

MOVING IN **GUIDELINES**



TOWER

PRIMA\VIDAE



WELCOME TO TOWER FOR THE 2022-2023 ACADEMIC YEAR

Hi!

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

Move in week will start from the first day of your contract, for 7 days. You will be able to book a time slot on the online portal, and you will be given information on how to do this by email. If you need to move outside these dates or outside the time slots available, please contact our residence team directly to arrange your arrival.

TRAVELLING

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

The following travel times are approximate.

Bristol Airport - 20 minute drive / taxi or 50 minutes by bus

Heathrow Airport - 1 hour 45 minute drive / taxi or 2 hours 30 minutes by bus

Gatwick Airport - 2 hour 45 minute drive / taxi or 3 hours by bus

CAR PARKING

There are no parking places at Tower. However, there is an NCP car park right next to our accommodation on Rupert Street.

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

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 the past 18 months, 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

Next 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 your 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, including communal areas, clean.

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. 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.

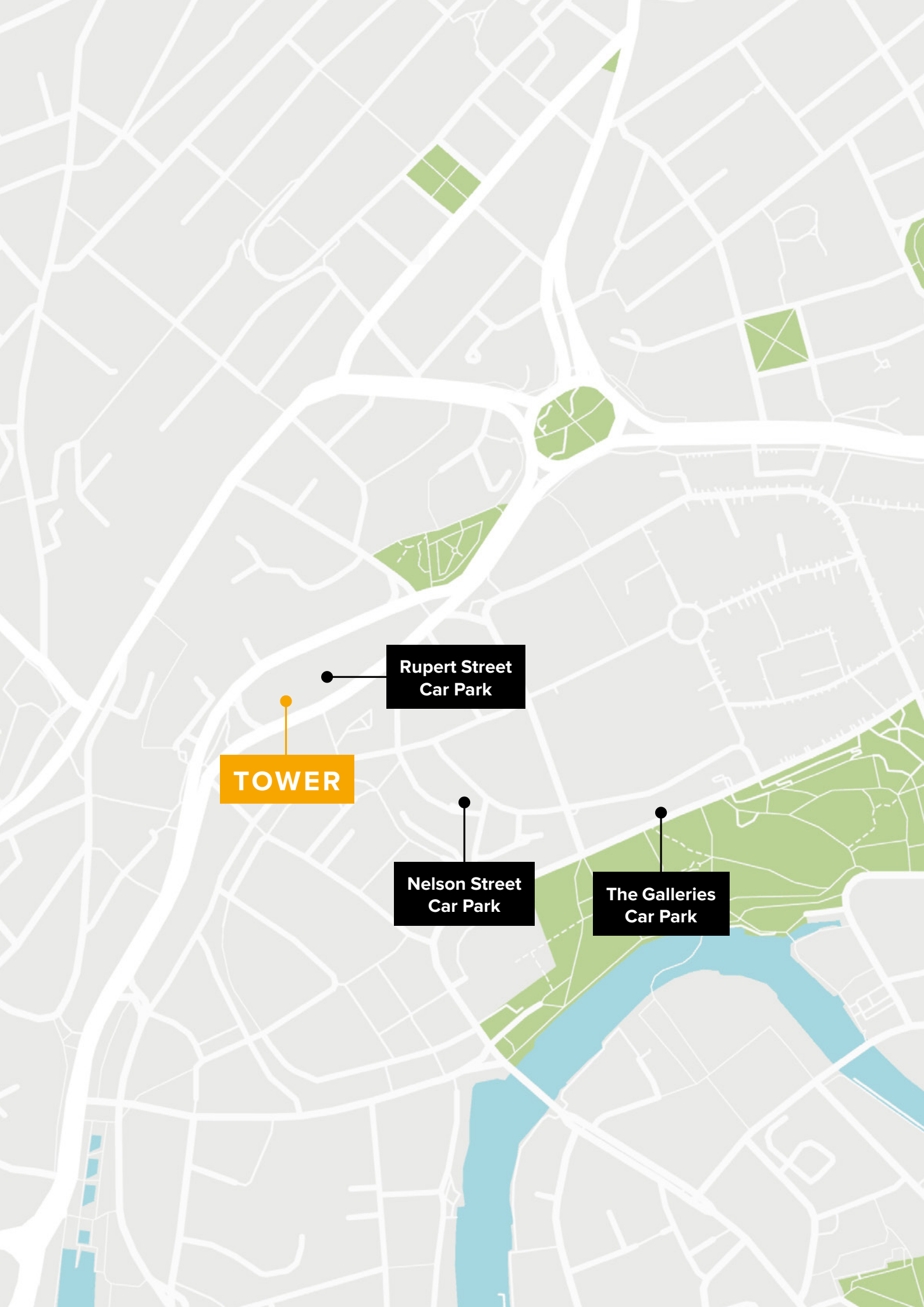
These are designed to help you make new friends and build a friendly supportive community within your new home.

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.



TOWER

**Rupert Street
Car Park**

**Nelson Street
Car Park**

**The Galleries
Car Park**



MOVING IN REQUIREMENTS

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

- Paid your first rental instalment, or full rent if applicable. These are both due on the **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.

If you have not done this prior to move in, you **MUST** bring all these with you on the day of your arrival. 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; **towerreception@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*	Induction pots and pans	Towels
Clothes hangers	Tea towels	Toilet roll
Sheets*	Cutlery	Soap and toiletries
Push pins (notice board)	Plates and bowls	Basic first aid kit (just in case)
Pillow and pillow cases	Cups and drinking glasses	Washing tablets (in drum)
Laundry basket	Tin/Bottle opener	
Photos of family and friends	Cleaning products	
* Please ask the accommodation team if you are unsure of sizes	Bin bags	
	Rubbish bin	
	Food to keep you going	
	Kettle and toaster	

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 to help. We have superior security with CCTV and secure door entry for your ultimate peace of mind. Our accommodation team are on site from the hours of 9am - 12am everyday, and a qualified security team are on hand from 12am - 9am.

WHY NOT ORDER A COLLEGIATE LIFESTYLE OR CLEANING PACK?

We know that being a student means that there's a lot going on and a lot to organise. This is doubly true if you're coming from overseas. So Collegiate now offers some solutions to make settling into your home a little easier.

You can choose from either a Lifestyle Pack including luxury cotton sheets and bathroom essentials or a complete Lifestyle Pack, including luxury cotton sheets, bathroom essentials and all the essential kitchen items, ideal for those staying in one of our studio apartments.

You don't even have to worry about unpacking it all. We will have it all made up and ready for your arrival so you can enjoy the Collegiate way of living from the moment you walk through your door.

We can also provide comprehensive cleaning services, from an ad hoc clean to a regular weekly service and everything in between.

For more information on what's included in our lifestyle packs, please visit the Collegiate website.

IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at towerreception@collegiate-ac.com or visit us at www.collegiate-ac.com

You may also join the 2022/2023 Residents Facebook page, here you will be kept up to date with all the events and weekly notices about anything important. Search '**Collegiate Tower Community 22/23**'.



FIRST CLASS **REDEFINED**

Tower, Rupert Street, Bristol BS1 2QJ
01173 250 420 | tower@collegiate-ac.com | www.collegiate-ac.com

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 @collegiate_uk
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