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
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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
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.

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

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/how-to-apply

Management Structure of the University
Detailed information of the management structure of the University is available at
▶ essex.ac.uk/about/governance

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 Mathew Quay House 1.
Contact us
The Copse Reception
The Poplars
Capon Road
Colchester
Essex
CO4 3ZT
T 01206 984523
E mgessexhelpdesk@derwentfm.com
T 07460373172
Reception Opening times
Monday – Friday 9am - 5pm
Parcel collection
Monday - Friday 9am - 4pm

Quays Reception
Matthews Quay House 1
University Quays
Lightship Way
Colchester
Essex
CO2 8GY
T 01206 890536
E mgessexhelpdesk@derwentfm.com
T 07460373172

We are open: Monday – Friday 9am - 5pm
Parcel collection
Monday - Friday 9am - 4pm

Student Services Hub is open Monday to Friday from 9am to 5 pm.
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 mgessexhelpdesk@derwentfm.com
► essex.ac.uk/life/colchester-campus/ accommodation
facebook /EssexAccommodation
Instagram @accommodationessex

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.
Useful contact details:

Students’ Union
T 01206 86321
E su@essex.ac.uk

Nightline
T 01206 872020 / 2022
VOIP 224 2020 / 2022
E nlhelp@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

Endsleigh Insurance Claims
T 0800 923 4042
Download the MyEndsleigh app.
YOUR ACCOMMODATION

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 box key
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 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.

Locks
If your lock is showing an amber light, this means that the battery in the unit is running low. Please email mqessexhelpdesk@derwentfm.com and one of the team will come to replace it.

Locked out
Don’t worry. Contact reception, or security 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

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.

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 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 myglidestudent.co.uk/registration

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:
YOUR ACCOMMODATION

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.

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 mgessexhelpdesk@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 device does not connect

STEP 1
Take it to a friends room in your flat and try their connection.

STEP 2
Remove the cable in your room from the socket and install it in your friends socket and connect your device.

STEP 3
Try to connect another device on your connection in your room.

New device works

Device does not work

Try to connect another device on your connection in your room.

New device works

Device works

Temporarily disable all the firewalls on your device (instructions for disabling your firewalls can be found in the leaflet ‘Get online with StudentCom’ provided in your welcome pack) and reconnect your device.

Device works

STEP 4

Device does not work

This indicates that you have a faulty cable. You can collect a replacement from reception.

Contact the Glide customer support desk on 0333 123 0115 for further assistance detailing the actions you have taken.
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.

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/life/accommodation/living-on-campus](http://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 and The Meadows
T 01206 984523
E mgessexhelpdesk@derwentfm.com

University Quays
T 01206 890536
E mgessexhelpdesk@derwentfm.com

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

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.

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, 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 not be available between 9am - 4pm 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.

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

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.

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.

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, endsleigh.co.uk/my-endsleigh

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

How to make a claim
► endsleigh.co.uk/reviewcover
E property.claims@endsleigh.co.uk
T 0800 923 4045

To review your cover visit
► endsleigh.co.uk/reviewcover

Download the MyEndsleigh app

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.
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. Some of these services are likely to be offered remotely whilst social-distancing is required.

A contact telephone number for the RA in your area can be found on your flat notice board or online at essex.ac.uk/life/accommodation/living-on-campus/residence-life

Guests
You cannot request permission for a guest to stay until two weeks after your autumn term contract has started because it is disruptive to the process of students settling in. After then, you are allowed to have a guest for an occasional stay of up to three nights duration (you must let the team know you have a guest to stay.) If you would like your guest to stay for longer you must gain permission by contacting the Student Services Hub. Please let the team know the name of the person staying, as well as their contact details and how long they are staying for. We may also ask for the gender of your guest, if you are living in a single gender flat. (children under the age of 16 are not permitted to stay in the accommodation).

Circuit laundry app
We are working hard to improve services wherever possible and are pleased to announce the new Circuit Laundry App. This is available to use in all laundries and will be rolled out to the University Quays.

You can now use our smart-scan technology app for paying for your laundry via your smart phone. This makes doing your laundry less of a hassle. The laundry app lets you top-up your Circuit app account in seconds and then you are good to go. Just turn up at either the Meadows or Copse laundry, load your laundry, scan a machine’s QR code and select the programme you want to start – job done! Once the washer or dryer gets going, the app will give you a countdown that tells you how long until your laundry is done.

Check out the useful guide online, which shows you how it all works circuit.co.uk/help-support/video-guide

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. 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

Laundry cards can be purchased for £2 from the machine in reception at The Copse and University Quays. Please note the machines only accept coins.

You can put credit on your card online.

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

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 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.

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/information/food-and-drink
essex.ac.uk/sport
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 at approximately 1.30pm.

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
E-scooters are not permitted on campus, which includes accommodation. E-Scooters should not be taken into your accommodation for charging or storage. Should an e-scooter 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 01206 984523
E mqessexhelpdesk@derwentfm.com

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 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
If you require emergency assistance call: 07460373172

Emergency telephones
Emergency telephones are located in the residences which will connect you to Security for first aid or other emergencies, and to Nightline. 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, Townhouse and the Quays entrances.

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/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/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
▶ 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 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 or check out pauseplaystop.org.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 adaptions 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

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
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.

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

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.

Bed – up to £290
Mattress – up to £102
Bedside Cabinet – up to £86
Easy Chair – up to £135
Headboard – up to £143
Wardrobe – up to £450
Desk – up to £183
Desk Chair – up to £124
Re-Paint walls – up to £250
Dining Chair – up to £55
Shelving Unit – up to £170
Carpet – up to £350
Bathroom Cupboard with Mirror Door – up to £73
Shower Curtain – up to £14
Curtains/blinds – up to £115
Mirror – up to £57
Bin – up to £6
Noticeboard – up to £57
Dining Table – up to £160
Sofa – up to £500
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 – CO2 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

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.