



SEPTEMBER 2023

Upper Quay House

MOVING IN GUIDE



WWW.COLLEGIATE-AC.COM

Collegiate UK is a leading student accommodation operator managing a diverse property portfolio. See website for details.



COLLEGIATE UK

WELCOME TO

Upper Quay House

We are looking forward to welcoming you to Upper Quay House in a few weeks. Just to ensure you have all the information you need before you move in, we have put together some helpful information. Also contained within this guide, are details for the essential supporting documents that you will need to provide before you move in.



GENERAL INFORMATION

Office contact details

You can get in touch with a member of the team in person, or by phone and email. In the weeks leading up to check-in, our phones and enquiries are extremely busy and it may take us a little longer to get back to you. We appreciate your patience whilst we get to your enquiry.

Telephone: +44 (0) 1452 431 050

Email: upperquayhouse@collegiate-ac.com

The main office address is:

Upper Quay House, Block D, Quay Street, Gloucester, GL1 2JD

Travelling:

If you need advice on how to get to your accommodation, please contact upperquayhouse@collegiate-ac.com or phone us on +44 (0) 1452 431 050 and the Accommodation Team will be able to help.

The following travel times are approximate:

Airport:

Bristol Airport: 1 hour 6 minute drive/taxi or 1 hour 56 minutes on public transport

Birmingham Airport: 1 hour 10 minute drive/taxi or 1 hour 45 minutes on public transport

Heathrow Airport: 1 hour 45 minute drive/taxi or 2 hours 30 minutes on public transport

Train:

Gloucester Train Station to Upper Quay House - 11 minute drive/taxi or 13 minute walk

Bus

Gloucester Coach & Bus Station to Upper Quay House: 5 minute drive/taxi or 11 minute walk

Car Parking

There are no parking places at Upper Quay House. However, there are many car parks around the city centre just a few minutes' walk from our accommodation.

PROPERTY LOCATION

See what's around or speak to the team on reception to find out what's on in your local area.



McDonald's

ARRIVAL INFORMATION

Important - Documentation to provide before check-in

1. Paid your 1st rental instalment, or full rent if applicable. These are both due 10 days before your tenancy start date. You can find your tenancy start date on your tenancy agreement.
2. Provide photo ID of tenant & guarantor (if applicable). We accept 1 of the following:
 - Passport.
 - Driving license (full or provisional)
3. Provide proof of current address of guarantor. We accept 1 of the following:
 - Gas, water electricity & council tax bills.
 - These must be dated within the last 3 months, or in the case of the council tax bill, the current council tax year at the time of booking.
4. 2 x passport sized photographs of the tenant – we use this for our security files to check ID.
5. Proof of your 'full time' student status. We accept 1 of the following:
 - If you are going into your first year or doing a one-year master course, you can provide us your university/institution acceptance letter. You can normally find this within your UCAS profile or a direct email from your chosen university/institution.
 - If you are going into your 2nd/3rd/4th year – then please provide proof of your university ID card.

All the above can be uploaded anytime via the home page on the Collegiate portal. Simply login to:
<https://ukportal.collegiate-ac.com/StarRezPortalX/Login>

We will also ask you to check this again in the Collegiate pre-arrival induction a few weeks before you are due to arrive. We will be in touch if there are any issues with what has been provided. If you do not hear from us, then this means we are happy with the evidence submitted.

If you have any questions on the above, then please contact us at upperquayhouse@collegiate-ac.com

Check-in at your accommodation

On the day of your arrival, 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 room.

What to bring

What 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) | Pots & Pans | Basic first aid kit (just in case) |
| Pillow and pillowcases | | Washing tablets (in drum) |
| Laundry basket | | |
| Photos of family and friends | | |

*If you go to our website www.collegiate-ac.com and look for the room type you have booked under our property profile, you can find what bed size is within your room under 'what's included'. If you are still unsure, you can contact our friendly site team.

Quick Tip! For those booking any of our en-suite rooms that share a cluster kitchen, we recommend that you meet your new flat mates first so that you can buy these items together.

When you need your own space to study or claim a moment of calm, your private room has it all. 24/7 broadband and WiFi keeps you connected, and your Accommodation Team are on hand Monday to Friday, 9am to 5.30pm. There's also CCTV and secure door entry for ultimate peace of mind.

Contents insurance

We have partnered with Endsleigh, a company with almost 60 years' experience providing insurance and bespoke solutions to the education sector, and arranged contents insurance for all our students staying with us in our residence. It is important that all students confirm their cover to ensure you understand what is and isn't insured. You can do this by downloading the MyEndsleigh app and registering.

Visit MyEndsleigh (www.endsleigh.co.uk/student/confirm-your-student-cover/) to view what is and isn't covered, get claims support, personalise your cover, and access wellbeing support.

Quick Tip! if you are bringing a bicycle our contents insurance does not cover it, so be sure to add this to your cover if you want it protected.



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 site teams 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 & 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.

DURING YOUR STAY

Council Tax Exemption Forms

When you enrol at your university, you will receive a Council Tax Exemption certificate so that you don't have to pay Council Tax. This form can normally be found on your university portal or directly from your university. **It is important that this document is uploaded to your Collegiate portal or you may incur Council Tax charges.**

Our COVID-Secure Promise

Collegiate are committed to creating a safe and secure living environment and as a result, we have made some positive changes to our check-in process, as well as how the site operates.

Internet

Access to unlimited WiFi is included in your stay. Your internet will be provided by either ASK4 or Glide. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

For any connectivity issues, please contact the internet provider:

ASK4: +44 (0) 114 303 3232

Glide: +44 (0) 333 123 0115

Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: +44 (0) 3333 214 064

Mail

There are post boxes on-site where mail is delivered at most of our properties. Please ask one of our friendly team at the reception desk where these are located or any other system we may have in place.

Any larger mail/parcels will be stored in the parcel room. If your parcels need signing for, a member of the team will be happy to do this. You will need to bring photo ID to reception to collect your parcels.

Cycle Store

Cycling is a great way to exercise and a cheap and enjoyable way to explore. You can bring your bicycle to Upper Quay House.

We offer secure bike storage where you can store your bike but please note we can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the accommodation team.

Be considerate about noise

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs might not appreciate a thumping ceiling. Try to keep noise to a minimum – if you can hear your music outside of your room, then the chances are that everyone else can too.

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in building are fire doors – so if you don't close them quietly, they will close themselves with a loud thud!

Your Guests

We want to ensure all residents and staff's safety and security, to maintain a comfortable living environment where everyone can thrive. Everyone should be respectful of others and their surroundings.

A guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must sign in with the Accommodation Team and should not cause any nuisance or annoyance to anyone, as per your **Tenancy Agreement**, Student Handbook and Collegiate online induction. Guests should always be accompanied by a resident. Additional consideration should be applied when using shared areas, to avoid inconveniencing other residents.

Please discuss any requests for multiple guests or longer stays with the onsite management team as this may not be suitable for certain areas or room types.



WE CAN FIX IT

Can't find your keys? Got a leaky tap? Whatever you need, we're here to help.

Lost your key card or locked yourself out?

These things happen, so don't worry. We can help; if you lose your key card/fob/key, we can replace it for a small fee. You just need to request a replacement from the accommodation reception.

If it is out of office hours, and our team are not at reception, you can contact the student warden on +44 (0) 7734 190 715 who can let you back in to your room.

Key cards are important to keep hold of, and costly to replace. Please keep them safe and remember where you left them.

Got a maintenance issue?

Things wear out and things get broken, it's a part of life. If something needs sorting out, simply pop to reception or call the accommodation team to report it.

The repair will be carried out in accordance with an agreed schedule of priorities. A time will be arranged for our maintenance team to come and fix things. They will always knock before entering a bedroom. Rest assured, the problem will be solved quickly and efficiently.

Need an emergency repair?

If you have an emergency maintenance issue, such as a burst pipe or a broken window, and it's outside of maintenance staff working hours, you can report it to our out of hours team. They'll immediately contact the appropriate person to rectify the problem.

If you have a non-emergency maintenance issue, such as a defective fridge/freezer, a blocked drain etc, please hang on and report this to the accommodation office during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.

Protecting your personal information

Collegiate is committed to protecting and respecting the privacy of all parties with which it comes into contact.

You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website at:

www.collegiate-ac.com/privacy-policy



6 STEP CHECKLIST TO DO BEFORE YOU ARRIVE WITH US

1. Student and guarantor (where applicable) have signed the tenancy agreement.
2. All supporting paperwork has been provided as listed out in this document before arrival. List of that paperwork can be found at the start of this move-in guide.
3. Payment of your rent or first instalment has been made in full. This is due 10 days before the start date of your contract. You can pay by debit/credit card on the collegiate portal or find details on the portal on how to do a bank transfer and provide us with the proof of that transfer.
4. Completed the Collegiate pre-arrival induction & booked a check-in slot on the collegiate portal. A link to complete this has been sent within the email containing this guide.
5. Joined our social media communities. A great way to meet your flat mates before you arrive and get the latest updates on what's going on in your new home throughout your stay! A link to these groups/communities are in the email containing this guide.
6. Downloaded the 'MyEndsleigh' app and check your contents insurance cover. Remember bicycles are not included so you will need to upgrade your cover on the app/your account once you have registered.

Important note

If you do not follow the above steps, we may not be able to provide you with your keys to your new home.

Anyone who does arrive without completing the above, will need to go into our query queue on the day, which will likely take longer to collect your keys once everything has been completed and/or paid.

Welcome Home

