

MOVING IN **GUIDELINES**



**CROWN
PLACE**

PRIMA\VIDAE



WELCOME TO CROWN PLACE FOR THE 2021-2022 ACADEMIC YEAR

Hi.

We are really looking forward to welcoming you to Crown Place Norwich 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 weekend at Crown Place Norwich is scheduled for Saturday 8th January 2022, and staff members from Collegiate will be available to issue keys and show you to your new home anytime you need as the site is manned 24/7.

Don't worry if you are not able to move in on the dedicated 'move in weekend', you can still pick up your keys. Please just contact the helpful on-site team to make an appointment to collect your keys.

GENERAL INFORMATION

Travelling

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

The following travel times are approximate.

Norwich Airport - 22 minute drive/taxi or 1 hour 20 minutes by train

Heathrow Airport - 2 hours 35 minute drive/taxi or 3 hours by train

Gatwick Airport - 2 hour 47 minute drive/taxi or 2 hour 45 minutes by train

Car Parking

There are no parking places at Crown Place Norwich. However there is a pay and display car park located close by:

- NCP Queens Road - £4.45 for 3 hours if paid on the day, offers available if booked in advance.

Covid secure promise

The most important thing to us here at Collegiate has always been, and continues to be, the safety and well-being 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

Check-in at your accommodation

On the date of your Check-in you will be guided by your friendly site team to 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 the reception 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 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

Hand sanitising stations will be located around the site for you to use.

Mail

Your mail will be delivered to your post box, Any larger mail/parcels will be stored at reception for you to collect. If your parcels need signing for, a member of the team will be happy to do this.





Norwich University of the Arts

University of
East Anglia

**CROWN PLACE
NORWICH**



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. Depending on the Covid alertness level 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.

Collegiate continue to closely monitor the Government guidance and will keep you informed accordingly if we are required to make any operational changes to the accommodation in which you are living.

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 £100 deposit
- Paid your first rental instalment, or full rent if applicable. These are both due on Wednesday 29th December 2022. 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; crownplacenorwich@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	Food to keep you going	
* Please ask the accommodation team if you are unsure of sizes	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.



IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at crownplacenorwich@collegiate-ac.com

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



FIRST CLASS REDEFINED

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