



SUMMER  
**Upper Quay  
House**  
MOVING IN GUIDE



[WWW.COLLEGIATE-AC.COM](http://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](mailto:upperquayhouse@collegiate-ac.com)

## The main office address is:

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

## Travelling:

If you need advice on how to get to your accommodation, please contact [upperquayhouse@collegiate-ac.com](mailto: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've partnered with Howden to provide contents insurance for all students staying with us this summer. Your belongings are covered while you're living in our residence, but it's important you register on the Howden for Students app to check what is and isn't included in your cover. Once registered, you'll be able to view your policy details, personalise your cover, access student-friendly discounts, make use of the gadget trade-in portal, and get 24/7 support through the wellbeing helpline. If you're bringing a bicycle, please note that it isn't covered as standard – you'll need to add this to your policy if you want it protected.

You can register here: <https://students.howdengroup.com/registration?accommodationUUID=ac-collegiate>



# DURING YOUR STAY

## 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

## Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: +44 (0) 3333 214 064  
or Resident Assistant on: +44 (0) 7734 190 715

## Mail

All mail/parcels are delivered to reception and logged on the Parcelsafe system, residents will receive an email with a QR code to collect. Mail can be collected 24/7 from reception.

## 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 Resident Assistant on +44 (0) 7734 190 715 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 fixing, please report it through your online portal. This ensures the issue is logged correctly and can be prioritised by our maintenance team.

Repairs will be carried out based on an agreed schedule of priorities, and a suitable time will be arranged for our maintenance team to attend. They will always knock before entering a bedroom, and you can rest assured that the issue will be resolved as quickly and efficiently as possible.

## **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, please report it directly to the security team. They will escalate the issue to the appropriate out-of-hours contractors to ensure it's dealt with as quickly as possible.

For non-emergency issues, such as a faulty fridge/freezer or a blocked drain, please report these to the accommodation office during working hours so they can be resolved by the maintenance team.



# 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](http://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](mailto:upperquayhouse@collegiate-ac.com)

# Welcome Home



COLLEGIATE  
*UK*