

A person is sitting on a light blue couch in a room that appears to be in the middle of a move. In the background, there are several cardboard boxes, a black clock showing the time around 10:10, and a green plant. The person is wearing a blue t-shirt and dark blue jeans. They are holding a smartphone in their right hand and a white document in their left hand. The overall scene is brightly lit, suggesting a daytime setting.

MOVING IN GUIDELINES



UNIVERSE.CITY

ATHENA HALL



WELCOME TO ATHENA HALL FOR THE 2022 - 2023 ACADEMIC YEAR.

HELLO

We are really looking forward to welcoming you to Athena Hall 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.

For move in, tenants must book their check-in time slot pre-arrival by contacting our residence team directly.

TRAVELLING

If you are arriving by train you have a variety of options available to use to reach your destination at Athena

If you are walking to Athena Hall from Ipswich Train Station:

- Upon exiting the train station use the crossing available and turn right on to Burrell Road, continue straight on.
- Bear left at the end and cross over Bridge St and continue until you reach the 1st pedestrian crossing available, you'll need to cross over both roads.
- Once crossed turn left and then immediately onto St Peters Dock.
- Follow this straight on passing by places such as Isaacs On The Quay, The Salthouse Harbour Hotel.
- Bear right as you reach the main University building (the one with the giant question mark outside)
- Continue on Orwell Quay and to your left you will see Duke Street Car Park, continue straight on until you reach a left turning on to University Avenue.
- You have reached your destination, please use the buzzer located at the left hand side of the main entrance to the building and dial 100 and press the bell button to reach reception who will be there to open the door and welcome you at the reception desk which is located directly to your left upon entering the building.

If you are getting a taxi to Athena Hall from Ipswich Train Station you can use a number of available taxi services which are available 24hours a day such as:

- **Hawk Express** – 01473 222 222
- **Cab Smart** – 01473 404 142
- **Avenue Taxis** – 01473 888 888

If you are driving to Athena Hall we suggest using a Sat Nav.

The postcode to use is IP3 0FR, if your Sat Nav is an older model it may not recognise the new postcode so we do suggest trying IP3 0AG which will direct you towards Duke Street and then turn right on to University Avenue.

CAR PARKING

There is no parking available at Athena Hall. However, there is a 24-hour car park available named as Duke Street Car Park which is owned and run by IpServ you can find details of pricing at <http://www.ipserv.co.uk/car-parks/>

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 2021, 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

Prior to arrival, you must book your check-in time slot so that we know when to expect you. Please contact us directly athenahall@collegiate-ac.com or call us on 01473 301 125.

Check-in at your Accommodation

On the date and time of your check-in slot 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 new home.

Designated Service Stations

We would ask tenants to come to reception if have 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.

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.



University of Suffolk	 4 minutes
Travelodge	 1 minute
Ipserv - Duke Street Car Park	 1 minute



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 10 days before your tenancy start date. (If your tenancy is for 42 or 51 weeks, this is due on **24th August 2022** and if your tenancy is for 48 weeks, this is due on **10th August 2022**)
- 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.

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; athenahall@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	All utensils	Towels
Duvet and duvet cover*		
Clothes hangers	Tea towels	Toilet roll
Sheets*	Food to keep you going	Soap and toiletries
Push Pins (notice board)	Kettle and toaster	Basic first aid kit (just in case)
Pillow and pillow cases		Washing tablets (in drum)
Laundry basket		
Photos of family and friends		

* Please ask the accommodation team if you are unsure of sizes

When you need your own space to work or claim a moment of calm, your private apartment has it all.

24/7 broadband and Wi-Fi keeps you connected and our accommodation teams are always on hand. There's also CCTV and secure door entry for ultimate peace of mind.

WHY NOT ORDER FROM THE COLLEGIATE COLLECTIONS, OR BOOK A CLEANING SERVICE?

We know that being a student means that there's a lot going on and a lot to organise. This is especially 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 that cater for your exact requirement, from The Kitchen Collection which contains all the kitchen essentials through to The Luxury Collection which was curated for the ultimate in superior living.

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 your door.

We can also provide comprehensive cleaning services, from an ad hoc clean to a regular weekly service and everything in between.

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 athenahall@collegiate-ac.com or visit us at www.collegiate-ac.com or call +44 (0) 1473 301 125

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 Athena Hall Community 22/23'**.



Athena Hall, 3 University Avenue, Ipswich, Suffolk, IP3 0FR
+44 (0)7716 200242 | athenahall@collegiate-ac.com | www.collegiate-ac.com

 @CollegiateAC |  @collegiate_UK |  @collegiateac



UNIVERSE.CITY
ATHENA HALL