A GUIDE TO YOUR NEW HOME

THE MEADOWS
UNIVERSITY QUAYS
THE COPSE

2020
Welcome

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

About us

We provide high quality student housing and endeavor to give you a comfortable and secure home whilst at Essex. 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:

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

Quality Standards

We are a member of ANUK for the management of student housing.

ANUK sets out the main elements of good management practice of student housing within the UK.

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

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 Matthews Quay House 1.

Contact us

The Copse Reception

The Poplars

Capon Road

Colchester

Essex

CO4 3TZ

T 01206 846523

E mqessexhelpdesk@derwentfm.eu

T 07460 373172

Student Services Hub

Matthews Quay House 1

University Quays

Lightship Way

Colchester

Essex

CO2 9Y

T 01206 890063

E mqessexhelpdesk@derwentfm.eu

T 07460 373172

Quays Opening times

We are open: Monday – Friday 9am – 4pm.

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 first floor of the Silberrad Student Centre next to the Library on Square 5.

Student Services Hub is open Monday to Friday 9am to 5pm.

For further details about our new Student Services Hub visit

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

E @accommodationessex

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 in Residential Accommodation. 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

www.essex.ac.uk/life/accommodation/how-to-apply

Management Structure of the University

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

www.essex.ac.uk/about/governance
YOUR ACCOMMODATION

Useful contact details:

Students Union
T 01206 863211
E su@essex.ac.uk

Nightline
T 01206 872020 / 2022
VOIP 224 2020 / 2022
E nihelp@essex.ac.uk

Information Centre
T 01206 872125
VOIP 224 2125

Emergency Support
T 07460 373172
VOIP 224 373172

Glide
T 0333 123 0115
E support@studentcom.co.uk

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

Keys
When you arrive, you will receive a key and a fob (The Copse is fob only) which will give you entry into your flat and your room. On the kitchen notice board you will find 2 Post box keys for your flat mailbox.

Lost key/key fob/post boxkey
Look after your key. If you lose it you will have to pay a £15 fee for a replacement.
If you lose your key fob 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 item, 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 if outside office hours and they will arrange for you to be let back in.

Key Return
When moving out - if Reception is closed please use the drop box located outside The Meadows reception or outside the Quays Security Office.

Internet access
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/registration/extras.
If you have any difficulties accessing the network once you are registered, please follow the fault-finding flow chart on the following page. If, after having done so you still cannot access the network, contact:

Glide
T 0333 123 0115
E support@studentcom.co.uk

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).

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 it your rubbish. Please note that there may be a charge if we are required to unblock your kitchen sink.
Clothing banks are available at all sites.
We provide recycling bins in each kitchen for mixed recycling including cans, plastic, glass, paper and cardboard.
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 as soon as possible. The contractor will respond to urgent infestations within 24 hours. Non urgent infestations will be responded to within 72 hours.
GLIDE INTERNET IN YOUR ROOM

WHAT TO DO IF YOU HAVE A PROBLEM CONNECTING.

If you are deaf or hearing impaired, contact Glide via email or Twitter.

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 once per week, but they do not clean or wash up personal items including cutlery and cooking pans. The day of the week your kitchen/staircase area is cleaned is displayed on the noticeboard in your kitchen.

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 www.essex.ac.uk/life/accommodation/living-on-campus.

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

You can report a non-urgent repair by email. Urgent faults or repairs should be reported on the telephone number below.

The Copse University Quays
T 01206 984523 T 01206 890536
E mqessexhelpdesk@derwentfm.eu
T 07460 373172
Serious faults requiring urgent attention out of office hours should be reported to security outside office hours.
T 07460 373172
All jobs reported to us are given a priority rating, details of this can be found in the table at the back of this book.

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.

Post

Mail will be delivered daily from Monday to Friday. 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 or at The Quays reception. Please note that parcel collection will not be available at weekends and Bank Holidays.

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 in the heater.

Post

You will receive an email from reception when a parcel has been received for you. 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. 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.

If you would like to send anything then there is a Post Office located inside EverythingEssex on Square 4.

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 www.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.

Insurance

Your personal possessions that you keep in your room are covered by Endsleigh 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 Endsleigh direct, www.endsleigh.co.uk/Student/Pages/student-insurance.aspx.

How to make a claim

To review your cover visit www.endsleigh.co.uk/reviewcover
E property.claims@endsleigh.co.uk
T 0844 472 2507

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How to make a claim

www.endsleigh.co.uk/reviewcover
E property.claims@endsleigh.co.uk
T 0844 472 2507

To review your cover visit www.endsleigh.co.uk/reviewcover
LIVING ON CAMPUS

Residence Life

The aim of Residence Life is to create a community environment where students can live and study. Residence Life is a network of volunteers and members of staff that live in the residences and are available to offer support to residents day and night, 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 where you can 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 www.essex.ac.uk/life/accommodation/living-on-campus/residence-life

Guests

Unfortunately, guests are not permitted for the 2020-21 academic year, which includes anyone staying overnight. We will continue to monitor Government advice and will let you know if this changes.

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. There is a coffee shop located in The Pavilion at The Meadows and a vending area at University Quays. From tasty ‘grab and go’ snacks to traditional, home-cooked cuisine, we aim to cater for all. www.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: www.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. You may park a motorcycle on campus. Your motorcycle must be registered with the University estates department, but you will not need to pay any parking charges. Parking for motorcycles 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.

Launderettes

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

The launderettes are operated by Circuit. To ensure a consistent level of service, it is very important that you report faults directly to Circuit on: T 01422 820026 or visit www.circuit.co.uk/machine-faults-and-breakdowns/

Laundry cards can be purchased for £2.00 from reception at The Copse and The Quays. You can put credit on your card online.

Please do not leave your belongings unattended when using the launderettes. For further information please go to www.circuit.co.uk/i-want-to-do-my-laundry/laundry-help/
Fire
Please make sure you are familiar with our fire safety procedures which can be found online at https://www.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 at
https://www.essex.ac.uk/student/accommodation/safety-and-security

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 at approximately 1.30pm

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

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

Fire extinguishers are provided for trained staff and fire service staff to use. Do not discharge fire extinguishers yourself. There is a possibility of disciplinary action or criminal proceedings for misuse of equipment provided for safety reasons.

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.

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:
Security
T 07460 373172
E mgessesthelphelpdesk@derwentfm.eu

First aid, accident or illness contact security
Trained first aid staff are available on site.

In the event of a serious accident or illness, 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

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

Emergency telephones
Emergency telephones are located in the residences which will connect you to Security for first aid or other emergencies, and to Nightline or the on-call Residents’ Assistants. Emergency numbers are provided on posters next to the telephones.

Telephone locations:
Ground floor entrances in each building at The Copse. Lift landings in the Meadows flats.

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
http://www.essex.ac.uk/student/accommodation/safety-and-security

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 www.everythingessex.co.uk

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

Windows
The windows in our accommodation are fitted with restrictors for safety purposes and these must not be tampered with.

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 http://www.essex.ac.uk/student/accommodation/safety-and-security

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 give the door entry code to anyone, including delivery companies.

Don’t leave belongings unattended within your communal areas.

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

Don’t prop flat main entrance doors open.

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

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Fire alarms are tested each week on Wednesdays at approximately 1.30pm

TIP:
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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.

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

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Don’t give the door entry code to anyone, including delivery companies.

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HEALTH AND WELFARE

Health services
The Health Centre is 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 www.essex.ac.uk/students/health-and-wellbeing/default.aspx

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 time during a sexual encounter. If you are unsure about consent and how it works then watch this short video clip www.youtube.com/watch?v=0Qbel5JGiT8 or check out www.pauseplaystop.org.uk/

Accommodation Covid-19 Guidance
Introduction
Your safety is very important to us and we hope that you found the communication you have been receiving from the University so far regarding health and safety on campus helpful. The essential information provided through the online welcome portal (available from 1st September 2020) on how to come onto our campuses as well as the frequent information and guidance on the Student COVID-19 Directory webpages, are put in place to help you understand your responsibilities and gain the knowledge you need to carry out your day to day activities on campus safely and confidently.

Life in University Accommodation
We appreciate you may have questions about how life in accommodation will look when you arrive for the new academic year. We have, therefore, created student information pages relating to life on campus and in accommodation regarding social distancing and safety measures required for when you move in. The information can be found at https://www.essex.ac.uk/covid-19/applicants-information under Accommodation and Living on Campus, at the bottom of the page. Please make sure you read this carefully, specifically the changes for accommodation and make sure you regularly check it for updates.

On arrival into your accommodation, we expect you will form a social bubble with students in your flat (who are staying in the rooms around you). This means that you’ll be able to spend time with your flatmates without the need for keeping socially distanced from each other.
Current guidance states that, at least initially, that you won’t be able to have other people from outside your household visiting your flat or to stay overnight.

Stay Alert
We can all help to control Covid-19 by staying alert which means you must:
• Stay at home as much as possible
• Limit contact with other people
• Keep your distance from other people not in your household (2 metres apart where possible)
• Wear a face covering in public areas
• Wash your hands regularly

Symptoms
Do not leave home if you or someone you live with has any of the following symptoms:
• A high temperature
• A new, continuous cough
• A loss of, or change to, your sense of smell or taste

If you do develop symptoms, then please visit https://www.nhs.uk/conditions/coronavirus-covid-19/selftest-and-tracing/how-to-check-if-you-have-coronavirus/ to book a Covid-19 test and only leave your home to get the test.
You will also need to contact Occupational Health by telephone at 01206 872399 and by email at covid-19@essex.ac.uk, giving details of where you have been on that day. If it is out of office hours, you will need to call Security by phone on 07460 373172 and email secpvrs@essex.ac.uk (not in person).

If you have been tested for Covid-19 and are a confirmed case please email covid-19@essex.ac.uk and our team will advise what help and support is available to you. Please self-isolate for 14 days advise your flatmates, as they will also have to get tested and self-isolate with you. For further wellbeing support or if you have any questions, please contact our Student Information Team at https://www.essex.ac.uk/student/advice-and-support

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 www.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 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 counselling service.

Silberrad Student Centre
T 01206 87 4000
VOIP 224 4000
E aslthehub@essex.ac.uk

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

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 www.essex.ac.uk/students/health-and-wellbeing/default.aspx
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 that an administration fee of £20.00 will also be applied.

Reporting Repairs

- If you have any repairs to report - contact us at mgessexhelpdesk@derwentfm.eu
- Urgent faults should be reported by telephone to: 07460 373172

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).

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed</td>
<td>up to £290</td>
</tr>
<tr>
<td>Mattress</td>
<td>up to £102</td>
</tr>
<tr>
<td>Bedside Cabinet</td>
<td>up to £86</td>
</tr>
<tr>
<td>Easy Chair</td>
<td>up to £135</td>
</tr>
<tr>
<td>Headboard</td>
<td>up to £143</td>
</tr>
<tr>
<td>Wardrobe</td>
<td>up to £450</td>
</tr>
<tr>
<td>Desk</td>
<td>up to £183</td>
</tr>
<tr>
<td>Desk Chair</td>
<td>up to £124</td>
</tr>
<tr>
<td>Re-Paint walls</td>
<td>up to £200</td>
</tr>
<tr>
<td>Dining Chair</td>
<td>up to £45</td>
</tr>
<tr>
<td>Dining Table</td>
<td>up to £160</td>
</tr>
<tr>
<td>Bathroom Cupboard</td>
<td>up to £73</td>
</tr>
<tr>
<td>Shower Curtain</td>
<td>up to £14</td>
</tr>
<tr>
<td>Curtains/blinds</td>
<td>up to £115</td>
</tr>
<tr>
<td>Mirror</td>
<td>up to £57</td>
</tr>
<tr>
<td>Noticeboard</td>
<td>up to £57</td>
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<tr>
<td>Re-Paint walls</td>
<td>up to £200</td>
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</tr>
</tbody>
</table>
ACCOMMODATION FULL POSTAL ADDRESSES

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

**The Meadows** followed by
House/Flat/Room
(e.g. Tansley House 1.3/E)
University of Essex
The Meadows
Arman Road
Colchester
Postcode:
Tansley – CO4 3ZH
Godwin - CO4 3ZG
Arber - CO4 3ZJ
Cole - CO4 3ZF
Conway - CO2 3ZE

**The Copse** followed by
House/Flat/Room
(e.g. 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
(e.g. 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.

**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: mqessexhelpdesk@derwentfm.eu
- by letter

Note: Quote your full name and PRID on all correspondence.

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 can be found at www.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.
REPORTING A JOB WITH US AND WHAT TO EXPECT FROM US.

If something goes wrong in your room, once you report it to us it is allocated a priority - each priority has a timeframe as stated below

| Priority 1 | Repairs classified as an Emergency: Gas leaks, dangerous electrical faults, complete lighting failure, emergency fire alarms, serious water leaks, blocked drains, floods | 1 working Day |
| Priority 2 | Works necessary to maintain operational use of the Facilities: Failure of water services, lights out in en-suite toilets or staircases, bedroom locks, faults to fire door, general electrical faults, glazing, replacement of unsound flooring, removal of graffiti, broken beds, desks, chairs and other furniture | 2 working Days |
| Priority 3 | Other general repairs: General roofing repair, (non-urgent), general plumbing, repairs to rainwater goods, repairs to TV aerials, fencing repairs, kitchen equipment, insect and pet infestations, emergency light bleeping and joinery repairs (not classified as an Emergency) - (this list for the avoidance of doubt is not exhaustive) | 5 working Days |
| Priority 4 | All planned maintenance with repairs including floor covering and dripping taps (this is not an exhaustive list) | 10 working Days |