

# A GUIDE TO YOUR NEW HOME

## THE PASTURES

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Equans – Sustainable FM working on behalf of Uliving  
in partnership with the University of Essex

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# WELCOME

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

## About us

Equans – Sustainable FM operate The Pastures on behalf of Uliving and in partnership with the University 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](https://essex.ac.uk/student/accommodation/your-accommodation-welcome-pack)

## Returning accommodation

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

## 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.

A copy of the Terms and Conditions are available here

- ▶ [essex.ac.uk/life/accommodation/terms-and-policies](https://essex.ac.uk/life/accommodation/terms-and-policies)

And here

- ▶ [essex.ac.uk/student/values/code-of-student-conduct](https://essex.ac.uk/student/values/code-of-student-conduct)

## Management Structure of the University

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

- ▶ [essex.ac.uk/governance-and-strategy](https://essex.ac.uk/governance-and-strategy)

## Where are we?

Reception for The Pastures is located on the ground floor of The Saltmarsh building.

## Quality Standards

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

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

# WELCOME

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## Contact us

### The Pastures Reception

The Pastures  
Capon Road  
Colchester  
Essex  
CO4 3ZU

**T** 01206 636060

**E** [uoehelpdesk.uk@equans.com](mailto:uoehelpdesk.uk@equans.com)

**T** 07779 872201 (Security Team – available 24/7)

### Reception Opening times

Monday – Friday 8am – 6pm

### Parcel collection

Monday – Friday 10am – 5pm

Parcel deliveries are only accepted during reception opening times.

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 5pm during term time (10am to 4pm 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](https://essex.ac.uk/student/advice-and-support)

▶ [essex.ac.uk/student](https://essex.ac.uk/student)

**f** [/EssexAccommodation](https://www.facebook.com/EssexAccommodation)

**@** [@accommodationessex](https://www.instagram.com/accommodationessex)

## Useful contact details:

### Students' Union

T 01206 863211

E [su@essex.ac.uk](mailto:su@essex.ac.uk)

### Safety and Security Centre

T 01206 872125

VOIP 224 2125

### Emergency support

T 07385 935610

### ASK4

T 0114 303 3232

E [support@ask4.com](mailto:support@ask4.com)

Live Chat

▶ [support.ask4.com](https://support.ask4.com)

📱 [@ask4support](https://twitter.com/ask4support)

**SU Homes** – for local private sector accommodation

T 01206 878978

VOIP 224 8978

E [sulets@essex.ac.uk](mailto:sulets@essex.ac.uk)

### Computer Services Helpdesk

T 01206 872345

VOIP 224 2345

E [it.helpdesk@essex.ac.uk](mailto: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 fob which will give you entry into your flat and your room. The key for your post box will be held in the mail room at reception, please bring your student card with you to sign this out.

## Lost key/post box key

Look after your key. If you lose it you will have to pay a £5 fee for a replacement.

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

When you receive your replacement 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.

## Locks

If your lock is showing an amber light, this means that the battery in the unit is running low. Please email [uoe.helpdesk.uk@equans.com](mailto:uoe.helpdesk.uk@equans.com) and one of the team will come to replace it.

## Locked out

Don't worry. Contact reception, or security on **07779 872201** 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 (you will be given blue bags for donations in last term) [essex.ac.uk/student/accommodation/moving-out](https://essex.ac.uk/student/accommodation/moving-out)

When moving out – please hand your key to reception, which is open 24 hours a day.

## 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).

## 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 emailing us at [uoe.helpdesk.uk@equans.com](mailto:uoe.helpdesk.uk@equans.com)

Alternatively, there are QR codes in each communal kitchen to report 7 days a week.

## Internet access

You'll have access to up to 1Gb/s broadband internet speeds at your accommodation. Your internet services are provided by ASK4 at no extra charge, who will replace Glide Student. You will be able to use a wired connection for your devices using the cable provided.

ASK4 also provide, at no extra cost, a superfast Wi-Fi service with a seamless coverage across your accommodation. Additionally, you will be able to link all your devices together to create your own private and secure network. As ASK4 provide a fully-managed internet service, you won't have to worry about buying your own equipment. If you already have your own wireless router, we encourage you to make use of the ones provided instead, to ensure the best service and to avoid causing any problems and interference with your neighbours' connection.

When you arrive at your accommodation, simply connect to the ASK4 wireless network and create your account within a few steps.

# YOUR ACCOMMODATION

## ASK4

T 0114 303 3232

E [support@ask4.com](mailto:support@ask4.com)

Live Chat

▶ [support.ask4.com](https://support.ask4.com)

📱 @ask4support

ASK4 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. There are bin stores adjacent to the cycle stores, close to all blocks.

Your Kitchen bins will be emptied once per week, in the meantime, should bins become full, you are expected to take your own rubbish to the bin stores and place in the bins including recycling. 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 in the external bins. Please note that there maybe a charge if we are required to unblock your kitchen sink.

Clothing banks are available at all sites at various times of the year.

We provide recycling bins in each kitchen for food, mixed recycling including cans, plastic, glass, paper and cardboard.

Please do not put recyclable items in with the general rubbish as this effects our recycling capabilities.

## 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 [uoehelpdesk.uk@equans.com](mailto:uoehelpdesk.uk@equans.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.

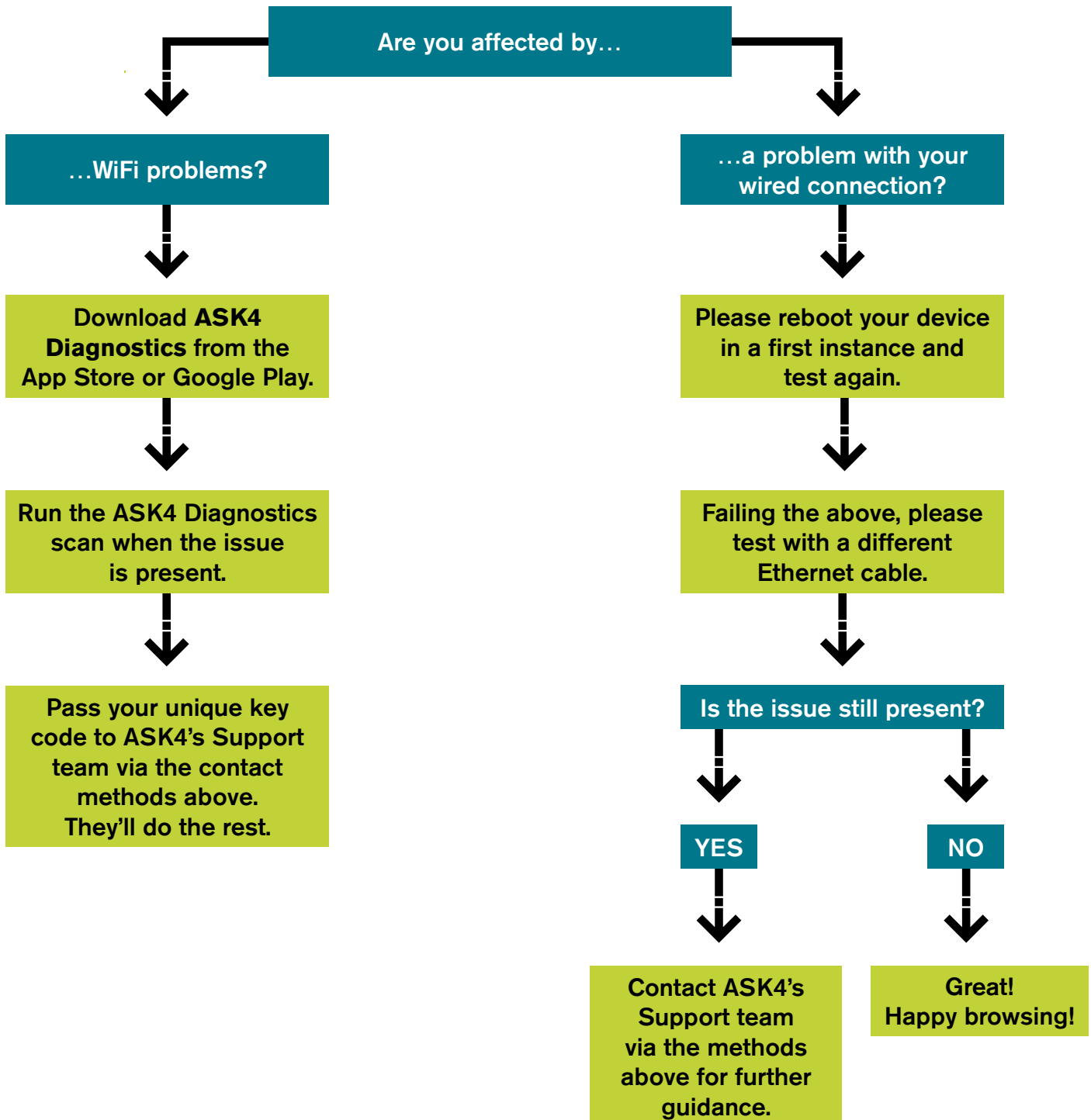
More information can be found here: [essex.ac.uk/sport/membership/student-membership](https://essex.ac.uk/sport/membership/student-membership)



# ASK4 INTERNET IN YOUR ROOM

## WHAT TO DO IF YOU HAVE A PROBLEM CONNECTING.

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# YOUR ACCOMMODATION

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## 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.

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

You must clean out your shower trap regularly to prevent your shower tray from overflowing as the trap becomes clogged with hair. No wipes or sanitary products should be disposed of in the toilet.

Our domestic team will check kitchens weekly but please make sure that you are keeping on top of day to day cleaning. A cleaning rota will be on your kitchen notice board so you will know when a cleaner will be visiting your flat. Make sure to keep surfaces clear so that our domestic team can clean your kitchens effectively.

## Ice, snow and leaf clearing

Information regarding the removal of ice, snow and leaves during the winter season is available from reception. We will grit all pedestrian access leading to the residences in case of ice or snow. Snow will be cleared from the pedestrian vehicle access routes following heavy snowfall.

## Room inspections

We inspect all bedrooms periodically. 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

You can report problems and anything that needs repairing by visiting, calling or emailing reception.

### The Pastures

**T** 01206 636060

**E** [uoe.helpdesk.uk@equans.com](mailto:uoe.helpdesk.uk@equans.com)

This phone number will initially contact Reception which will be manned 24/7 either by our reception staff during the day or security staff outside of office hours. If they cannot answer your call, it will automatically be forwarded to the helpdesk who will escalate any urgent issues to make sure that these are resolved as soon as possible.

## De-Scaling Notice

During your stay here at The Pastures an engineer from our team will be coming to your room once every 3 months to change your shower head and hose. The engineer will always knock and if there is no answer then the engineer will enter the room to complete the relevant task. You will be given at least 1 weeks' notice prior to the engineer arriving to carry out shower head works. Please don't hesitate to visit us at our helpdesk if you have any queries, Thank you.

Please see a schedule of which rooms are due for a shower head/hose change on the notice board in Reception.

# 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 Saltmarsh post room near reception. When you leave your University accommodation after your contract with us has finished, be sure to give your forwarding address (if in the UK) to the post room so they can redirect your post to you. Please note that parcel collection will only be available between 10am – 5pm Monday to Friday.

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 would like to send anything then you can check the Royal Mail website for details of the nearest Post Office to campus [royalmail.com](http://royalmail.com)

## 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.

There are electric heaters located in your rooms and kitchens, these can be controlled independently as required. Do not hang anything over your heaters or use them to dry clothes as this can cause a fire.

To operate the heater, there is a thermostat located in the room where you can adjust the temperature.



Check out the QR code for further information. The EcoStat is the heating control for all study bedrooms, the above video will show students how to use it effectively.

## 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 competitions for saving energy and recycling. Visit [facebook.com/UoESustainability](https://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](https://essex.ac.uk/life/accommodation/payments)

## Howden for Students

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. If you wish to take out additional cover this can be arranged with Howdens direct [howdeninsurance.co.uk/personal/student/student-contents-insurance](https://howdeninsurance.co.uk/personal/student/student-contents-insurance)

Please note that insurance cover for bikes is not currently provided by Howdens.

### Howden Insurance Claims

T 0800 923 4200

[Download the Howden for Students app](#)



# LIVING ON CAMPUS

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## 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](https://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.

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 laundrettes, 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](https://circuit.co.uk/i-want-to-do-my-laundry/laundry-help)

## Laundrettes

The laundrette is located on the ground floor of Briza House at The Pastures. The location reference for the laundrette at The Pastures is 480337.

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:

**T 01422 820026** or visit

► [circuit.co.uk/contact-us/report-a-fault](https://circuit.co.uk/contact-us/report-a-fault)

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

# LIVING ON CAMPUS

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## 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. From tasty 'grab and go' snacks to traditional, home-cooked cuisine, we aim to cater for all.

► [essex.ac.uk/information/food-and-drink](https://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](https://essex.ac.uk/sport)

## Car parking and bike storage

There is no provision for students (other than disabled students) living in University accommodation to register a car to park on campus. There are two disabled parking bays at The Pastures.

Further information about registering your vehicle is available at:

► [essex.ac.uk/student/travel-and-transport/parking-for-students](https://essex.ac.uk/student/travel-and-transport/parking-for-students)

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 Pastures. 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. For access to locked bike stores, please contact reception to have access added to your keyfob.



# 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](https://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 which is stated on your fire escape notice on the back of your bedroom 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](https://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. Briza, Leymus and Saltmarsh on a Tuesday and Foxtail and Woodrush on Thursday with a time slot of 11.30am.

## 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.

## TIP:

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

## Cooking

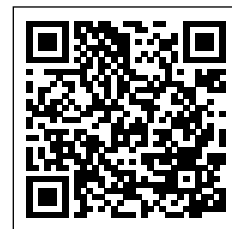
All flat kitchens are fully equipped so you can prepare and cook meals. We use induction hobs in The Pastures, so you will need magnetic pans, which are available from Essex Essentials [essex.ac.uk/online\\_shop/EssexEssentials](https://essex.ac.uk/online_shop/EssexEssentials)

Please do not leave your cooking unattended at any time. You must not cook food in your bedrooms. This is a serious fire risk; food should only be cooked in the kitchen. Deep fat frying is not permitted in the residences.

## Fire blankets

Fire blankets are available for you to use in an emergency. Please make yourself familiar with how to use one. They are located in each shared kitchen and in every studio.

Check out the QR code for further information about using the fire blanket. All student kitchens are fitted with a fire blanket for fire safety, the video above will show students how to use it effectively.



## 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.

# 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:

**University Fire Safety Officer**

**T** 01206 874847

**E** [fire@essex.ac.uk](mailto:fire@essex.ac.uk)

► [essex.ac.uk/student/fire-safety/peep](https://essex.ac.uk/student/fire-safety/peep)

## First aid emergency, accident or illness contact security

There are trained first aiders in reception.

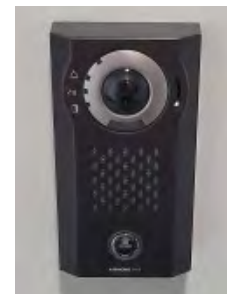
In the event of a serious accident or illness, please call reception and give your location.

In the event of a medical emergency or you require emergency assistance please call security on **07779 872201** and they will contact emergency services if necessary and direct them to the exact site of the emergency without delay.

If you require medical assistance call:  
**07779 872201**

## Emergency intercom

Emergency Intercom Systems with cameras are located in the residences (in the ground floor lobbies of each core/block) which will connect you to Security.



## 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. There are no smoking shelters at The Pastures. The bins have ashtrays incorporated into the unit which can be used, however, smoking is not encouraged at this site. Further information is available at [essex.ac.uk/student/values/code-of-student-conduct](https://essex.ac.uk/student/values/code-of-student-conduct)

Further information is available at [essex.ac.uk/governance-and-strategy/governance/regulations](https://essex.ac.uk/governance-and-strategy/governance/regulations)

Smoking within the accommodation will result in disciplinary action.

## 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](https://essex.ac.uk/online_shop/essexessentials)

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

Any equipment that presents an immediate risk will be taken to reception for safekeeping.

## 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](https://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.

## Door Screamers

There will be a door screamer at each interconnecting door between flats. As soon as the flap is lifted, the screamer will go off. This is to prevent the use of the interconnecting doors to keep you and your belongings safe. These will fail-safe in a fire.

## For the Emergencies such as floods

Emergency phones which are located on the ground floor of each core in each Block, these are to be used to report any emergencies such as a flood, first aid, intruder. There is also our help desk number **01206 636060** which is manned 24/7.



# HEALTH AND WELFARE

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## 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](http://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

► [essex.ac.uk/student/healthcare](http://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://youtube.com/watch?v=oQbei5JGiT8) or check out [pauseplaystop.org.uk](http://pauseplaystop.org.uk)

## Students' Union Advice

SU Advice [essexstudent.com/southend/advice](http://essexstudent.com/southend/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](mailto: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](http://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](http://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 874000**

**VOIP 224 4000**

**E** [askthehub@essex.ac.uk](mailto:askthehub@essex.ac.uk)

► [Live Chat](#)

## 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 07948 187107**

**E** [harass@essex.ac.uk](mailto:harass@essex.ac.uk)

# ROOM INVENTORIES

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## 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 at the end of your license period that you have not reported. Please note: LED strip lights are prohibited. Please do not put these on walls.

There is an administration fee as part of the damage charging process.

## Our contact details

Please call, email or visit your local accommodation office if you have any repairs to report. Please call, email or visit your local accommodation office if you have any repairs to report. Contact us at [uoe.helpdesk.uk@equans.com](mailto:uoe.helpdesk.uk@equans.com)

## Bed and Mattress Size

The bed size within the rooms at The Pastures is:  
**Width 1m 26cm x Length 1m 93cm and  
Depth is 23cm** (UK double bedding size will fit).

The mattress size is:

**Width 1m 26cm x Length 1m 93cm  
Depth is 23cm**

Studio rooms have a standard sized double bed.

# 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 and labour, WEEE costs, and admin (Equans).

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

### Bedrooms

- Bed – £160.00
- Mattress – £150.00
- Wardrobe – Up to £500.00
- Desk – up to £450
- Bookshelves – Up to £200
- Desk Chair – £110.00
- Mirror – £90.00
- Wastepaper Bin – £10.00
- Window Blind – £125.00
- Electric Heater – £150.00
- Headboard – Up to £200.00

### Kitchens

- Sink blockage – From £30.00
- Fridge/Freezer – Up to £500 (£300.00 for studios)
- Microwave (shared kitchen) – Up to £90.00
- Microwave/combi grill (studio) – Price upon request
- Hob – Up to £250.00 (£150.00 for studios)
- Oven – Up to £200.00
- Extract Hood – Price upon request
- Dining Table – Price upon request
- Dining Chair – £75.00
- Kettle – £35.00
- Fire Blanket – £35.00
- Vacuum Cleaner – £140.00
- Bin – Up to £40.00

### Lounge

- Sofa – Up to £600.00
- Coffee Table – Price upon request
- Noticeboard – £100.00
- Electric Heater – £150.00

### Bathrooms

- Toilet blockage – From £45.00
- Mirror – Price upon request
- Toilet Roll Holder – £40.00
- Shower screen & Door – Price upon request
- Wall Panels – Price upon request
- Toilet – Price upon request
- Basin – Price upon request
- Shower Head & Hose – Price upon request
- Shower Tray – Price upon request
- Toilet seat – £40.00

### Smoking charges

1st offence – Deep clean @ £100.00 (rooms), £115.00 (studios), £155.00 (kitchens).

2nd offence – Soft furnishing replacements.

3rd offence – Full repaint of area and carpet if necessary.

### Other

- Replacement Key Card – £10.00
- Replacement Mailbox Key – £5.00
- Wall Repair/Redecoration – From £65.00/wall repaint, £95.00 for repair
- Carpet tiles – Up to £10.00 per tile (less for orders over 5 tiles)
- Additional clean to room or kitchen – £7,500
- Excessive rubbish – £10.00
- Smoking only:
  - 1st occurrence deep clean £95.00-£150.00
  - 2nd occurrence new mattress £150.00
  - 3rd occurrence full decoration £480.00
- Sink blockage – £25.00
- Toilet blockage – £40.00
- Shower trap blockage – £25.00



# POSTAL ADDRESSES

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

## The Pastures

Name and number followed by Building/Floor/Flat/Room  
University of Essex  
Capon Road  
Colchester  
CO4 3ZU

# MAKING A COMPLAINT

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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: [uoe.helpdesk.uk@equans.com](mailto:uoe.helpdesk.uk@equans.com)
- By letter

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.

Find out further information about making a complaint at: [essex.ac.uk/student/accommodation/accommodation-complaints](https://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](https://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](https://essex.ac.uk/accommodation)**  
**[essex.ac.uk/student/accommodation](https://essex.ac.uk/student/accommodation)**