

MOVING IN **GUIDELINES**



**MERLIN
HEIGHTS**

PRIMA\VIDAE



WELCOME TO MERLIN HEIGHTS FOR THE 2022-2023 ACADEMIC YEAR

Hi.

We are really looking forward to welcoming you to Merlin Heights in a few weeks. 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 merlinheights@collegiate-ac.com and the accommodation team will be able to help.

The following travel times are approximate.

East Midlands Airport - 28 minute drive / taxi or 1 hour 40 minutes by train

Birmingham Airport - 47 minute drive / taxi or 1 hours 39 minutes by train

Heathrow Airport - 1 hour 55 minute drive / taxi or 3 hours by train

Gatwick Airport - 2 hours 25 minute drive/taxi or 2 hours 30 minutes by train

Car Parking

There are no parking places at Merlin Heights. However, there are car parks available in the city centre within walking distance.

NCP - St Nicholas Circle

Leicester, LE1 4LF

+44 (0) 345 050 7084

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

Covid secure promise

Collegiate are 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 guided by your friendly sites team to your studio where you will be given your keys to your new home.

Designated Service Stations

If you have any questions during your check-in day please head straight to your Customer Services Desk on site 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 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.

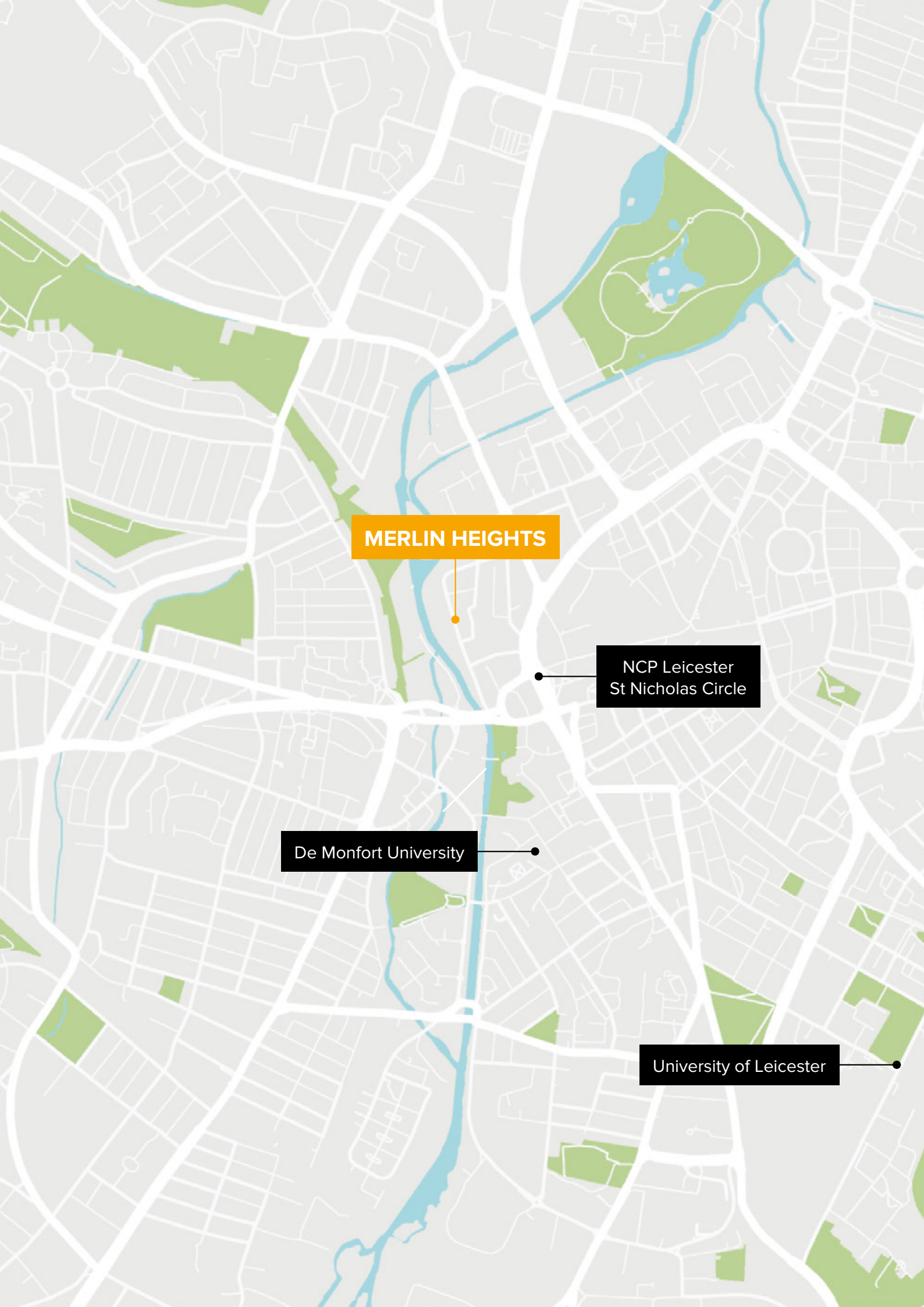
Communal areas

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 around the site for you to use.



MERLIN HEIGHTS

NCP Leicester
St Nicholas Circle

De Monfort University

University of Leicester





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. This 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. 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.

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 **Saturday 28th August 2022**. Please be aware, no keys will be issued to you if rent has not been paid.

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 and 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 and 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 merlinheights@collegiate-ac.com or visit us at www.collegiate-ac.com or call +44 (0) 116 208 1630

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 Merlin Heights Community 22/23'**.



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FIRST CLASS REDEFINED

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