



SEPTEMBER 2025

Castle Street

MOVING IN GUIDE



WWW.COLLEGIATE-AC.COM

Prima Vidae, Universe.City and Collegiate are brands managed by Collegiate UK, a leading student accommodation operator. See website for details.


COLLEGIATE
UK

WELCOME TO

Castle Street

We are looking forward to welcoming you to Castle Street 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) 1223 612 199

Email: castlestreet@collegiate-ac.com

The main office address is:

Castle Street, Castle Park, Castle Street, Cambridge, CB3 0SZ

What3word location: ///teams.poetic.then

Travelling:

If you need advice on how to get to your accommodation, please contact castlestreet@collegiate-ac.com or phone us on +44 (0) 1223 612 199 and the Accommodation Team will be able to help.

The following travel times are approximate:

Airport:

Stansted Airport: 40 minute drive/taxi or 1 hour by public transport

Heathrow Airport: 1 hour 30 minute drive/taxi or 2 hours 10 minutes by public transport

Gatwick Airport: 1 hour 36 minute drive/taxi or 2 hours 15 minutes by public transport

Train:

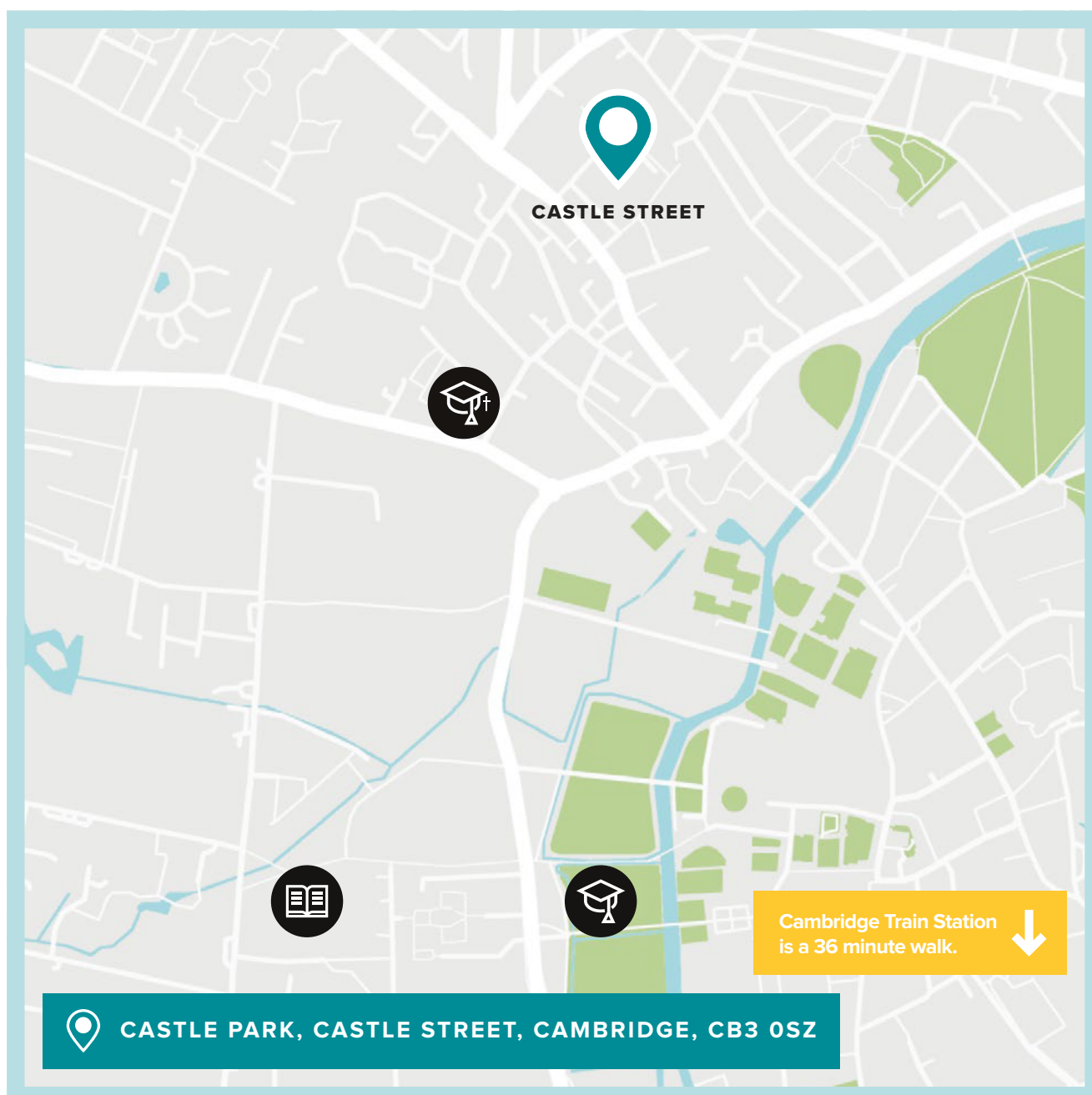
Cambridge Train Station to Castle Street - 15 minute drive/taxi or 36 minute walk

Car Parking

There are no parking places at Castle Street. However, there is a pay-and-display car park located next to Castle Street.

PROPERTY LOCATION

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



University of Cambridge Trinity Hall



University of Cambridge Library



Lucy Cavendish College



ARRIVAL INFORMATION

Important - Documentation to provide before check-in

1. Please ensure that you have confirmed your payment or payment plan with your college provider to facilitate a smooth check-in process.
2. Provide photo ID of tenant & guarantor (if applicable). We accept 1 of the following:
 - Passport.
 - Driving license (full or provisional)

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

We will also ask you to check this again in the Collegiate UK 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: castlestreet@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 bring to help you settle into your new home:

Bedroom	Kitchen	Bathroom
Clothes hangers	All utensils	Towels
Bed Linen	Tea towels	Toilet roll
Push pins (notice board)	Food to keep you going	Soap and toiletries
Laundry basket & iron	Induction Pots & Pans**	Basic first aid kit (just in case)
Photos of family and friends		Washing tablets (in drum)

**At Castle Street we do provide induction hobs, so please ensure you bring the correct pots and pans for these hobs. We also provide a kettle, toaster and Hoover which can be borrowed.

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 always on hand. There's also CCTV and secure door entry for ultimate peace of mind.

UniKitOut

If you'd like to have your bedding, kitchen, bathroom packs and other student essentials ready for you when you arrive, you can order these through UniKitOut. You can order now for pre-arrival delivery and use discount code Collegiate10 to save 10% on your order. www.unikitout.com/Collegiate



OUR STAFF

Wellness

At Collegiate UK 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

Internet

Please connect to the “eduroam” Wi-Fi network, which is provided by your college.

If you encounter any issues, kindly report them through your college’s IT support portal.

Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: **+44 (0) 7535 667 768**

Mail

Your mail will be personally delivered to your door by one of our friendly team members.

We also have a secure parcel room operated by Parcel SafePlace. You will be able to retrieve your parcels by entering a unique code that has been sent to you by ParcelSafe.

The best address to use for mail:

Studio XXX
Collegiate
Castle Street
Cambridge
CB3 0SZ

Cycle Store

Cycling is a great way to exercise and a cheap and enjoyable way to explore. You can bring your bicycle to Castle Street.

We offer bike storage where you can store your bike (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.

Residents are permitted to have one guest to stay in their room for a limited period when they are themselves in residence. Please see guest rules below:

- You must notify the Porters' Lodge at Lucy Cavendish or the Castle Street reception—whichever location you are residing at — if you intend to have an overnight visitor.
- Guests are not permitted to stay on a regular basis.
- Guests should not stay for more than three nights at a time.
- Guests should not stay on more than four separate occasions in any 3 month period.
- You must stay with your visitor whilst they are in the building, and you must not lend them your keys.
- Overnight visitors must be over the age of 18.
- We may exclude any visitor where we believe it to be necessary for the health, safety or welfare of others, or to protect our property.
- We may ask your visitor to leave on any reasonable grounds (such as their behaviour or the need for evacuation of the building).



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, 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 security team on **+44 (0) 7535 667 768** who will let you back in to your room, and the Accommodation Team can create a new key for you during office hours the following day.

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, you can report it to our on-site security 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, you can report to reception at any time, send us an email or give us a ring. These types of issues will be dealt with during the usual maintenance staff working hours.

Protecting your personal information

Collegiate UK 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



2 STEP CHECKLIST TO DO BEFORE YOU ARRIVE WITH US

1. Please check that all necessary steps required by your college have been completed.
2. 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.

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



COLLEGIATE
UK

Castle Street, Castle Park, Castle Street, Cambridge, CB3 0SZ
+44 (0) 1223 612 199 | castlestreet@collegiate-ac.com | www.collegiate-ac.com