



SUMMER

Silk Mill

MOVING IN GUIDE



WWW.COLLEGIATE-AC.COM

Collegiate UK is a leading student accommodation operator managing a diverse property portfolio. See website for details.



COLLEGIATE
UK

WELCOME TO

Silk Mill

We are looking forward to welcoming you to Silk Mill for this summer. Just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.





GENERAL INFORMATION

Office contact details

You can get in touch with a member of the team in person, or by phone and email. In the weeks leading up to check-in, our phones and enquiries are extremely busy and it may take us a little longer to get back to you. We appreciate your patience whilst we get to your enquiry.

Telephone: +44 (0) 131 608 5551

Email: silkmill@collegiate-ac.com

The main office address is:

Silk Mill, 162 Dundee Street, Edinburgh, EH11 1FH

Travelling:

If you need advice on how to get to your accommodation, please contact silkmill@collegiate-ac.com or phone us on +44 (0) 131 608 5551 and the Accommodation Team will be able to help.

The following travel times are approximate:

Airport:

Edinburgh Airport: 25 minutes drive/taxi

Train:

Haymarket Train Station: 14 minute walk or 13 minute drive/taxi

Waverley Train Station: 35 minute walk 20 minute drive/taxi

Bus:

Edinburgh Bus Station to Silk Mill: 24 minute bus or 18 minute drive/taxi



ARRIVAL INFORMATION

Check-In at your accommodation

On the day of your arrival, you will be guided by your friendly site team to the check-in desk where you will be given your keys to check in to your room.

What to bring

Your stay with us is based on 'room only' which means you will need to bring the following things with you for your stay as they are not included:

- Bedding
- Kitchen utensils, crockery & cutlery
- Towels
- Toiletries, including toilet roll

Contents Insurance

Collegiate UK provides all residence with insurance cover from [Gallagher](#).

We advise you to visit the [Gallagher Collegiate Hub](#) to find out more about what is included in your free insurance.

From the Hub, you can: download documents, add them to your Apple/ Google wallet for quick access, find out what is covered and add to your cover.

No on-site parking available

There is no parking at Silk Mill. However parking is available at Fountain Park Entertainment Centre 3 minutes walk away.



DURING YOUR STAY

Internet

Access to unlimited WiFi is included in your stay. Your internet will be provided by ASK4. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

For any connectivity issues, please contact the internet provider:

ASK4: +44 (0) 114 303 3232

Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: +44 (0) 7741 679 182

Mail

There are post boxes on-site where mail is delivered. Please ask one of our friendly team at the reception desk for where these are located.

Any larger mail/parcels will be stored in the parcel room. You will receive a code via email from our provider Parcel Safe Place. You will need this code to collect your parcel. If your parcels need signing for, a member of the team will be happy to do this.

Please note - parcels can be collected during office hours only.

Be considerate about noise

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs might not appreciate a thumping ceiling. Try to keep noise to a minimum – if you can hear your music outside of your room, then the chances are that everyone else can too.

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in building are fire doors – so if you don't close them quietly, they will close themselves with a loud thud!

Silk Mill quiet hours are between 10:30pm and 8am.

Your Guests

We want to ensure all residents and staff's safety and security, to maintain a comfortable living environment where everyone can thrive. Everyone should be respectful of others and their surroundings.

A guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must be over 18 and must sign in with the Accommodation Team at reception and should not cause any nuisance or annoyance to anyone, as per your **Tenancy Agreement**, Student Handbook and Collegiate UK online induction. Guests should always be accompanied by a resident. Additional consideration should be applied when using shared areas, to avoid inconveniencing other residents. Please note, guests are not allowed access to the gym

Please discuss any requests for multiple guests or longer stays with the onsite management team as this may not be suitable for certain areas or room types.



WE CAN FIX IT

Can't find your keys? Got a leaky tap? Whatever you need, we're here to help.

Lost your key card or locked yourself out?

These things happen, so don't worry. We can help; if you lose your key card/fob/key, we can replace it for a small fee of £10. You just need to request a replacement from the accommodation reception.

If it is out of office hours, and our team are not at reception, you can contact the warden and/or security team on [**+44 \(0\) 7741 679 182**](tel:+44207741679182) who will arrange the replacement key for you.

Key cards are important to keep hold of, and costly to replace. Please keep them safe and remember where you left them.

Got a maintenance issue?

Things wear out and things get broken – it's a part of life. If something needs fixing, please report it through your online portal. This ensures the issue is logged correctly and can be prioritised by our maintenance team.

Repairs will be carried out based on an agreed schedule of priorities, and a suitable time will be arranged for our maintenance team to attend. They will always knock before entering a bedroom, and you can rest assured that the issue will be resolved as quickly and efficiently as possible.

Need an emergency repair?

If you have an emergency maintenance issue, such as a burst pipe or a broken window, and it's outside of maintenance staff working hours, you can report it to our out of hours team. They'll immediately contact the appropriate person to rectify the problem.

If you have a non-emergency maintenance issue, such as a defective fridge/freezer, a blocked drain etc, please hang on and report this to the accommodation office during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.

Protecting your personal information

Collegiate UK is committed to protecting and respecting the privacy of all parties with which it comes into contact.

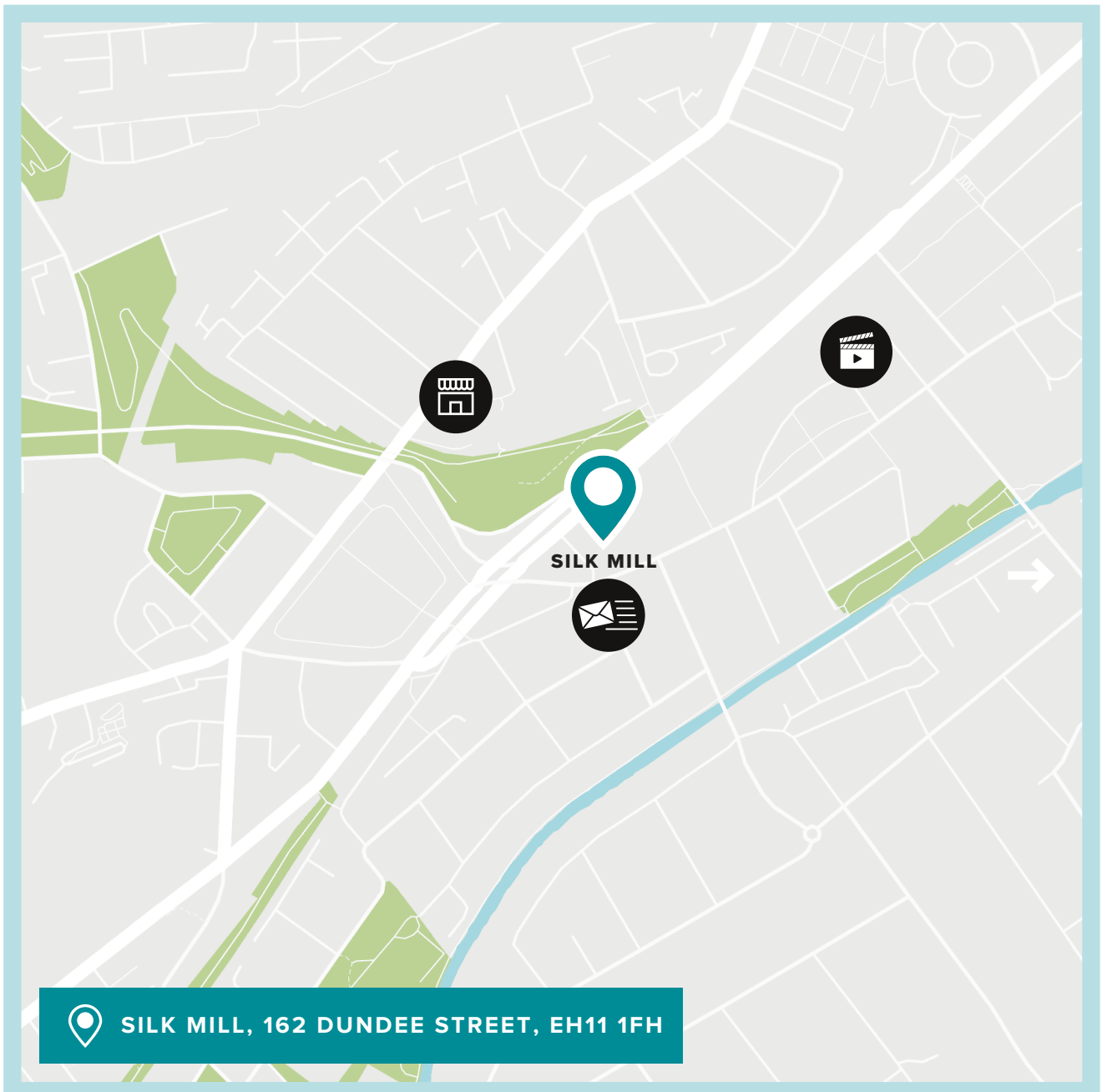
You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website at:

www.collegiate-ac.com/privacy-policy

PROPERTY LOCATION

See what's around or speak to the team on reception to find out what's on in your local area.



Lidl



Post Office



Fountain Park Entertainment Centre



CHECK OUT

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Please hand your key card to a member of the Accommodation Team at Reception upon departure
- Please make sure your room and en-suite are clean before you leave

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IF YOU NEED US

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Welcome Home



COLLEGIATE
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