

# MOVING IN **GUIDELINES**



**RIVERSIDE  
WAY**

PRIMA\VIDAE



# WELCOME TO RIVERSIDE WAY FOR THE 2022-2023 ACADEMIC YEAR

**Hi.**

We are really looking forward to welcoming you to Riverside Way in a few weeks. To ensure you have all the information you need before you move in, we have put together some helpful guidelines.

On move in weekend at Riverside Way, our staff members will be available to issue keys and show you to your new home from 9am - 6pm.

Don't worry if you are not able to move in on the dedicated 'move in weekend', you can still pick up your keys between 9am and 6pm during the week. Please 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 [riversideway@collegiate-ac.com](mailto:riversideway@collegiate-ac.com) and the accommodation team will be able to help.

The following travel times are approximate.

Southampton Airport - 20 minute drive/taxi or 1 hour by train

Heathrow Airport - 1 hour drive/taxi or 2 hours by train

Gatwick Airport - 1 hour 15 minute drive/taxi or 2 hours by train

## Car Parking

There are no parking places at Riverside Way. Tesco Extra and Curry's/Costa are the nearest car park's where you can park for 2 hours free of charge.

## Covid secure promise

Collegiate is 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**

You will be able to book a check-in slot on a first-come first-served basis.

**Check-in at your accommodation**

On the date and time of your check-in slot you will be guided by your site team to the check-in desk 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 Customer Service 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.

## **Hand sanitising facilities**

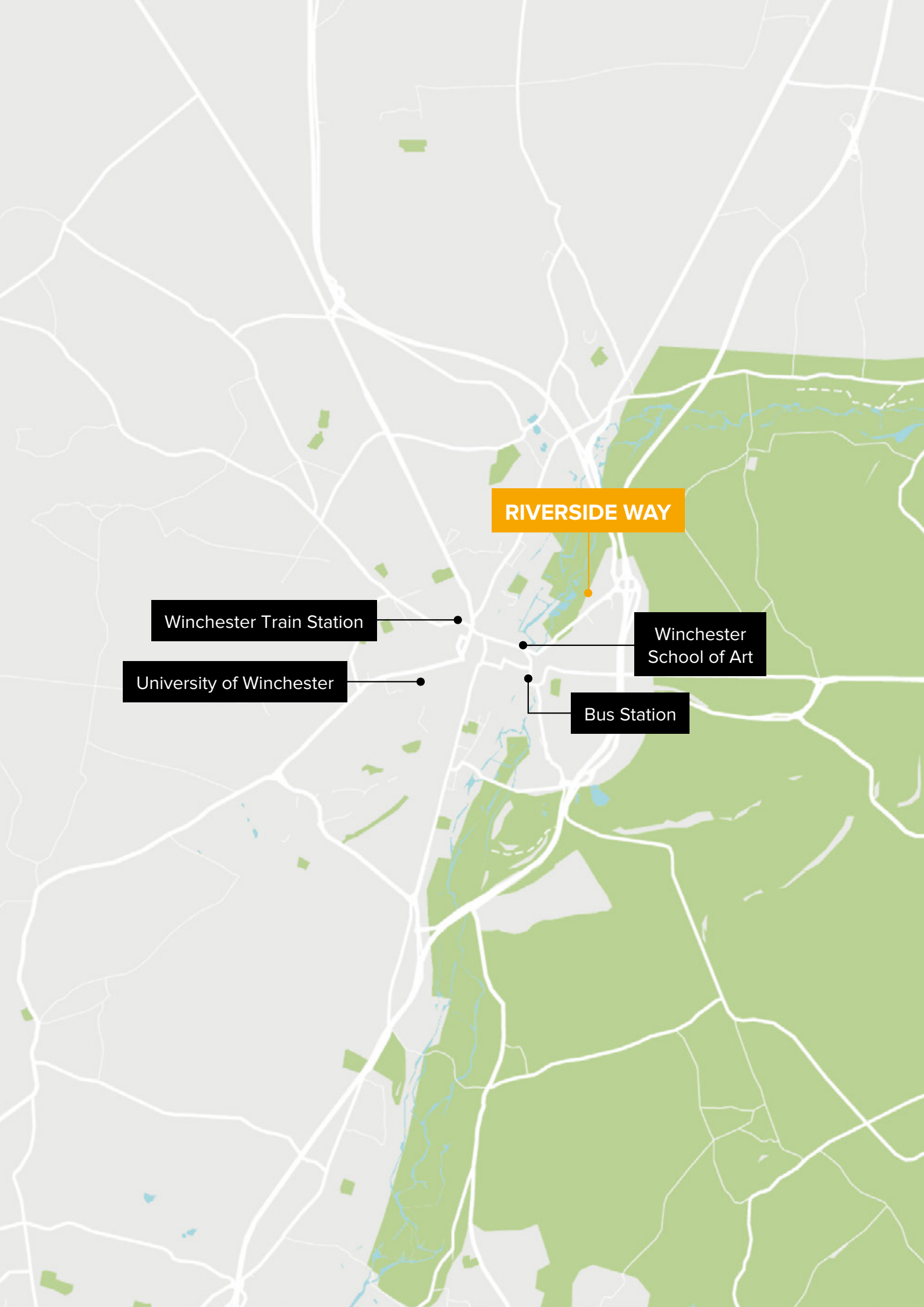
Automatic hand sanitising stations will be located around the site for you to use.

## **Mail**

Your mail will be delivered to your post box, situated in the reception lobby. Any larger mail/parcels will be stored in the parcel room behind the reception office.







RIVERSIDE WAY

Winchester Train Station

University of Winchester

Winchester School of Art

Bus Station





# 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. 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, 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 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. Please be aware, no keys will be issued to you if your rent has not been paid.
- 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.

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.

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; [riversideway@collegiate-ac.com](mailto:riversideway@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
Duvet and duvet cover*	Pots and pans	Towels
Clothes hangers	Tea towels	Toilet roll
Sheets*	Cutlery	Soap and toiletries
Push pins (notice board)	Plates and bowls	Basic first aid kit (just in case)
Pillow and pillow cases	Cups and drinking glasses	Washing tablets (in drum)
Laundry basket	Tin/Bottle opener	
Photos of family and friends	Cleaning products	
* Please ask the accommodation team if you are unsure of sizes	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.



# IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at [\*\*riversideway@collegiate-ac.com\*\*](mailto:riversideway@collegiate-ac.com)

You may also join the 2022/2023 Residents Facebook group, here you will be kept up to date with all the events and weekly notices about anything important.

Search '**Collegiate Riverside Way Community 22/23**'.







# FIRST CLASS REDEFINED

Riverside Way, Moorside Road, Winchester, SO23 7RX  
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