

# Moving In Guidelines



**COLLEGIATE**

*Castle Street*







# Welcome

## *Welcome to Collegiate Castle Street for the 2022-23 academic year*

Hi!

We are really looking forward to welcoming you to Collegiate Castle Street in a few weeks. 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 7 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, please contact [castlestreet@collegiate-ac.com](mailto:castlestreet@collegiate-ac.com) and the accommodation team will be able to help.

## *Car parking*

There is no vehicle parking on site for residents. However, there are local car parking options available:

### **Castle Hill Car Park**

2 minute walk

Castle St, Cambridge CB3 0AR

### **Castle Street Car Park**

3 minute walk

Off Castle St, Cambridge CB3 0AH

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 at Castle Street outside of office opening hours there are a number of local accommodation options available to you. A few options to consider are:

### **Premier Inn Cambridge North**

Huntingdon Road, Girton CB3 0DL

0333 777 3976

### **Hotel Du Vin Cambridge**

15-19 Trumpington Street, Cambridge CB2 1QA

01223 928 991

### **Travellodge Cambridge Newmarket**

Newmarket Road, Cambridge CB5 8HF

0871 559 1861

# 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 welcomed by our friendly on site team at the reception, 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 reception, where our team will be on hand to answer any questions.

## *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.

### **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, so there will always be somebody on hand to support you.

**Making New Friends and Building a Community**

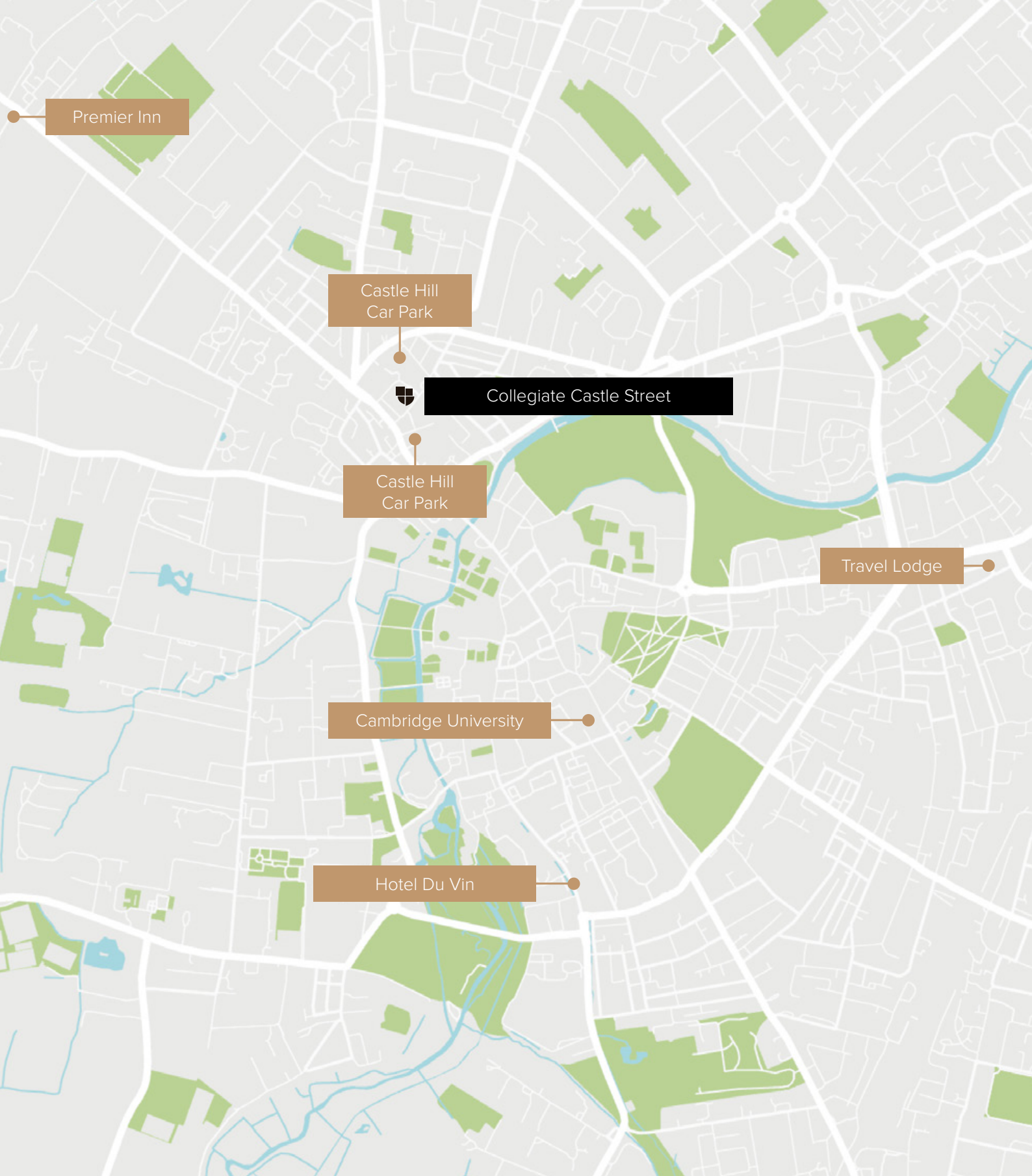
We have lots of exciting events planned for your arrival weeks and throughout the academic year.









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.

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



Premier Inn	 22 minutes  6 minutes
Hotel Du Vin	 25 minutes  8 minutes
Travel Lodge	 32 minutes  11 minutes
Castle Hill Car Park	 2 minutes
Castle Street Car Park	 3 minutes





# Moving in requirements

Please ensure that, before you move in, you have completed the following:

- Paid your first rental instalment, or full rent if applicable. These are both due on **Wednesday 31st 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.

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.

**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
Push pins (notice board)	Cleaning products	Toilet roll
Photos of family and friends	Food to keep you going	Soap and toiletries
	Bin bags	Basic first aid kit (just in case!)
		Washing tablets

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?

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 for the ultimate superior living experience. 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 the door.

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 [castlestreet@collegiate-ac.com](mailto:castlestreet@collegiate-ac.com), visit us at [www.collegiate-ac.com](http://www.collegiate-ac.com) or you can call us on +44 (0) 1223 612 199 or +44 (0) 7535 667 768.

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 Castle Street Community 22/23'**.







**Castle Street**

Castle Street, Cambridge, CB3 0SZ

Telephone: 01223 612 199

Email: [castlestreet@collegiate-ac.com](mailto:castlestreet@collegiate-ac.com)

[www.collegiate-ac.com](http://www.collegiate-ac.com)

 @CollegiateAC

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**Out-of-hours emergency contact: 07535 667 768**



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