



SUMMER 2024

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 for this summer. Just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.



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:

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) 1473 301 125 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

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.



ARRIVAL INFORMATION

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

Your stay with us is based on 'room only' which means you will need to bring the following things with you for your stay as they are not included:

- Bedding
- Kitchen utensils, crockery & cutlery
- Towels
- Toiletries, including toilet roll

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 (<https://www.endsleigh.co.uk/student/confirm-your-student-cover/>) to view what is and isn't covered, get claims support, personalise your cover, access rewards and 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.

DURING YOUR STAY

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 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:

Glide: [+44 \(0\) 333 123 0115](tel:+44203331230115)

Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: [+44 \(0\) 3333 214 064](tel:+44203333214064)

Mail

There are post boxes on-site where mail is delivered. Please ask one of our friendly team at the reception desk for where these are located.

Any larger mail/parcels will be stored in the parcel room. You will receive a code via email from our provide Parcel Safe Place. You will need this code to collect your parcel. If your parcels need signing for, a member of the team will be happy to do this.

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 bike lockers 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

Overnight guests are allowed in your room for a maximum of two consecutive nights, and MUST sign in on arrival at reception via our online App.

Similarly, your kitchen is designed for the number of people living in your flat, so although it's OK to invite friends over for lunch or dinner now and again, you should be careful not to inconvenience your flatmates. The behaviour of any person you invite into your building, apartment or room is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, or any damages caused by your guest(s), so make sure they behave as well as you do!



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 warden and/or security team on +44 (0) 3333 214 064 who will arrange the replacement key for you.

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.

PROPERTY LOCATION

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





CHECK OUT

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Please hand your key card to a member of the Accommodation Team at Reception upon departure
- Please make sure your room and en-suite are clean before you leave

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

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

Welcome Home



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