

A person is sitting on a grey couch in a room that appears to be in the middle of a move. In the background, there are several cardboard boxes, a round black clock with white numbers, and a green leafy plant. The person is wearing a blue t-shirt and dark blue jeans. They are holding a smartphone in their right hand and a white document or folder in their left hand. The overall scene is brightly lit, suggesting a daytime setting.

# MOVING IN GUIDELINES



**UNIVERSE.CITY**  
UPPER QUAY HOUSE



# WELCOME TO UPPER QUAY HOUSE FOR THE 2022 - 2023 ACADEMIC YEAR.

## HELLO

We are really looking forward to welcoming you to Upper Quay House 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 for all tenants, direct lets, Bristol UWE and University of Gloucester students will be on 10th and 11th September. You will be able to book a slot on your online portal. Information on how to do this will be provided by email.

## TRAVELLING

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

## CAR PARKING

You can use the West End car park, which is 3 minutes by car or an 8 minute walk.

## 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 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. 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.

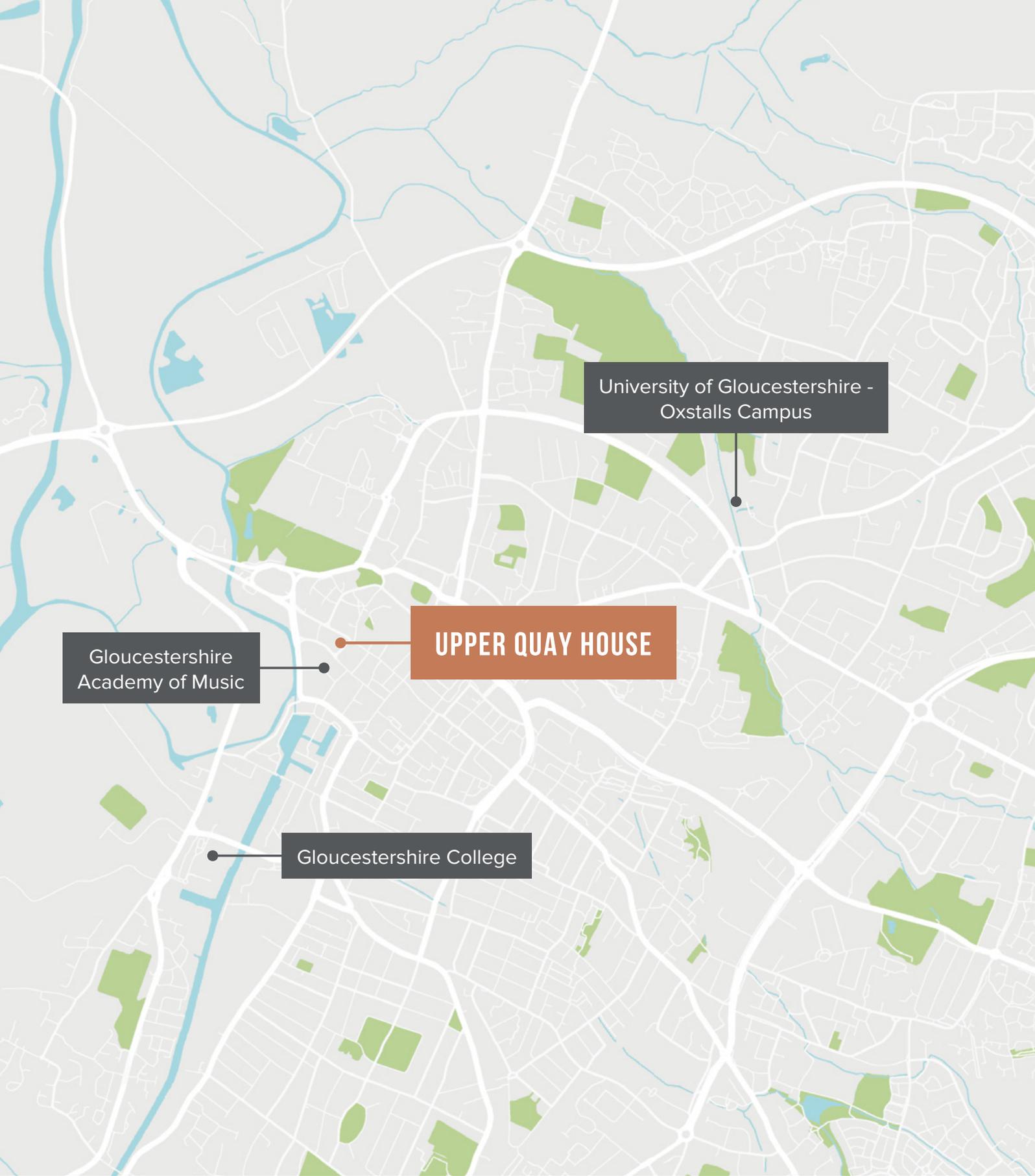
These are designed to help you make new friends and build a friendly supportive community within your new home.

## 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 Gloucestershire - Oxstalls Campus

Gloucestershire Academy of Music

**UPPER QUAY HOUSE**

Gloucestershire College

University of Gloucestershire - Oxstalls Campus	7 minute	30 minutes
Gloucestershire Academy of Music	1 minute	4 minutes
Gloucestershire College	3 minutes	12 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 **Tuesday 30th 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; [upperquayhouse@collegiate-ac.com](mailto:upperquayhouse@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*	All utensils	Towels
Clothes hangers	Tea towels	Toilet roll
Sheets*	Food to keep you going	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.

24/7 broadband and Wi-Fi keeps you connected and our accommodation teams are always on hand. There's also CCTV, secure door entry and 24/7 on call support 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 especially 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 [upperquayhouse@collegiate-ac.com](mailto:upperquayhouse@collegiate-ac.com) or visit us at [www.collegiate-ac.com](http://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 Upper Quay House Community 22/23**'.



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