A GUIDE TO YOUR NEW HOME

NORTH AND SOUTH CAMPUS COLCHESTER
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Welcome
A warm welcome to you and thank you for choosing Essex. We look forward to your arrival and do hope you enjoy your stay with us.

About us
We provide high quality student housing and endeavour 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 new 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 available at: essex.ac.uk/student/accommodation/your-accommodation-welcome-pack

Quality standards
We are a member of Universities UK and comply with the Student Accommodation Code of Practice (SAC) for the management of student housing.

The SAC 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

Further information is available at essex.ac.uk/life/accommodation or you can read the full code on the SAC website, thesac.org.uk

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/

How to find us
For all enquiries and requests 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.

For further details about our Student Services Hub visit essex.ac.uk/student/advice-and-support

Opening times
Student Services Hub is open Monday to Friday from 9am to 5.00pm. Although opening times may change due to Covid-19 constraints.
Contact us
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
E askthehub@essex.ac.uk
▶ essex.ac.uk/life/colchester-campus/
accommodation
/Facebook
@EssexAccommodation
@accommodationessex
Useful contact details

Students Union
T 01206 863211
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 01206 872222
VOIP 224 2222

Ask4
T 0114 303 3232
E support@ask4.com
Live chat at support.ask4.com
@ask4support

SU Homes – for local private sector accommodation
T 01206 878978
VOIP 224 8978
E suhomes@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.
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 (1st September 2021) 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 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.

We recommend that you avoid others from outside your accommodation visiting or staying overnight at your flat in order to minimise risk of transmission of Covid infection between different accommodations.

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

Self-isolation
You should self isolate if:

- you have any symptoms of COVID-19 (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you’ve tested positive for COVID-19 – this means you have the virus
- someone you live with has symptoms or tested positive
- you’ve been told you’ve been in contact with someone who tested positive – find out what to do if you’re told to self-isolate by NHS Test and Trace or the NHS COVID-19 app
- If you are experiencing symptoms and feel unwell or even less severe symptoms of cold, hayfever, headache or sore throat, we advise you isolate and book a free NHS PCR test.
- You should inform the COVID INBOX Covid19@essex.ac.uk if you are symptomatic, had a positive rapid test or NHS PCR test or are a close contact of a positive case.

For further wellbeing support or if you have any questions, please contact our Student Information Team at essex.ac.uk/student/advice-and-support.

Instructions are likely to change and you should regularly check the student covid pages so you know what to do if our advice changes.

It is important for you to get tested regularly and we are providing lateral flow testing on campus. Information about this can be found online at essex.ac.uk/student/covid-19/covid19-student-testing

If you need to isolate, please also check out the information online on what to do, including how to order food, at essex.ac.uk/student/covid-19/self-isolation-support.
YOUR ACCOMMODATION

Keycards and fobs
If you live in Rayleigh, Keynes, Tawney or William Morris Towers, when you arrive, you will receive a keycard and fob. The keycard will give you access to your flat and room and the fob will give you access to the building.

If you live in South Courts, South Towers, The Houses and Wolfson Court. You will receive a fob, which will give you access to the building, your flat and your room.

Lost keycards and fobs
Look after your keycard and fob. If you lose either you will have to pay a £15 fee for a replacement keycard and £5 for a replacement fob.

If you lose your keycard or fob, take your student registration card to the Student Services Hub to get a new one. Outside office hours contact the Information Centre on square 3. Opening times of the Student Services Hub may vary during the current time, so please check their opening times. Keys and fobs can be obtained from Security if they are closed.

When you receive your replacement keycard or fob, you will be invoiced which must be paid within seven days. You can pay at the Student Services Hub. If you find your original keycard or fob and return it to us, we will refund the fee.

If your keycard or fob are broken, please take the pieces to the Student Services Hub for a free replacement.

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.

Tip: 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).

Locks
If your lock is showing an amber light, this means that the battery in the unit is running low. Please email amberlight@essex.ac.uk and one of the team will visit to replace the battery. These details are also on your keycard and displayed near the lock. If your lock is red, then contact the Student Information Team on 01206 874000 or visit the team in the Student Services Hub. Outside of office hours, contact the Information Centre on Square 3.

Locked out?
Don't worry. Contact the Student Services Hub, or if it is outside office hours, contact the Information Centre on Square 3 and they will arrange for you to be let back in.
YOUR ACCOMMODATION

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.

Ask4
T 0114 303 3232
E support@ask4.com
Live chat at support.ask4.com
@ask4support

Glide are open 24 hours a day, 7 days a week, 365 days a year. If you are deaf or hearing impaired, contact Glide via email or Twitter.

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.

We provide recycling facilities close to the residences for your use. You can recycle tins, cans, plastic, glass, paper and cardboard at these points. Some kitchens have built in recycling bins provided.

Please do not put recyclable items in the general rubbish.

Our caretakers will remove general rubbish daily, Monday to Friday and also empty the recycling when the bins are full. There is no rubbish removal at weekends or during 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 in your rubbish.

Glass recycling
Caretakers will remove glass recycling in the North and South Towers. If you live in South Courts, The Houses or Wolfson Court, glass should be put in the green recycling bins provided, and you must empty these into the recycling facilities outside.

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 (such as bed bugs) occasionally happen and should be reported via our estates helpdesk as soon as possible. The contractor will respond as soon as possible.
ASK4 FAULT-FINDING FLOWCHART

Are you affected by...

... WiFi problems?
Download ASK4 Diagnostics from the App Store or Google Play
Run the ASK4 Diagnostics scan when the issue is present.
Pass your unique key code to ASK4’s Support team via the contact methods above. They’ll do the rest.

... a problem with your wired connection?
Please reboot your device in a first instance and test again.
Failing the above, please test with a different Ethernet cable.
Is the issue still present?
Yes
Contact ASK4’s Support team via the methods above for further guidance.
No
Great! Happy browsing!
YOUR ACCOMMODATION

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 the 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

Cleaning and maintenance
We provide a cleaning service during the week for 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

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 room inspections via your Essex email address.

Reporting a repair
You can report urgent repairs by telephone
T 01206 872959
VOIP 224 2959

Non-urgent repairs can be reported online at essex.ac.uk/student/accommodation/repairs-and-faults

Serious repairs requiring urgent attention out of office hours should be reported to:
The Information Centre, Square 3
T 01206 872222
VOIP 224 2222

Post
Post is normally delivered to flat kitchens 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 will be delivered to Central Stores or the Post Room. You will receive an email from Central Stores 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 on Square 4.

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.
YOUR ACCOMMODATION

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.

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 and you can purchase additional cover if you feel you need it.

How to make a claim
endsleigh.co.uk/reviewcover
E property.claims@endsleigh.co.uk
T 0844 472 2507
To review your cover visit endsleigh.co.uk/reviewcover

Service level agreements
Accommodation Essex has service level agreements in place for buildings maintenance with the University Estates Management Department. Further details are available at
▶ essex.ac.uk/student/accommodation/repairs and faults
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 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. Add in. 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 one guest for an occasional stay of up to three night’s duration. You do need to seek 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. If you want to request for your guest to stay longer than three nights, then speak to the Manager for your area. (Children under the age of 16 are not permitted to stay in the accommodation).

We will continue to review Government advice and will advise you when this changes.

Laundrettes

There are laundrettes located near to your accommodation:

On the North Campus the laundrette is located in The Hexagon, just off Square 4.

On South Campus the laundrette is located at Harwich Court.

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/machine-faults-and-breakdowns

Laundry cards can be purchased for £2.00 from the machine in The Hex laundrette on the North of campus, or from the machine in the laundrette in Harwich Court. You can put credit on your card online. There are some coin operated machines available in each laundrette.

Please do not leave your belongings unattended when using the laundrettes.

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 our South Courts and Hex launderettes and will be rolled out to other areas soon.

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 your either the South Courts or Hex 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/
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. Visit
▶ essex.ac.uk/information/food-and-drink

Sport
We have 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

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 Management 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.

There is a bike shelter facility available near the accommodation on North and South Campus.

Please be aware that you park your bike at your own risk so always remember to lock it before you leave.
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
► [https://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 in all residences on the following days:

**Towers, Wolfson Court, The Houses:**
Tuesdays from approximately between 2.30pm and 5pm

**South Courts:** Thursdays from approximately between 2.30pm and 5pm

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

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 kitchens.

Fire blankets
Fire blankets are available for you to use in an emergency. Please make yourself familiar with how to use one.
SAFETY AND SECURITY

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.

A letter will be left asking for you to remove the item by Accommodation staff, if any are observed in your room during inspections.

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:

The University Fire Safety Officer
T 01206 874847
VOIP 224 4847
E fire@essex.ac.uk

First aid, emergency, accident or illness
University Patrol Officers are trained first aiders. In the event of a serious accident or illness, please call the Patrol Officers on the numbers below and give your location.

Do not contact the emergency services yourself. Patrol Officers will contact them for you and ensure they can access the campus and direct them to the exact site of the emergency without delay.

If you require emergency assistance call:
T 01206 872222
VOIP 224 2222

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

Emergency telephones
Emergency telephones are located in the residences which will connect you to the Information Centre 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:

The Houses, Wolfson Court, South Courts:
Ground floor entrance hallway.

The Towers:
Lift landings on odd-numbered floors (ie. floor 3, 5, 7 and so on) and on the ground floor.
**SAFETY AND 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, further information is available at [essex.ac.uk/students/experience/code-conduct.aspx](http://essex.ac.uk/students/experience/code-conduct.aspx).

Smoking shelters have been provided near to residences for you to use. 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 [everythingessex.co.uk](http://everythingessex.co.uk).

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

**Windows**
The windows in The North Towers and some other areas 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 offence under the Student Code of Conduct and could result in disciplinary action; further details are available at [essex.ac.uk/students/experience/code-conduct.aspx](http://essex.ac.uk/students/experience/code-conduct.aspx).

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**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.

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**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 Essex and you can do this online at rowhedgesurgery.co.uk/ for 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.

T 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
▶ 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=oObei5JGiT8 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 confidential counselling service.

Silberrad Student Centre
T 01206 874000
VOIP 224 4000
E 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 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.

Reported 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.

£20 will be charged to make good any financial loss suffered by the University.

Our contact details

If you have any repairs to report, check out the details and process on our repairs web page: essex.ac.uk/student/accommodation/repairs-and-faults.

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.

Furniture costs

- Bed – up to £290
- Desk – up to £183
- Shower curtain – up to £14
- Mattress – up to £102
- Desk Chair – up to £124
- Curtains/blinds – up to £115
- Bedside Cabinet – up to £86
- Shelving Unit – up to £122
- Mirror – up to £57
- Easy Chair – up to £135
- Carpet – up to £350
- Bin – up to £6
- Headboard – up to £143
- Noticeboard – up to £57
- Wardrobe – up to £450
- Bathroom Cupboard – up to £73
- Re-Paint walls – up to £200
- Dining Table – up to £160
- Dining Chair – up to £40
# POSTAL ADDRESSES

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

<table>
<thead>
<tr>
<th>The Towers</th>
<th>Wolfson Court (followed by flat and room)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Tower followed by flat/room (eg. Bertrand Russell Tower 9/4)</td>
<td>(eg. Wolfson Court 2/4)</td>
</tr>
<tr>
<td>University of Essex</td>
<td>University of Essex</td>
</tr>
<tr>
<td>Wivenhoe Park</td>
<td>Wivenhoe Park</td>
</tr>
<tr>
<td>Colchester</td>
<td>Colchester</td>
</tr>
<tr>
<td>CO4 3SQ</td>
<td>Essex</td>
</tr>
<tr>
<td></td>
<td>CO4 3SQ</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Houses</th>
<th>South Courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of House followed by flat/room (eg. Isaac Rebow House 4/6)</td>
<td>Name of Court followed by house, flat/room (eg. Harwich Court 3.1/D)</td>
</tr>
<tr>
<td>University of Essex</td>
<td>University of Essex</td>
</tr>
<tr>
<td>Wivenhoe Park</td>
<td>Wivenhoe Park</td>
</tr>
<tr>
<td>Colchester</td>
<td>Colchester</td>
</tr>
<tr>
<td>CO4 3SQ</td>
<td>CO4 3SQ</td>
</tr>
</tbody>
</table>

# 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
- by letter

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

Check out where to make a complaint at [essex.ac.uk/student/accommodation/accommodation-complaints](http://essex.ac.uk/student/accommodation/accommodation-complaints)

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 (Estates Management, for example). 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](http://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.