



Moving In Guidelines



COLLEGIATE
Water Lane Apartments



Welcome

Welcome to Collegiate Water Lane Apartments for the 2021-22 academic year

Hi!

We are really looking forward to welcoming you to Collegiate Water Lane Apartments 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 14 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 waterlaneapartments@collegiate-ac.com and the accommodation team will be able to help.

Car parking

Collegiate Water Lane Apartments has a small car park which will be used for drop offs only during check in weekend. Should you wish to use the car park to unload, you will need to collect a permit from the office before hand.

We cannot guarantee spaces will be available throughout out the day, especially during busy periods. Parking is also available at Temple Meads station which is approximately 5 minutes walk away.

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

Local accommodation

If you are arriving in Bristol outside of office opening hours there are a number of local accommodation options available to you. A few options to consider are:

The Novotel

Victoria Street
Bristol
BS1 6HY
0117 976 9988

Hotel Ibis Bristol Temple Meads

Avon Street
Bristol
BS2 0PS
0117 319 9001

Holiday Inn Express

Townsend House
Bristol
BS1 6PL
0871 902 1543

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

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.

Communal Areas

We are pleased to announce that all communal areas will be open!

The necessary adjustments have been made to allow for social distancing with your safety in mind and we will continue to monitor this in line with government guidance.

Hand Sanitising Facilities

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

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

Our Staff

Training

We exceed the industry standard for training; our accommodation staff are all 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.

All 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.

Depending on the Covid alertness level these may be delivered in person or virtually.

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.

Collegiate continue to closely monitor the Government guidance and will keep you informed accordingly if we are required to make any operational changes to the accommodation in which you are living.

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



Collegiate Water Lane Apartments

Hotel Ibis

Novotel

Holiday Inn Express

Novotel	🚶 3 minutes	🚗 1 minutes
Holiday Inn Express	🚶 10 minutes	🚗 5 minutes
Hotel Ibis	🚶 10 minutes	🚗 7 minutes



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 the Wednesday 25th August 2021. Please be aware, no keys will be issued to you if rent has not been paid.
- Provided 1 x photo ID and 1 x proof of address, for yourself and your guarantor if applicable. 2 x passport photos and 1 x 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.

Absolutely 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

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
Sheets*	Cutlery	Toilet roll
Pillow and pillow cases	Plates and bowls	Soap and toiletries
Photos of family and friends	Cups and drinking glasses	
* All beds at Water Lane Apartments are a standard UK double size.	Cleaning products	
	Food to keep you going	
	Kettle & 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. There's also superior security with CCTV and secure door entry for ultimate peace of mind.

Why not order from the Collegiate Collections, or book a Cleaning Service?

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 one of our collections that cater for your exact requirement, from The Kitchen Collection which contains all the kitchen essentials through to The Luxury Collection which was curated for the ultimate in superior living.

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 **waterlaneapartments@collegiate-ac.com**, visit us at **www.collegiate-ac.com** or call 0117 325 3940.

You may also join the 2021/2022 Residents Facebook page, here you will be kept up to date with all the events and weekly notices about anything important. Search **'Water Lane Apartments community 21/22'**.



COLLEGIATE PRESTIGE



Water Lane Apartments

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Telephone: 0117 325 3940

Email: waterlaneapartments@collegiate-ac.com

www.collegiate-ac.com

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Out-of-hours emergency Contact: 03333 214 064



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