ACCOMMODATION
ESSEX
USEFUL INFORMATION FOR STUDENTS AT THE MALTINGS
Welcome to your new home, we hope that you enjoy your stay.

ABOUT US
This pack provides information and useful contact details.
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.

MANAGEMENT STRUCTURE OF THE UNIVERSITY
Detailed information of the management structure of the University is available at www.essex.ac.uk/about/go

REPAIRS/BUILDING AND ROOM QUERIES
For faults or queries about your specific accommodation please visit The Maltings reception. Further details are in your Homes For Students Accommodation Welcome Book.

OTHER ACCOMMODATION QUERIES
If you have a more general accommodation query about things like your contract or our policies then you can contact us in the Silberrad Student Centre on Square 5 of the University campus. Further details can be found at https://www1.essex.ac.uk/students/contact/. We are open Monday to Friday, 9am to 5pm.

CONTACT US
1st Floor, Silberrad Student Centre Wivenhoe Park
Colchester Essex CO4 3SQ
T 01206 874000
E askthehub@essex.ac.uk

facebook.com/EssexAccommodation

USEFUL CONTACT DETAILS:
Students Union
T 01206 863211
E su@essex.ac.uk

Nightline
T 01206 872020 / 2022
E nhlhelp@essex.ac.uk

Information Centre
T 01206 873125

Emergency support whilst on campus
T 01206 872222

SU Homes – for local private sector accommodation
T 01206 878978
E sulets@essex.ac.uk

Computer Services Helpdesk
T 01206 872345
E ithelpdesk@essex.ac.uk
LIVING IN ACCOMMODATION

RESIDENCE LIFE

The aim of Residence Life is to create a community environment where students can live and study. The Residence Life is a network of student volunteers and members of staff that live in the residences and are available to offer support to residents and to signpost to a range of support services.

The Resident Assistants (RAs) are there to help you integrate into University life and will organise a range of social activities to get to know other students in your accommodation, and familiarise yourself with the local area. They are also there to offer support should you have trouble settling in or are home sick.

The RAs will arrange to meet with you and your flatmates to help you agree on some of the day to day issues that can arise, such as cleaning of communal spaces and quiet times. The RAs are also able to give information and support if you experience anti-social behaviour.

A contact telephone number for the RA in your area can be found on your flat notice board or online at https://www1.essex.ac.uk/accommodation/support/reslife.aspx

For further information on communal living visit https://www1.essex.ac.uk/accommodation/support/communal-living.aspx.

FOOD AND DRINK

You won’t go hungry at Essex! There is a wide choice of cafés, restaurants and bars right on campus, including an American diner, a Canteen, tastes from around the world in Fusion, Panini’s and bagels with study space in Zest and The Orangery and freshly made soups, salads and baguettes from Blues. Refresh, The Store and The Kitchen provide quick grab and go snacks and sandwiches. The Essex Food mobile phone payment is now accepted in Canteen, Refresh, Zest, Happy Days Diner, Blues, Fusion and Lakeside Theatre Café. Download the free app from the app store and leave your wallet at home!

SPORT

We are committed to making sport available through our indoor and outdoor facilities, including our first class gym and fitness classes. Checkout what we have on offer at https://www.essex.ac.uk/sport

TRAVEL INFORMATION

BUS, CAR, TRAIN AND BIKE

Useful information on local bus services and routes, as well as local cycle routes and train timetables can be found at https://www1.essex.ac.uk/estates/transport/default.aspx

SU SAFETY BUS

We want you all to get home safely, so please check out information regarding the SU safety bus at https://www.essexstudent.com/safetybus/
HEALTH SERVICES
You are required to register with a local doctor for the duration of your studies at the University.

We have our own health centre located on the north side of campus, behind Rayleigh 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. We will provide you with a registration pack in your room.

01206 794484

PRESCRIPTION SERVICE
The Health Centre is unable to dispense prescriptions; however, the Students’ Union (SU) offers 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/mental-and-emotional-health

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 https://www.youtube.com/watch?v=oQbei5JGiT8 or check out http://pauseplaystop.org.uk/

STUDENT SUPPORT
Student Support 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 adaptions you may require in your room (further details are available at https://www.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 confidential counselling service.

Student Support, Colchester Campus
1st Floor, Silberrad Student Centre

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.

Stage 1 - contact us
If you have any concerns or complaints about the service you have received from us, you should raise them with a member of staff in at The Maltings (for complaints about your room, cleaning, repairs and The Maltings staff) or the Silberrad Student Centre (regarding accommodation policies and contracts) at your earliest opportunity. We will always try to resolve your complaint quickly and informally.

We will send you an email response within 10 working days and will contact you if we need more time. You can contact us in person, via email, telephone or by letter.

Stage 2 - make a formal complaint to the University
If you remain dissatisfied that your complaint has not been dealt with correctly, the University has a separate complaints procedure for students for serious complaints, or complaints that remain resolved https://www.essex.ac.uk/governance/policies