

Welcome

A GUIDE TO YOUR NEW HOME

**THE MEADOWS
UNIVERSITY QUAYS
THE COPSE**

Derwent FM working on behalf of Uliving in partnership
with the University of Essex



University of Essex

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WELCOME

A warm welcome to you and thank you for choosing Essex. We hope that you will enjoy your stay with us.

About us

DerwentFM operate the Quays, Meadows and Copse on behalf of uliving and in partnership with the University, in accordance with the ANUK code and the University's Tenancy agreement.

This pack provides information and useful contact details to help you settle in and make the most of your surroundings.

Our staff are trained professionals who offer assistance and advice with accommodation related issues. We are always willing to provide support, especially to those who are living away from home for the first time.

Keep this guide in a safe place and refer to it when you need it.

An electronic version of this document is:

- ▶ essex.ac.uk/student/accommodation/your-accommodation-welcome-pack

Quality standards

Your accommodation is covered by the Accreditation Network UK (ANUK) code of practice for the management of student housing.

Building Safety Act – Engaging with our Residents

If you are resident in Cole Building at the Meadows or The Oaks and The Poplars Building at the Copse, your building falls into the High Risk Category under the Building Safety Act, due to the height of the buildings.

What does this mean to you?

Living in a tall building does not mean you are at any greater risk of a fire breaking out, but it does mean that you need to be more aware of the procedures you should follow in the event of a fire and make sure you are as attentive as possible to the fire safety advice you are given by your Building Management team and the University. This is to ensure the buildings can be evacuated as safely and quickly as possible should a fire occur.

What are your responsibilities?

All students, regardless of which building you live in, are expected to take part in any prearranged fire evacuations, as well as evacuating if the alarm sounds unexpectedly. This will ensure that you understand the quickest and safest route to evacuate the building should an emergency occur.

Familiarise yourself with where the fire blanket is in your kitchen and ensure that fire doors are kept closed.

Sound the alarm if you see a fire.

Maintain good housekeeping – minimise clutter and ensure that walkways and fire exits are kept clear.

Report issues when you see them.

What are our responsibilities?

To maintain a safe environment and ensure you are kept informed about the building you live in.

The following website details how we will do that; derwentstudents.com/building-safety-act

If you would like further information or need to report and issue or concern about your building please contact reception.

The ANUK code sets out the specific standards of good management practice of student housing for its members

The code protects your rights to:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

Further information is available at essex.ac.uk/life/accommodation and the full code can be found on the ANUK website

- ▶ nationalcode.org

WELCOME



Terms and Conditions of Residence

With your letter of allocation you will have received a copy of the Terms and Conditions of Residence and Code of Student Conduct. The Terms and Conditions document gives full details of the contractual obligations between the University and yourself in relation to your accommodation agreement.

Both documents are available from

► essex.ac.uk/life/accommodation/apply

Management Structure of the University

Detailed information of the management structure of the University is available at

► essex.ac.uk/governance-and-strategy

Where are we?

Reception for The Meadows and The Copse is located on the ground floor of The Poplars building at The Copse.

Reception for the Quays is located in Mathews Quay House 1.

Contact us

The Copse Reception

The Poplars
Capon Road
Colchester
Essex
CO4 3ZT

T 01206 984523

E mqessexhelpdesk@derwentfm.com

T 07460373172 (Security Team – available 24/7)

Reception Opening times

Monday – Friday 9am – 5pm

Parcel collection

Monday – Friday 9am – 4.30pm

Quays Reception

Matthews Quay House 1
University Quays
Lightship Way
Colchester
Essex
CO2 8GY

T 01206 890536

E mqessexhelpdesk@derwentfm.com

T 07460373172 (Security Team – available 24/7)

We are open: Monday – Friday 9am – 5pm

Parcel collection: Monday – Friday 9am – 4.30pm

For all other enquiries regarding accommodation, official documentation, funding, International student advice, payment of rent or fees and advice about wellbeing and disability services head to the Student Services Hub on the 1st floor of the Silberrad Student Centre next to the Library on Square 5.

Student Services Hub is open Monday to Friday from 9.15am to 5.00pm (term time) and 10.00am to 4.00pm (out of term time).

To dial any University phone number from your **VOIP** on your computer **dial 224** then the last four digits of the number, eg. 224 4000. To call from a landline outside the University or from a mobile phone you will need to dial the full number, including the area code (eg. 01206 874000).

Student Services Hub

Silberrad Student Centre
University of Essex
Wivenhoe Park
Colchester
Essex
CO4 3SQ

T 01206 874000

VOIP 224 4000

Live Chat

► essex.ac.uk/student/advice-and-support

E mqessexhelpdesk@derwentfm.com

► essex.ac.uk/life/colchester-campus/accommodation

f /EssexAccommodation

@accommodationess

Useful contact details:

Students' Union

T 01206 863211

E su@essex.ac.uk

Information Centre

T 01206 872125

VOIP 224 2125

Emergency support

T 07460 373172

VOIP 224 3866

Glide

T 0333 123 0115

E studentsupport@glide.co.uk

[Download the Glide Support app.](#)

SU Homes – for local private sector accommodation

T 01206 878978

VOIP 224 8978

E sulets@essex.ac.uk

Computer Services Helpdesk

T 01206 872345

VOIP 224 2345

E it.helpdesk@essex.ac.uk

Howden Insurance Claims

T 0800 923 4200

[Download the Howden for Students app](#)



YOUR ACCOMMODATION

Keys

When you arrive, you will receive a key and a fob/card (The Copse is fob/card only) which will give you entry into your flat and your room. On the kitchen notice board you will find Post box keys for your flat mailbox.

Lost key/key fob/post box key

Look after your key. If you lose it you will have to pay a £23 fee for a replacement.

If you lose your key fob/card there will be a £5 charge for a replacement and if you lose your post box key, there will be a £5 charge for a replacement.

If you lose any of your keys or your fob, take your student registration card to reception to get a new one. Outside office hours contact security at reception.

When you receive your replacement keycard and fob, you will be invoiced which must be paid within seven days, you can pay at the Student Services Hub.

If you find your key or fob and return it to us within a 3 month period, we will refund the fee.

Locked out

Don't worry. Contact reception, or security on 07460 373172 outside office hours, and they will arrange for you to be let back in.

Move out

When it is time to leave at the end of your contract, you are required to move out by 10am on the last day of your contract. Take a look at our moving out pages for further information in guidance on what to do, and how to donate unwanted items essex.ac.uk/student/accommodation/moving-out. Your room, your kitchen items and food should be completely cleared and items either donated or disposed of in the bins outside.

TIP:

If you install VOIP for your computer you will need a microphone. If you don't have one you can buy a headset from Essex Essentials, or the University Computer Services Helpdesk.

We strongly recommend that you install VOIP on your computer. This will enable you to dial emergency numbers quickly. You will also be able to dial any University department free of charge, by simply dialling 224 before the four digit extension number (this is the last four digits of the telephone number).

When moving out – if Reception is closed please use the drop box located outside The Copse reception, The Meadows reception or outside the University Quays Security Office.

Going away?

To make sure we comply with health and safety regulations we need to know if you are going to be away from your room for more than seven days. So, if you are going home for a break at anytime do let us know by completing our online form essex.ac.uk/student/accommodation/going-away

Internet access

Enhanced 1000mg (minimum) Internet access and Wi-Fi is provided free of charge in all of our rooms. Switch on your computer, connect to Glide and follow the on-screen instructions to register.

Glide offers a range of services; file backup, web security, music and gaming as well as freewire phone using VOIP (Voice Over Internet Protocol).

Some of these services are free of charge and some can be purchased through the Glide portal. More information can be found at my.glidestudent.co.uk/account/login

If you have any difficulties accessing the network once you are registered, please follow the fault-finding flow chart on the following page.

YOUR ACCOMMODATION

If, after having done so you still cannot access the network, contact:

Glide



T 0333 123 0115

E studentsupport@glide.co.uk

📱 @StudentComHelp

Glide are open 24 hours a day, 7 days a week, 365 days a year.

Recycling and rubbish

We are committed to reducing the impact of our carbon emissions on the environment, and take every opportunity to reduce waste and use resources wisely.

Our caretakers will check kitchens daily, Monday to Friday. There is no rubbish removal at weekends or Bank Holidays.

Please ensure when disposing of fat (oil, lard, fat from meat), that you do not pour down either the sink or toilet. The reason for this is that the fat builds up within the pipes and can cause the pipes to burst once blocked. Please securely bag up the fat and dispose of in your rubbish. Please note that there maybe a charge if we are required to unblock your kitchen sink.

Clothing banks are available at all sites.

New legislation requires that all waste be segregated. We provide recycling bins in each kitchen for mixed recycling, glass, food waste and general waste.

Please do not put recyclable items in with the general rubbish.

Waste reduction

Not producing waste in the first place is a great way to reduce your environmental impact. Wasting food is expensive and bad for the environment.

Pest control

Pest infestations occasionally happen and should be reported to reception mquessexhelpdesk@derwentfm.com as soon as possible. The contractor will respond as soon as possible. Non urgent infestations will be responded to within 72 hours.

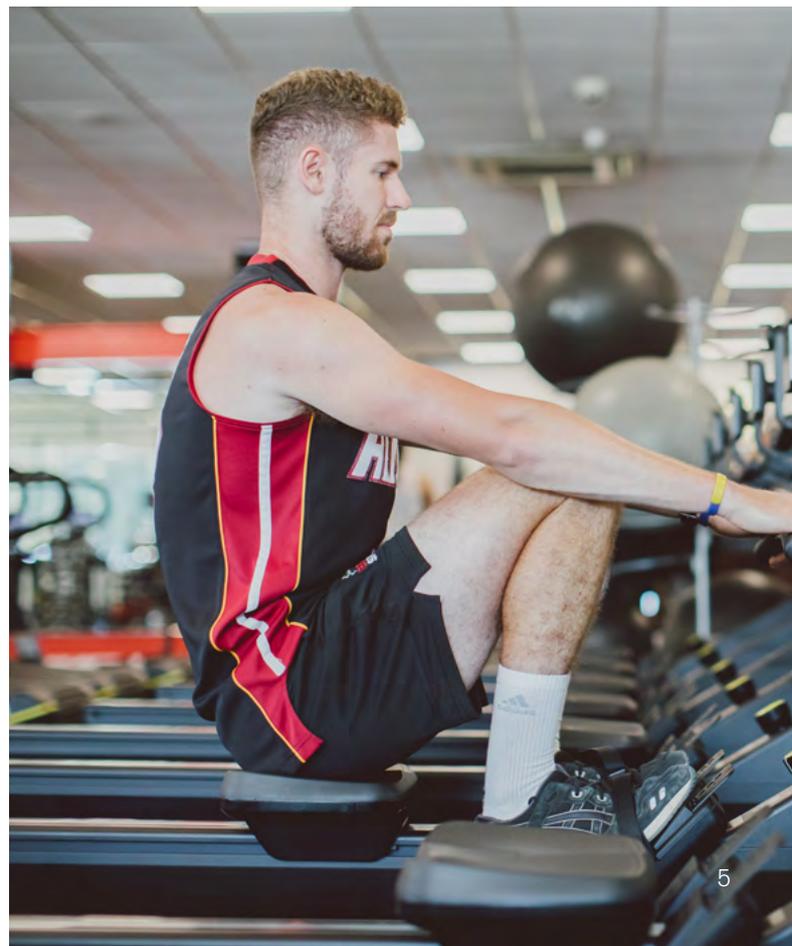
Gym Membership

All students living in the University's Colchester Campus accommodation will receive an Essex Sport Silver membership.

Silver membership gives you off-peak access to Essex Sport Gym and fitness classes, as well as anytime access to sports facilities, such as badminton and basketball courts and the climbing wall.

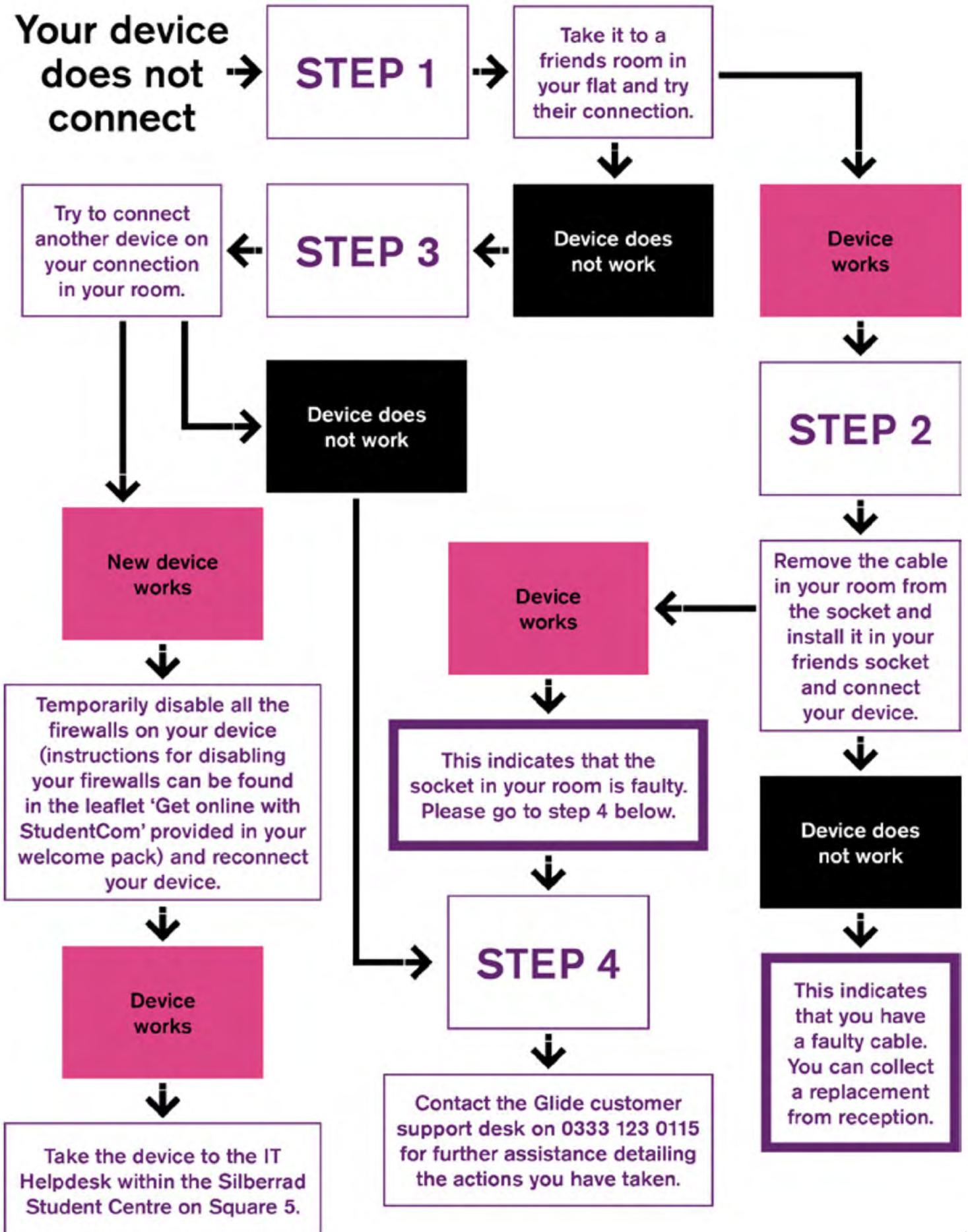
You will need to activate your membership before you can use it. Essex Sport will send you an email with instructions on how to do this. Alternatively, you can activate it at the Sports Centre upon your arrival in the Autumn Term.

More information can be found here: essex.ac.uk/sport/membership/student-membership



GLIDE INTERNET IN YOUR ROOM

WHAT TO DO IF YOU HAVE A PROBLEM CONNECTING.



YOUR ACCOMMODATION

Cleaning and maintenance

We provide a cleaning service during term time to the communal areas of all our single accommodation.

Our housekeepers clean surfaces and cooking facilities, such as cookers and microwaves, but they do not clean or wash up personal items including cutlery and cooking pans. Please help by clearing the sinks and worktops on your kitchen cleaning day.

You are expected to keep your room and en suite bathroom clean and tidy, as well as the communal areas of your flat. This is especially important when living with other people.

Ice, snow and leaf clearing

Information regarding the removal of ice, snow and leaves during the winter season is available at essex.ac.uk/student/accommodation/safety-and-security

Room inspections

We inspect all bedrooms twice yearly. This helps us ensure that the accommodation is being kept in accordance with our terms and conditions, and that the health and safety of all students and staff is maintained.

You will be notified of the date of these inspections via your Essex email address.

Reporting a repair

Please report any repairs as soon as they occur.

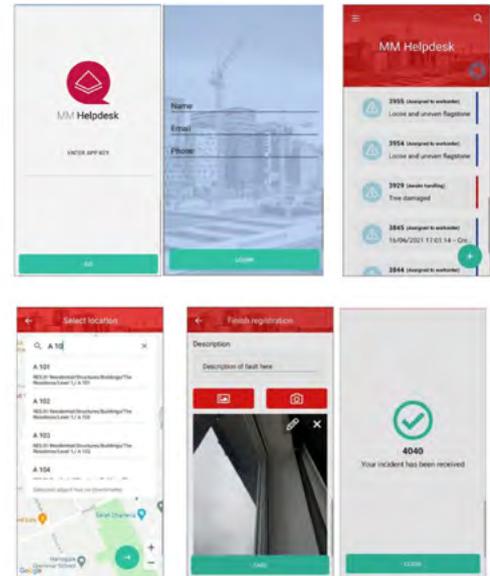
E mquessexhelpdesk@derwentfm.com
or by using the App.

To find the App - search "MM helpdesk" on the appropriate store. The initial screen requests an App key

UOE203 Quays

UOE202 Meadows

UOE204 Copse



Urgent faults or repairs should be reported on the telephone number below.

University Quays, The Copse and The Meadows

T 07460 373172

E mquessexhelpdesk@derwentfm.com

Serious faults requiring urgent attention out of office hours should be reported to Security.

T 07460 373172

The Pavilion at The Meadows

The Pavilion is a common room for use by students who live at the Quays, The Meadows and The Copse – open 24 hours a day. It can be used for social gatherings but please note that consumption of alcohol is not permitted.



YOUR ACCOMMODATION

Post

Mail will be delivered daily from Monday to Friday to your post box. There is no delivery at weekends, on public holidays or between Christmas and the New Year.

Large items and those requiring a signature should be collected from The Copse post room at reception or the Quays reception. When you leave your University accommodation after your contract with us has finished, please ensure that you redirect your mail for any post/parcels that may arrive after your departure. Please note that parcel collection will not be available at weekends and Bank Holidays.

You will receive an email from reception when a parcel has been received for you. The post room cannot forward post to addresses outside the UK.

If you choose to stay with us during the summer vacation, the post room will continue to deliver your post to you.

Utilities

Heating, hot water and electricity are included in your rental charge; but please consider the environment and try and minimise use. As well as keeping the University's carbon footprint low it helps the University lower fuel bills, which keeps rents low.

Heating runs continuously throughout the winter season for your comfort. The temperature in most rooms can be controlled by the thermostat on the heater. The heating is normally turned on when temperatures start to fall at the end of September. We then turn the heating off, towards the middle to end of June, when temperatures start to rise again.

Returning accommodation applications

Returning accommodation applications open in November, so don't forget to head to our website essex.ac.uk/life/accommodation/apply/returning-students, to check out your options and any special offers for the 2026-27 academic year in campus accommodation.

TIP:

TIP: Help save energy – remember to turn off lights in empty rooms. Don't leave electrical equipment on standby, this uses a lot of electricity.

The University Sustainability team runs the #LittleChoicesBigChanges campaign, with competitions for saving energy and recycling. The greenest flats on campus will win prizes. Visit facebook.com/UoESustainability for more information.

Paying your rent

Information on how much your rent is and when it has to be paid by can be found on your letter of allocation which would have been emailed to you before you arrived. Please make sure you are aware of when your rent is due and pay it in good time.

Further information can also be found online at essex.ac.uk/life/accommodation/payments

Insurance

Your personal possessions that you keep in your room are covered by Howden for Students Insurance. This does not cover items such as your laptop and your phone when you use them outside your room. You should check that the cover provided meets your needs and you can purchase additional cover if you feel you need it.

Please note that insurance cover for bikes is not currently provided by Howden for Students Insurance.

How to make a claim

- ▶ howdeninsurance.co.uk/personal/student/student-content-insurance

T 01993 894 700

To review your cover visit

- ▶ howdeninsurance.co.uk/personal/student/student-content-insurance

[Download the Howden for Students app](#)



LIVING ON CAMPUS

What to bring

You will need to bring or purchase bedding when you arrive, your personal belongings, homely items, such as a rug, photos etc and ideally a mattress protector, to avoid possible damage charges if any damage is caused to the mattress during your stay.

You will also need to bring cups, plates, bowls, cutlery, and cooking items. All kitchen white goods and bedroom furniture are provided.

Try to pack lightly, leaving any valuables at home.

Guests

You can start having a guest to stay, two weeks after your contract has started for occasional stays of up to seven nights duration. Due to Health and Safety reasons, you are required to let the us know on each occasion, so please complete the form on the Communal Living page, under Having a guest to stay here essex.ac.uk/student/accommodation/communal-living, with their details and length of stay.

Children under 16 are not permitted to stay overnight in our accommodation.

Should your request be at short notice, please also let your area accommodation office know, as the Student Services Hub may not have had enough time to inform them about your guest.

If you live in a designated single gender flat, you are not permitted to have guests of the opposite gender visit or stay overnight.

Please remember, that you are responsible for the behaviour of your guests.

Circuit laundry app

Circuit Go is a new payment system and app, plus there is a payment terminal now in each of the launderettes, meaning you don't need a laundry card or app to pay if you don't want to. You'll be able to pay via the app, debit/credit card, Apple/Google Pay, and via smartwatches.

The new app (download Circuit Go from your app store) has new features, including the option to reserve a machine for 10 minutes, so you know it will be available when you get there! There is also viewing availability, getting notifications, and easier way of getting refunds.

For further information on how to use the Laundry please go to this link circuit.co.uk/i-want-to-do-my-laundry/laundry-help

Laundrettes

Laundrettes are located in The Pavilion at The Meadows, Hawkins 1 at University Quays and in The Oaks at The Copse.

The laundrettes are operated by Circuit Go. To ensure a consistent level of service, it is very important that you report faults directly to Circuit on:

T01422 820026 or visit

► circuit.co.uk/contact-us/report-a-fault

The University with DerwentFM will not accept responsibility for any items left in the laundrette, please ensure you do not leave your belongings unattended.

The site reference numbers you need to quote when contacting Circuit Go are:

The Meadows ref 402474

The Copse ref 403426

University Quays ref 401244

LIVING ON CAMPUS

Food and drink

You won't go hungry at Essex – If you don't want to cook for yourself we offer a wide choice of cafés, restaurants and bars to suit all tastes and budgets. You can grab a coffee from the shop located at The Pavilion at The Meadows. From tasty 'grab and go' snacks to traditional, home-cooked cuisine, we aim to cater for all.

► essex.ac.uk/information/food-and-drink

Sport

The University has excellent sports facilities with a fitness studio and the Evolve Gym, as well as a range of outdoor facilities. There is something for everyone. Further details can be found at:

► essex.ac.uk/sport

Car parking and bike storage

There is no provision for students living in University accommodation (other than disabled students or new students living in The Copse) to register a car to park on campus.

You may park a motorcycle on campus. Your vehicle must be registered with the University estates department, but you will not need to pay any parking charges. Parking for motorcycle is available under podia or in the North Campus car park.

Bike storage is available at The Copse, The Meadows and the Quays. Please be aware that you park your bike at your own risk so always remember to lock it before you leave. We recommend that you take out appropriate insurance cover for your bike. You must not keep your bike inside the building, so not in your flat, room or any of the corridors.



SAFETY AND SECURITY

Fire

Please make sure you are familiar with our fire safety procedures which can be found online at essex.ac.uk/student/accommodation/safety-and-security. Fire safety information is available in your room and the kitchens of all flats.

If you discover a fire:

SHOUT OUT

Raise the alarm. Alert other people and activate the fire alarm by breaking the glass alarm panel near the exit to the building.

GET OUT

Follow the fire exit signs and leave the building. Go to the designated assembly points at the front of the building away from the door. Do not go back to collect personal belongings.

STAY OUT

Do not re-enter the building until a member of staff or the Fire Service inform you it is safe to do so.

Watch our Fire Safety video for tips on how to stay safe.

► vimeo.com/145121411

Fire Alarms

Interlinked smoke and heat detectors are fitted throughout the accommodation.

Cooking or showering with the door open or using aerosols near the detectors may cause the alarms to be activated.

Fire alarm testing

Fire alarms are tested each week on Wednesdays between the hours of 1.30pm and 3.30pm

Fire drill

Legislation requires that Fire drills are carried out during the year – please note that these will be without advance warning. When you hear the alarm activate please leave the accommodation immediately and go to the designated meeting points which are signposted in the various areas.

Fire doors

For your safety, doors in the residences are fitted with self closing mechanisms. They are designed to prevent the spread of smoke and fire and must not be wedged open.

Cooking

All flat kitchens are fully equipped so you can prepare and cook meals.

You must not cook food in your bedrooms. This is a serious fire risk; food should only be cooked in the kitchen.

Fire blankets

Fire blankets are available for you to use in an emergency. Please make yourself familiar with how to use one.

Candles

The use of lighted candles, incense sticks, aromatic oil heaters or any other device which has a naked flame, is prohibited in University owned or administered residential accommodation, except with the prior written permission of the Registrar & Secretary.

Candles and other prohibited devices will be removed from residential accommodation by university staff including where these are for display purposes only.

Halogen Lamps

Please note that halogen heaters and lamps are not permitted in accommodation.

Flammable materials

You are not permitted to store any kind of flammable material in your accommodation.

Disciplinary action may be taken for breaches of any of the above conditions.

TIP:

Keep yourself safe, don't wear headphones in bed as you may not hear the fire alarm if it goes off.

SAFETY AND SECURITY

E-scooters and e-bikes

E-scooters are not permitted on campus, which includes accommodation. E-Scooters and e-bikes should not be taken into your accommodation for charging or storage. Should an e-scooter or e-bike be found during our annual inspections, then it will be reported and may be confiscated. This is because the equipment can produce significant heat which could start a fire or cause injury.

Personal emergency evacuation plans (PEEPs)

If you think you might have difficulty exiting a building in an emergency, we can prepare a PEEP for you. This can also be done if you have temporary mobility difficulties such as broken limbs.

To request a PEEP contact:

Derwent security safeguard supervisor

T 07460 373172

E mquessexhelpdesk@derwentfm.com

First aid emergency, accident or illness contact security

If you require emergency assistance/medical assistance call:

07460 373172

There are trained first aiders in reception.

In the event of a serious accident or illness and needing an ambulance, or incident, such as a fire or bomb alert, please call reception and give your location.

In the event of a medical emergency please call the emergency services and then inform us so we can direct them to the exact site of the emergency without delay.

If you require medical assistance call:

07460 373172

Smoking

Smoking, including e-cigarettes is not permitted in any area of University provided accommodation. This means you must not smoke in your room or the communal areas or corridors of the accommodation. This includes e-cigarettes. Further information is available at essex.ac.uk/student/values/code-of-student-conduct

Smoking within the accommodation will result in disciplinary action and a charge will be applied to deep clean, replace the mattress and repaint the room. See page 16 for charges.

Electrical safety

If you are an overseas student, you must ensure that your electrical equipment is compatible with the UK mains power supply which is 220-240V, 50 Hz. If your equipment has a different rating it may not work properly and could be dangerous to use.

The plugs on your electrical equipment may require an international adapter so they fit a UK three pin mains socket. Adaptors must be fused and comply with UK and University safety standards.

Fused travel adaptors and other electrical appliances approved by the University are available to buy online from essex.ac.uk/online_shop/essexessentials/default.aspx

Guidance on electrical safety and pictures of the recommended travel adaptor are available on the webpage, essex.ac.uk/student/accommodation/safety-and-security

TIP:

Add the emergency number in this book into your mobile phone.

SAFETY AND SECURITY

Windows

To ensure the safety of everyone on campus, you must not throw any items out of the windows of the accommodation. This is an offense under the Code of Conduct and could result in disciplinary action; further details are available at essex.ac.uk/governance-and-strategy/governance/regulations

Stay safe

Our campus accommodation provides a safe and secure place to live, however you should take precautions to ensure that you keep yourself and your belongings as safe as possible.

TIP:

Always close your windows when you leave your room – especially if you live on the ground floor. This will deter opportunist thieves and prevent windows from closing sharply during windy conditions.

Don't hold building or flat doors open for other people if you do not know them.

Don't prop flat main entrance doors open.

Don't leave belongings unattended within your communal areas.



HEALTH AND WELFARE

Health services

You are required to register with a local doctor for the duration of your studies at the Essex and you can do this online at rowhedgesurgery.co.uk for our own Health Centre, located on the north side of campus, behind Raleigh Tower. Here they offer a full range of NHS services including GP appointments, a nurse and specialist clinics for asthma, diabetes, sexual health and contraception.

T 01206 794484

Prescriptions

The Health Centre is unable to dispense prescriptions, however, the Students' Union (SU) offer a prescription service.

If you drop off your prescription at the SU reception by midday, it will be ready for you to collect by 3pm the following day.

For more information on healthcare for students, visit the website

► <https://www.essex.ac.uk/student/healthcare>

Consent and keeping yourself safe

Sexual consent is when someone willingly agrees to sexual activity with another person(s) and they are free and able to make their own decision. Sex without consent is rape or sexual assault so understanding what consent means really matters. Consent needs to be enthusiastic, freely given, and can be withdrawn at any point during a sexual encounter. If you are still unsure about consent and how it works then watch this short video clip [youtube.com/watch?v=oQbei5JGiT8](https://www.youtube.com/watch?v=oQbei5JGiT8) or check out pauseplaystop.org.uk

Students' Union Advice

SU Advice essexstudent.com/advice can give you free, confidential advice about any issues you may be having. They can be found on Square 3.

E suadvice@essex.ac.uk

Report and Support

Your safety is paramount. You can use this online tool to report incidences of physical assault, sexual harassment, hate crimes, online harassment, stalking, bullying or discrimination. For more information reportandsupport.essex.ac.uk

Student Services Hub

Our Student Services Hub offers confidential advice and information on many welfare issues to assist you through your time here at Essex. These include adjusting to University life, financial concerns and immigration issues or if you just need to talk. They provide support to disabled students including advice and assistance regarding any adaptations you may require in your room (further details are available at essex.ac.uk/student/advice-and-support). They also provide support to students with specific learning difficulties, mental health difficulties or long term medical conditions, as well as offering a counselling service.

Student Services Hub

Silberrad Student Centre

T 01206 87 4000

VOIP 224 4000

E askthehub@essex.ac.uk

► **Live Chat** <https://v4in1-ti.click4assistance.co.uk/DefaultChat.aspx>

Harassment advisers

The Harassment Advisory Network (HAN) is part of our commitment to promoting equality and diversity. The HAN is made up of a team of appointed and trained Harassment Advisers who offer a confidential 'signposting' service for students, staff and visitors who may be experiencing some form of harassment or bullying.

T 01206 874334

VOIP 224 4334

Text 07948187107

E harass@essex.ac.uk

ROOM INVENTORIES

Welcome to Essex!

We want you to have a wonderful stay here at Essex and to enjoy living in your new home. We have provided all the necessary furnishings in your room to make your stay comfortable and to help with your studies.

To ensure all the furnishings remain in good condition we have a rolling programme of refurbishments and we check your room to ensure everything is in order prior to you moving in. We will also perform room inspections during the year to review the condition of the furniture in your room.

Reporting Repairs

- Check your room when you arrive and report anything that needs repairing
- Report any repairs that are needed during your stay

If repairs occur which are due to wear and tear we will repair or replace the item.

If you report a repair that is not due to wear and tear you may be charged for the repair or replacement of the item.

You may be charged for any repairs noted by staff that you have not reported.

Please note that an administration fee of £20.00 will also be applied for an individual/£5 per person for a repair/replacement in a communal area.

Our contact details

Please call, email or visit your local accommodation office if you have any repairs to report. Contact us at mqessexhelpdesk@derwentfm.com

Smoking in accommodation

1st occasion – charge for deep clean – room £95/ kitchen £150

2nd occasion – mattress replacement – up to £150

3rd occasion – repaint room £480/kitchen – price on request

Cleaning costs

Deep clean of soft furnishings – £25

Excessive rubbish removal (more than 2 bags) – £10 per bag

Excessive cleaning - £75.00

ROOM INVENTORIES

Furniture Costs

Furniture in your room varies depending on the area you are living. Listed below are all the types of furniture that we provide and the cost of how much it would be to replace each item (including VAT). For any other items that are not listed, prices will be provided as applicable.

Remember, you may not have all of these items in your room.

Bed – up to £320

Mattress – up to £175

Bedside Cabinet – up to £154

Easy Chair – up to £240

Built in headboard – price on request

Wardrobe – price on request

Desk – up to £450

Desk Chair – up to £175

Re-Paint walls – up to £480

Dining Chair – up to £100

Shelving Unit – up to £200

Carpet/carpet tiles – price on request

Bathroom Cupboard with Mirror Door – up to £75

Curtains/blinds – up to £320

Mirror – up to £120

Noticeboard – up to £100

Dining Table – up to £275

Sofa – up to £800

Shower curtain – £14.00

Bin – up to £10

Microwave – up to £90

Hob – up to £400

Oven – up to £200

Fridge/freezer – up to £500

Under counter fridge freezer – price on request

kitchen noticeboard – price on request

Hoover – £170

POSTAL ADDRESSES

To ensure that your post reaches you, please be sure to use the correct postal address:

The Meadows

Name and number followed by Flat/Room
(eg. Tansley 1.3/E)
University of Essex

Annan Road
Colchester
Postcode:

Tansley – CO4 3ZH
Godwin – CO4 3ZG
Arber – CO4 3ZJ
Cole – CO4 3ZF
Conway – CO4 3ZE

The Copse

Name followed by Flat/Room
(eg. The Oaks 1.1H)
University of Essex

The Copse
Capon Road
Colchester
Postcode:

The Oaks CO4 3ZS
The Poplars CO4 3ZT

University Quays followed by House/Flat/Room
(eg. Matthews Quay 2.1/A)
Lightship Way
Colchester CO2 8GY



MAKING A COMPLAINT

We aim to provide students with accommodation which is clean, well maintained and allocated as set out in our Allocation Policy.

We aim to provide you with an excellent service at all times, so we need you to tell us if we have made a mistake. This procedure explains how you can do this, and how we will deal with your complaint.

If you have any concerns about the service you have received from us, you should raise them with a member of staff at your earliest opportunity. We will always try to resolve your complaint quickly and informally.

Stage 1 – make a formal complaint

If you do not believe your complaint has been dealt with correctly, you can ask the relevant manager to look into your complaint formally. You can make a complaint in a number of ways:

- face-to-face
- by email: mgessexhelpdesk@derwentfm.com
- by letter
- Services and Administration online form

Find out further information about making a complaint at essex.ac.uk/student/accommodation/accommodation-complaints

We will investigate your complaint and send you an email response within 10 working days. Sometimes we will need another department to provide us with information to investigate your complaint fully. If this is the case, we will let you know if your complaint will take longer than 10 working days to respond to. Further details about how to make a complaint can be found at essex.ac.uk/student/accommodation/accommodation-complaints

Complaints about a member of staff

If your complaint is about a member of staff, you can ask to speak to their manager directly. If you make a complaint about a member of staff you must be prepared to make a formal statement and to attend any disciplinary hearing that might result.

Complaints about another student

If your complaint is about another student either in your flat, building or other accommodation block, then please do try to resolve the issue yourself by speaking to the person/people involved. If you refer to our Communal Living page essex.ac.uk/student/accommodation/communal-living, there are useful tips and guidance on how to approach the subject, as well as a template flat agreement that can be used, to get agreement from all flat mates on expected behaviours, for things such as noise, guests, and cleanliness.

If the behaviour is of a threatening nature, you feel unsafe, or is out of hours then contact Security.

Further information can be found on the Communal Living page, including how to request additional help, should your attempts to resolve the matter fail.

essex.ac.uk/accommodation

essex.ac.uk/student/accommodation