

MOVING IN **GUIDELINES**



**PILLAR
BOX**



WELCOME TO PILLAR BOX FOR THE 2021-2022 ACADEMIC YEAR

Hi.

We are really looking forward to welcoming you to Pillar Box in a few weeks, and just 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.

GENERAL INFORMATION

Travelling

If you need advice on how to get to your accommodation, or help with the closest car park then please contact pillarbox@collegiate-ac.com and the accommodation team will be able to help.

The following travel times are approximate.

Birmingham Airport – 18 minute drive / taxi or 29minute by train

Heathrow Airport – 1 hour 36 minute drive / taxi or 2 hours 20 minutes by train

Gatwick Airport – 2 hour 7 minute drive / taxi or 2 hours 30 minutes by train

East Midlands Airport – 50 minute drive / taxi

Car Parking

There are no parking spaces on site at Pillar Box. However, there are various nearby car parks. The closest to site is the Salt Lane Multi-Storey Car Park which is just a few minutes walk from our accommodation.

Salt Lane Multi-Storey Car Park

Salt Lane Multi-Storey Car Park,
Coventry, CV1 2GJ.

We recommend that you park and then come to reception to check-in and collect your keys before bringing your luggage.

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

You will be given your keys and guided by our friendly accommodation team, 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. Signage and more information regarding the location of this will be given at your accommodation on the day of your Check-In.



YOUR HOME

Enhanced cleaning

We have enhanced our thorough cleaning protocols even further to keep your new home Covid Secure. The entire 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.

Extra Cleaning services are available for you to purchase via your Collegiate Portal to assist you with keeping your apartment, including communal areas.

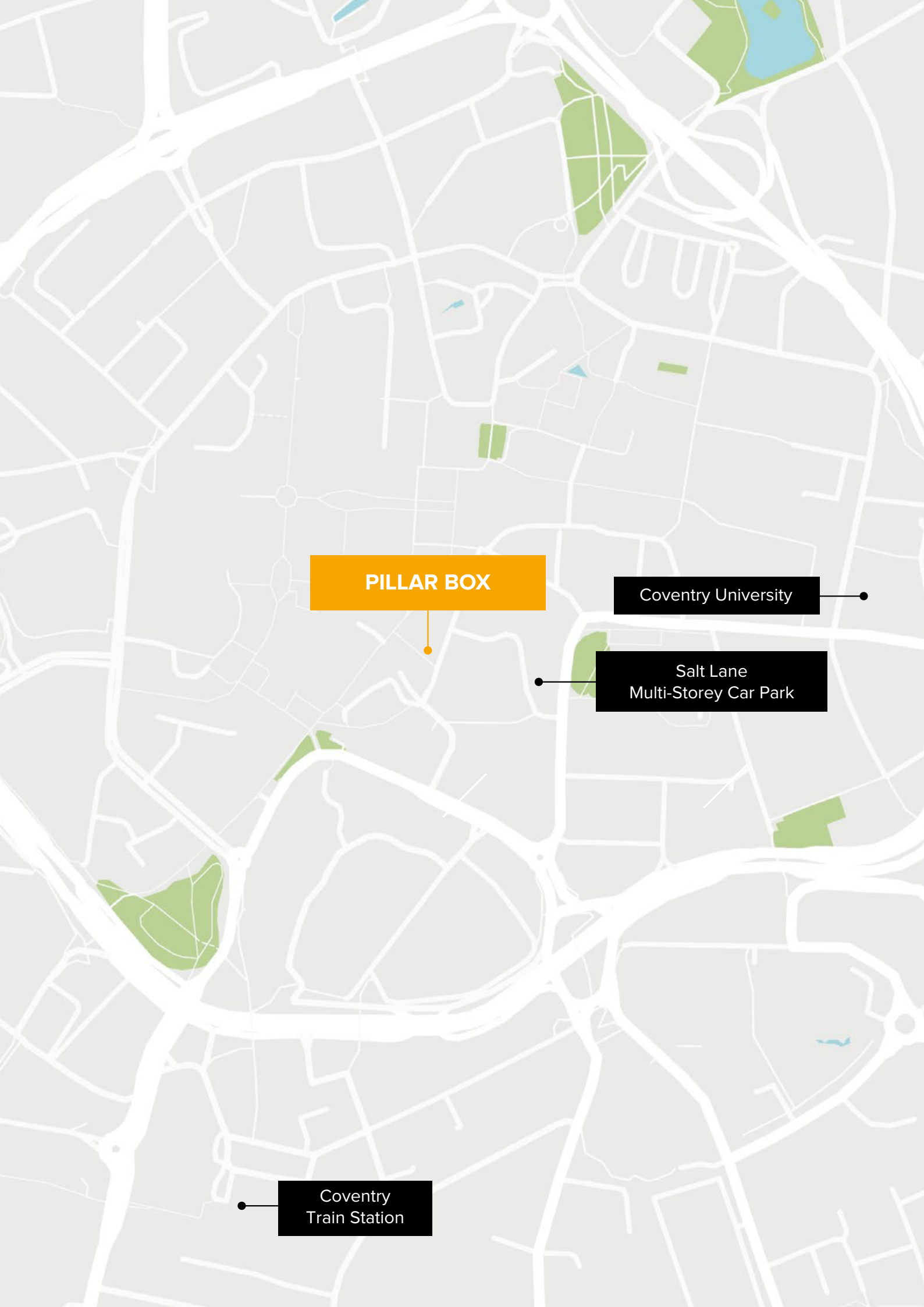
Communal areas

We are pleased to announce that all communal areas will be open!

The necessary adjustments have been made to allow for social distancing with your safety in mind and we will continue to monitor this in line with government guidance.

Hand sanitising facilities

Automatic hand sanitising stations will be located on site for you to use.



PILLAR BOX

Coventry University

Salt Lane
Multi-Storey Car Park

Coventry
Train Station



A.L. ENQUIRY
020 7123 2000

POST OFFICE



OUR STAFF

Training

We exceed the industry standard for training; our accommodation staff are all 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.

All 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 & building a community

We have lots of exciting events planned for your arrival weeks and throughout the academic year. These may be delivered in person or virtually.

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.

MOVING IN REQUIREMENTS

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

- Paid your £250 deposit
- Paid your first rental instalment, or full rent if applicable. These are both due on Wednesday 1st September 2021. Please be aware, no keys will be issued to you if rent has not been paid.
- Provided 1 x photo ID and 1 x proof of address, for yourself and your guarantor if applicable. 2 x passport photos and 1 x 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.

Absolutely 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

Should you need to complete an international bank transfer, let the team know; merlinheights@collegiate-ac.com, and we will forward you the relevant details.

What to bring

What to bring to help you settle into your new home:

Bedroom	Kitchen	Bathroom
Desk lamp	Pots & Pans	Towels
Duvet and duvet cover*	Tea towels	Toilet roll
Clothes hangers	Cutlery	Soap and toiletries
Sheets*	Plates and bowls	Basic first aid kit (just in case)
Push Pins (notice board)	Cups and drinking glasses	Washing tablets (in drum)
Pillow and pillow cases	Tin/Bottle Opener	
Laundry basket	Cleaning products	
Photos of family and friends	Bin bags	
* Please ask the accommodation team if you are unsure of sizes	Small rubbish bin	
	Food to keep you going	
	Kettle & toaster	

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, 24/7 Out of hours emergency support and secure door entry for ultimate peace of mind.



IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at [**pillarbox@collegiate-ac.com**](mailto:pillarbox@collegiate-ac.com) or visit us at [**www.collegiate-ac.com**](http://www.collegiate-ac.com) or call +44 (0) 24 7694 1234.

You may also join the 2021/2022 Residents Facebook page, here you will be kept up to date with all the events and weekly notices about anything important. Search '**Collegiate Pillar Box Community 21/22**'.



FIRST CLASS **REDEFINED**

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P I L L A R B O X