we have strong links with all Universities in all our cities, so there will always be somebody on hand to support you.

## **Making New Friends and Building a Community**

We have lots of exciting events planned for your arrival weeks and throughout the academic year.

These are designed to help you make new friends and build a friendly supportive community within your new home.

## **Student Experience**

We have student experience programmes in place which will give you plenty of opportunities to meet and make friends with your neighbours.

Whether you're in a studio or in a shared flat, you can rest assured that you and your new friends will be able to hang out together in your beautiful new home and take part in all the activities we have planned.

**We are looking forward to a great new academic year ahead and cannot wait to welcome you to your new home.**



University of Exeter Streatham Campus  
31 minute walk or 8 minutes by car

Exeter Bus & Coach Station  
12 minute walk

St Davids Station  
15 minute walk

Exeter Central Station  
9 minute walk

Mary Arches Street Car Park  
1 minute walk

Princesshay Shopping Centre  
9 minute walk

NCP Car Park Exeter Market Street  
2 minute walk

George Street Car Park  
4 minute walk

Exeter Cathedral  
6 minute walk

University of Exeter -  
Saint Luke's Campus  
30 minute walk or  
8 minutes by car

Exeter Quayside  
12 minute walk

Exeter St Thomas Station  
10 minute walk





# Moving in requirements

Please ensure that, before you move in, you have completed the following:

- Paid your £250 deposit
- Paid your first rental instalment, or full rent if applicable. These are both due on **Wednesday 24th August 2022**. Please be aware, no keys will be issued to you if rent has not been paid.
- Provided x1 photo ID and x1 proof of address, for yourself and your guarantor if applicable. x2 passport photos and x1 proof of student status.

Without complete documentation, you will not be able to move in.

No keys will be issued if a resident has not completed any of the above requirements.

## **PLEASE ALSO BE AWARE WE ARE UNABLE TO ACCEPT ANY CASH PAYMENTS**

Should you need to complete an international bank transfer, let the team know; [neighbourhoodexeter@collegiate-ac.com](mailto:neighbourhoodexeter@collegiate-ac.com), and we will forward you the relevant details.

# What to bring

What to bring to help you settle into your new home:

Bedroom	Kitchen	Bathroom
Duvet and duvet cover*	Tea towels	Towels
Clothes hangers	Food to keep you going	Toilet roll
Sheets*		Soap and toiletries
Push pins (notice board)		Basic first aid kit (just in case)
Pillow and pillow cases		Washing tablets (in drum)
Laundry basket		
Photos of family and friends		

\* Please ask the accommodation team if you are unsure of sizes

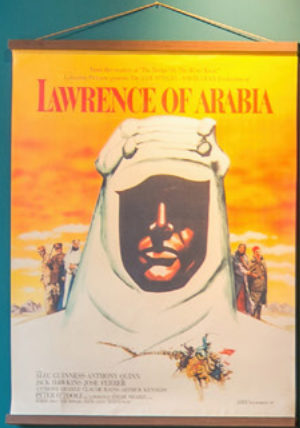
When you need your own space to work or claim a moment of calm, your private apartment has it all.

Every room is bright, luxuriously fitted and finished to exacting standards. 24/7 broadband and Wi-Fi keeps you connected and our accommodation teams are always on hand. There's also CCTV, a concierge team every night every day and secure door entry for ultimate peace of mind.

## If you need us

If you have any further queries please do not hesitate to contact us - you can send us an email at [\*\*neighbourhoodexeter@collegiate-ac.com\*\*](mailto:neighbourhoodexeter@collegiate-ac.com) or visit us at [\*\*www.collegiate-ac.com\*\*](http://www.collegiate-ac.com) or call +44 (0) 1392 231 099.





LIVE.


STUDY.

ENJOY.



THE NEIGHBOURHOOD  
EXETER

The Neighbourhood Exeter, 27 Mary Arches Street, Exeter, EX4 3FP  
+44 (0) 1392 231 099 | neighbourhoodexeter@collegiate-ac.com | www.collegiate-ac.com

 @TheNeighbourhoodExeter

 @collegiate\_uk |  @theneighbourhoodexeter\_

Out-of-hours emergency contact: +44 (0) 1392 231 099