

Accommodation

A GUIDE TO YOUR NEW HOME

**NORTH AND SOUTH
CAMPUS COLCHESTER**



CONTENTS

Welcome

Welcome	1
About us	1
Quality standards	1
Terms and Conditions of Residence	1
Management Structure of the University	1
How to find us	1
Opening times	1
Contact us	2
Useful contact details	3

Your accommodation

Fobs	4
Lost fobs	4
Going away?	4
Locks	4
Locked out?	4
Internet access	5
ASK4	5
Recycling and rubbish	5
Glass recycling	5
Waste reduction	5
Pest control	5
ASK4 fault-finding flowchart	6
Gym Membership	7
Cleaning and maintenance	7
Ice, snow and leaf clearing	7
Room inspections	7
Reporting a repair	7
Post	7
Utilities	7
Paying your rent	8
Insurance	8
Service level agreements	8

Living on campus

Residence Life	9
Guests	9
Laundrettes	9
Circuit laundry app	9

Food and drink	10
Sport	10
Car parking and bike storage	10

Safety and security

Fire	11
Fire alarms	11
Fire alarm testing	11
Fire doors	11
Cooking	11
Fire blankets	11
Candles	12
Halogen Lamps	12
Flammable materials	12
Personal emergency evacuation plans (PEEPs)	12
First aid, emergency, accident or illness	12
Emergency telephones	12
Smoking	13
Electrical safety	13
Windows	13
Stay safe	13
E-scooters	13

Health and welfare

Health services	14
Prescription service	14
Consent and keeping yourself safe	14
Report and Support	14
Student Services Hub	14
Harassment advisers	14

Room inventories

Welcome to Essex!	15
Reporting Repairs	15
Our contact details	15
Furniture Costs	15

Postal addresses 17

Making a complaint

Make a formal complaint	17
Complaints about a member of staff	17

WELCOME



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

First line support for Accommodation, Funding, Registration, and Wellbeing, assisting students in matters concerning Assessment, Graduation, Income, International Services, Careers and Skills, Student Progress and also with academic departments 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. These may vary out of term time.

WELCOME



Contact us

To dial a University or external phone number from your computer, dial the full number, including 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](https://essex.ac.uk/life/colchester-campus/accommodation)

f /EssexAccommodation

ig @accommodationessex

Useful contact details

Students Union

T 01206 863211

E su@essex.ac.uk

Nightline

T 01206 872020 / 2022

E nlhelp@essex.ac.uk

Information Centre

T 01206 872125

Emergency support

T 01206 872222

ASK4

T 0114 303 3232

E support@ask4.com

Live chat at support.ask4.com

📱 [@ask4support](https://twitter.com/ask4support)

SU Homes – for local private sector accommodation

T 01206 878978

E suhomes@essex.ac.uk

Computer Services Helpdesk

T 01206 872345

E it.helpdesk@essex.ac.uk

Endsleigh Insurance Claims

T 0800 923 4042

[Download the MyEndsleigh app.](#)



YOUR ACCOMMODATION

Fobs

You will receive a fob, which will give you access to the building, your flat and your room.

Lost fobs

Look after your fob. If you lose it you will have to pay £5 for a replacement fob.

If you lose your 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. Fobs can be obtained from Security if they are closed.

When you receive your replacement 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 fob and return it to us, we will refund the fee.

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

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

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 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

T @ask4support

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.

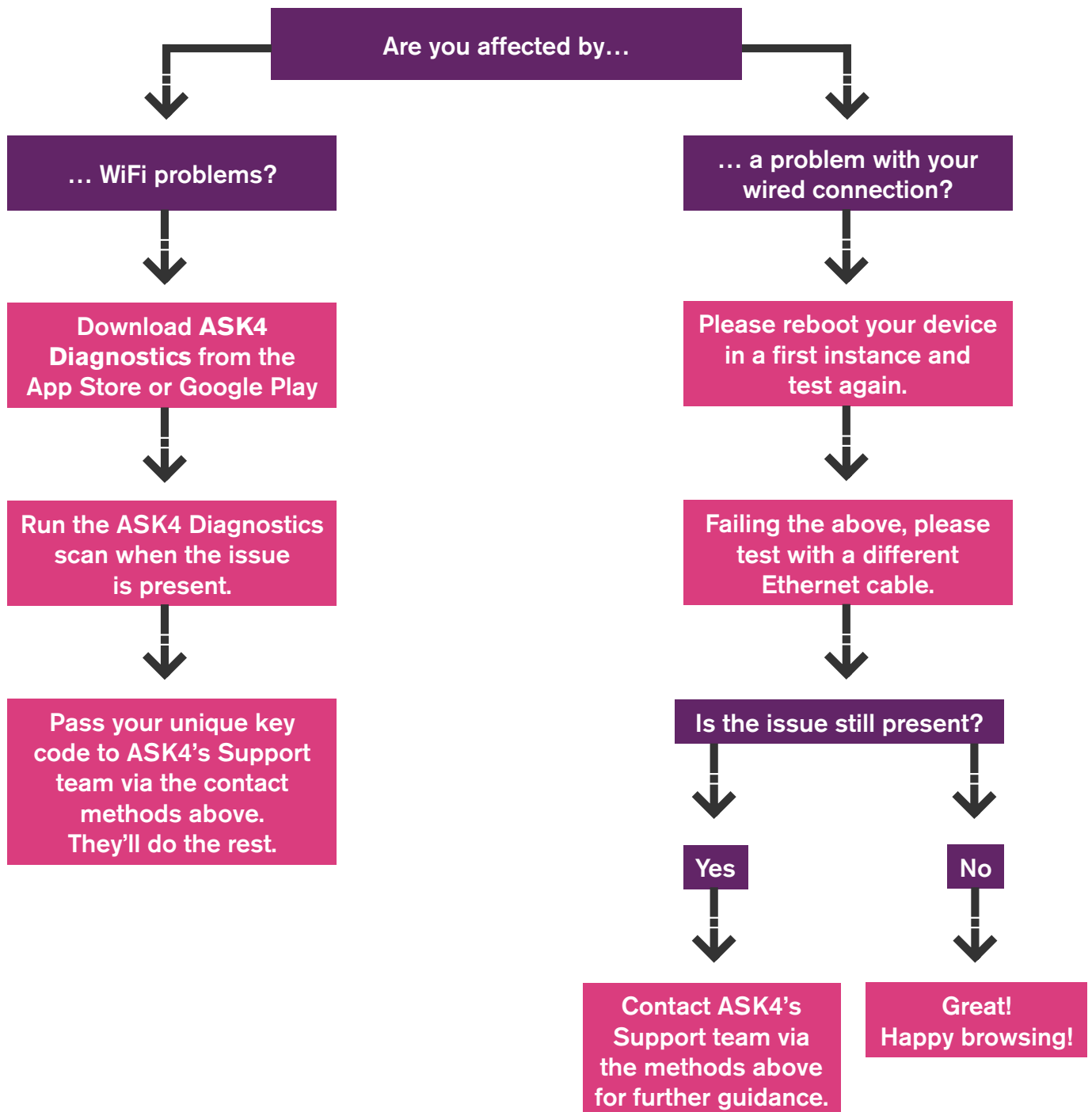
Waste reduction

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



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 any-time 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.

Any dangerous items found as part of these inspections will be removed from the room and a letter left explaining the reasons and next steps.

Reporting a repair

You can report urgent repairs by telephone

T 01206 872959

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

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.

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).

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/contact-us/report-a-fault

Laundry cards can be purchased for £2.00 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.

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

Circuit laundry app

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

LIVING ON CAMPUS

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

► 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

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

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 of any kind 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

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 essex.ac.uk/online_shop/essexessentials/default.aspx

Guidance on electrical safety and pictures of the recommended travel adaptor are available on our webpage, 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

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.

Security staff carry out regular patrols of the perimeter of the campus accommodation and the inside of the residences to ensure the safety and security of all residents.

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

E-scooters

E-scooters are also 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.

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=oQbei5JGiT8](https://www.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 adaptations 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

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

Text 07948187107

E harass@essex.ac.uk

ROOM INVENTORIES

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.

£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 £250

Dining Table – up to £170

Dining Chair – up to £55

Sofa – up to £500



POSTAL ADDRESSES

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

The Towers

Name of Tower followed by flat/room
(eg. Bertrand Russell Tower 9/4)
University of Essex
Wivenhoe Park
Colchester
CO4 3SQ

The Houses

Name of House followed by flat/room
(eg. Isaac Rebow House 4/6)
University of Essex
Wivenhoe Park
Colchester
CO4 3SQ

Wolfson Court (followed by flat and room)

(eg. Wolfson Court 2/4)
University of Essex
Wivenhoe Park
Colchester
Essex
CO4 3SQ

South Courts

Name of Court followed by house, flat/room
(eg. Harwich Court 3.1/D)
University of Essex
Wivenhoe Park
Colchester
CO4 3SQ

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

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

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.



The world is
one place

essex.ac.uk/life/accommodation
essex.ac.uk/student/accommodation