

Welcome

uliving
essex

**A GUIDE
TO YOUR
NEW HOME
MEADOWS
AND QUAYS
AND COPSE**



University of Essex

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WELCOME



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

About us

We provide high quality student housing and 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 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:

► www.essex.ac.uk/accommodation/current_students/default.aspx

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

The full code can be found on the ANUK website

► www.nationalcode.org/Upload/File/NationalCode_Private.pdf

Terms and Conditions of Residence

With your letter of allocation you will have received a copy of the Terms and Conditions of Residence and Code of Student Conduct in Residential Accommodation. The Terms and Conditions document gives full details of the contractual obligations between the University and yourself in relation to your accommodation agreement.

Both documents are available from

► www.essex.ac.uk/accommodation/policies

Management Structure of the University

Detailed information of the management structure of the University is available at ► www.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.....

Contact us

The Copse Reception

The Poplars
Capon Road
Colchester
Essex
CO4 3ZT

T 01206 984523

E mquessexhelpdesk@derwentfm.eu

T 07460373172

Meadows Opening times

We are open: Monday – Friday 9am – 5pm.

Quays Reception

Matthews Quay House 1
University Quays
Lightship Way
Colchester
Essex
CO2 8GY

T 01206 890536

E mquessexhelpdesk@derwentfm.eu

T 07460373172

Quays Opening times

We are open: Monday – Friday 11am – 4pm.

For all other enquiries regarding accommodation, official documentation, funding, International student advice, payment of rent or fees and advice about wellbeing and disability services head to the Student Services Hub on the first floor of the Silberrad Student Centre next to the Library on Square 5.

Student Services Hub is open Monday to Friday from 9am to 5.00pm

For further details about our new Student Services Hub visit

► www.essex.ac.uk/students/contact

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

E mquessexhelpdesk@derwentfm.eu

► www.essex.ac.uk/accommodation

f /EssexAccommodation

t @AccommEssex

Useful contact details:

Students' Union
T 01206 863211
VOIP 224 3211
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 support@studentcom.co.uk

SU Homes – for local private sector accommodation
T 01206 878978
VOIP 224 8978
E sulets@essex.ac.uk

Computer Services Helpdesk
T 01206 872345
VOIP 224 2345
E it.helpdesk@essex.ac.uk



YOUR ACCOMMODATION

Keys

When you arrive, you will receive a key and a fob 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 item, you can pay at the Student Services Hub.

If you find your key or fob and return it to us, we will refund the fee.

Locked out

Don't worry. Contact reception, or security outside office hours, and they will arrange for you to be let back in.

Key Return

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

Internet access

Internet access and Wi-Fi is provided free of charge in all of our rooms. Switch on your computer, connect to Glide and follow the on-screen instructions to register.

Glide offers a range of services; file backup, web security, music and gaming as well as freewire phone using VOIP (Voice Over Internet Protocol).

Some of these services are free of charge and some can be purchased through the Glide portal. More information can be found at www.studentcom.co.uk.

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

Glide

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

StudentCom are open 24 hours a day, 7 days a week, 365 days a year.

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).

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 remove general rubbish daily, Monday to Friday. 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 in your rubbish.

At the University Quays there is a recycling centre located at the end of the car park. You can recycle cans and foil, paper and glass. There are also clothing banks located here.

We provide recycling bins in each kitchen for mixed recycling including cans, plastic, glass, paper and cardboard.

Please do not put recyclable items in with the general rubbish.

Waste reduction

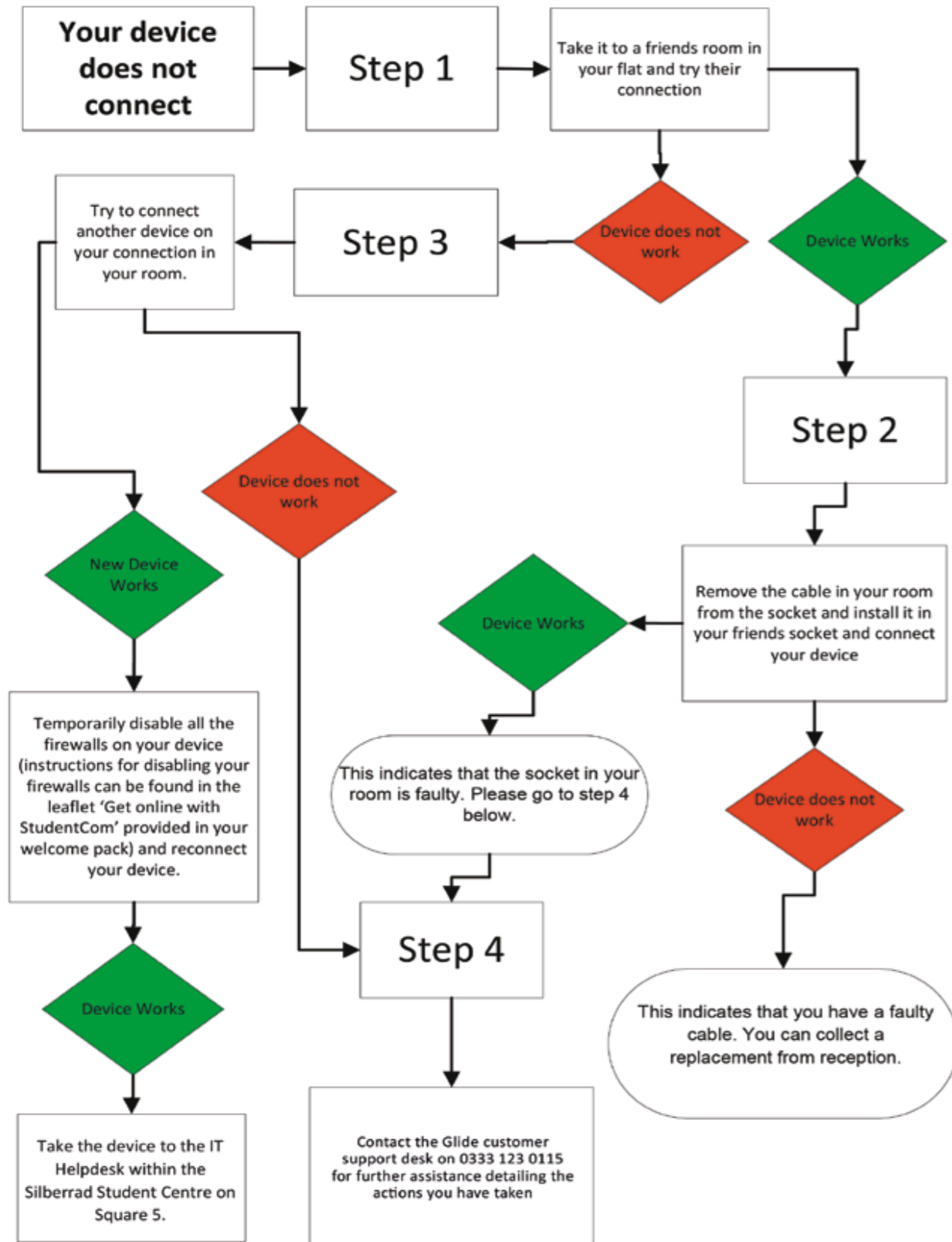
Not producing waste in the first place is a great way to reduce your environmental impact. Wasting food is expensive and bad for the environment.

Pest control

Pest infestations occasionally happen and should be reported to reception as soon as possible. The contractor will respond to urgent infestations within 24 hours. Non urgent infestations will be responded to within 72 hours.

GLIDE INTERNET IN YOUR ROOM WHAT TO DO IF YOU HAVE A PROBLEM CONNECTING.

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



YOUR ACCOMMODATION

Cleaning and maintenance

We provide a cleaning service during term time to the communal areas of all our single accommodation.

Our housekeepers clean surfaces and cooking facilities, such as cookers and microwaves, 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 www.essex.ac.uk/accommodation/facilities/default.aspx

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 Meadows **University Quays**
T 01206 890547 T 01206 890536

E mquessexhelpdesk@derwentfm.eu
T 07460 373172

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

T 07460 373172

The Pavilion at The Meadows

The Pavilion is a common room for use by students who live at the Quays, The Meadows and The Copse - open 24 hours a day. It can be used for social gatherings but please note that consumption of alcohol is not permitted.

Post

Mail will be delivered daily from Monday to Friday. There is no delivery at weekends, on public holidays or between Christmas and the New Year.

Large items and those requiring a signature should be collected from The Copse post room at reception or the Quays reception. Please note that parcel collection will not be available at weekends and Bank Holidays.

You will receive an email from reception when a parcel has been received for you. When you leave your University accommodation after your contract with us has finished, be sure to give your forwarding address (if in the UK) to the post room so they can redirect your post to you. The post room cannot forward post to

addresses outside the UK.

If you choose to stay with us during the summer vacation, the post room will continue to deliver your post to you.

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

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 www.facebook.com/UoESustainability for more information.

Paying your rent

Information on how much your rent is and when it has to be paid by can be found on your letter of allocation which would have been emailed to you before you arrived. Please make sure you are aware of when your rent is due and pay it in good time.

Insurance

Your personal possessions that you keep in your room are covered by Endsleigh Insurance. This does not cover items such as your laptop and your phone when you use them outside your room. You should check that the cover provided meets your needs. If you wish to take out additional cover this can be arranged with Endsleigh direct, www.endsleigh.co.uk/Student/Pages/student-insurance.aspx

How to make a claim

► www.endsleigh.co.uk/reviewcover

E property.claims@endsleigh.co.uk

T 0844 472 2507

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



LIVING ON CAMPUS

Residence Life

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

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

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

A contact telephone number for the RA in your area can be found on your flat notice board or online at

► www.essex.ac.uk/accommodation/support/reslife.aspx

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 nights duration. You do need to seek permission

by contacting the Student Services Hub. Please let the team know the name and gender of the person staying, as well as their contact details and how long they are staying for. 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

Laundrettes are located in The Pavilion at The Meadows, Hawkins 1 at The 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

► www.circuit.co.uk/machine-faults-and-breakdowns/

Laundry cards can be purchased from reception at The Copse and The Quays.

You can put credit on your card either at the machine or online.

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

For further information on how to use the Laundry please go to this link <https://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-help/>

Food and drink

You won't go hungry at Essex – If you don't want to cook for yourself we offer a wide choice of cafés, restaurants and bars to suit all tastes and budgets. There is a coffee shop located in The Pavilion at The Meadows and a vending area at University Quays. From tasty 'grab and go' snacks to traditional, home-cooked cuisine, we aim to cater for all.

► www.essex.ac.uk/catering/

Sport

The University has excellent sports facilities with a fitness studio and the Evolve Gym, as well as a range of outdoor facilities. There is something for everyone. Further details can be found at:

► www.essex.ac.uk/sport

Car parking and bike storage

There is no provision for students (other than disabled students) living in University accommodation to register a car to park on campus.

You may park a motorcycle on campus. Your 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.

SAFETY AND SECURITY

Fire

Please make sure you are familiar with our fire safety procedures. 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>

Fire Alarms

Interlinked smoke and heat detectors are fitted throughout the accommodation.

Cooking or showering with the door open or using aerosols near the detectors may cause the alarms to be activated.

Fire alarm testing

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

TIP:

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

Fire 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 extinguishers

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

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

Candles

The use of lighted candles, incense sticks, aromatic oil heaters or any other device which has a naked flame, is prohibited in University owned or administered residential accommodation, except with the prior written permission of the Registrar & Secretary.

Candles and other prohibited devices will be removed from residential accommodation by university staff including where these are for display purposes only.

The Registrar & Secretary will give permission only in exceptional circumstances, for example, where candles are to be used for religious purposes and where the lighting of candles is accepted practice for that form of religious worship. The precaution to be adopted for the safe use in these cases will be defined by the University Safety Officer and must be followed. In no circumstances will permission be given for unattended lit candles or devices.

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:

Kim Norrell – Accommodation Manager

T 01206 890546

E mquessexhelpdesk@derwentfm.eu

First aid, 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.

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

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 or the on-call Residents' Assistants. Emergency numbers are provided on posters next to the telephones.

Telephone locations:

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

TIP:

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

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 www.essex.ac.uk/academic/docs/regs/residence.shtm

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 www.everythingsessex.co.uk

Guidance on electrical safety and pictures of the recommended travel adaptor are available on the webpage, www.essex.ac.uk/accommodation/safety/electricalsafety/default.aspx

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 www.essex.ac.uk/academic/docs/regs/residence.shtm

Stay safe

Our campus accommodation provides a safe and secure place to live, however you should take precautions to ensure that you keep yourself and your belongings as safe as possible.

TIP:

Always close your windows when you leave your room – especially if you live on the ground floor. This will deter opportunist thieves and prevent windows from closing sharply during windy conditions.

Don't hold building or flat doors open for other people if you do not know them.

Don't prop flat main entrance doors open.

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

Don't leave belongings unattended within your communal areas



HEALTH AND WELFARE

Health services

You are required to register with a local doctor for the duration of your studies at the University.

We have our own Health Centre, located on the north side of campus, behind Raleigh Tower. Here they offer a full range of NHS services including GP appointments, a nurse and specialist clinics for asthma, diabetes, sexual health and contraception.

T 01206 794484

Prescriptions

The Health Centre is unable to dispense prescriptions, however, the Students' Union (SU) offer a prescription service.

If you drop off your prescription at the SU reception by midday, it will be ready for you to collect by 3pm the following day.

For more information on healthcare for students, visit the website
 ▶ www.essex.ac.uk/students/health-and-wellbeing/default.aspx

Student Services Hub

Our Student Services Hub offers confidential advice and information on many welfare issues to assist you through your time here at Essex. These include adjusting to University life, financial concerns and immigration issues or if you just need to talk. They provide support to disabled students including advice and assistance regarding any adaptations you may require in your room (further details are available at www.essex.ac.uk/students/contact/default.aspx). 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

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.

Please note that an administration fee of £20.00 will also be applied.

Our contact details

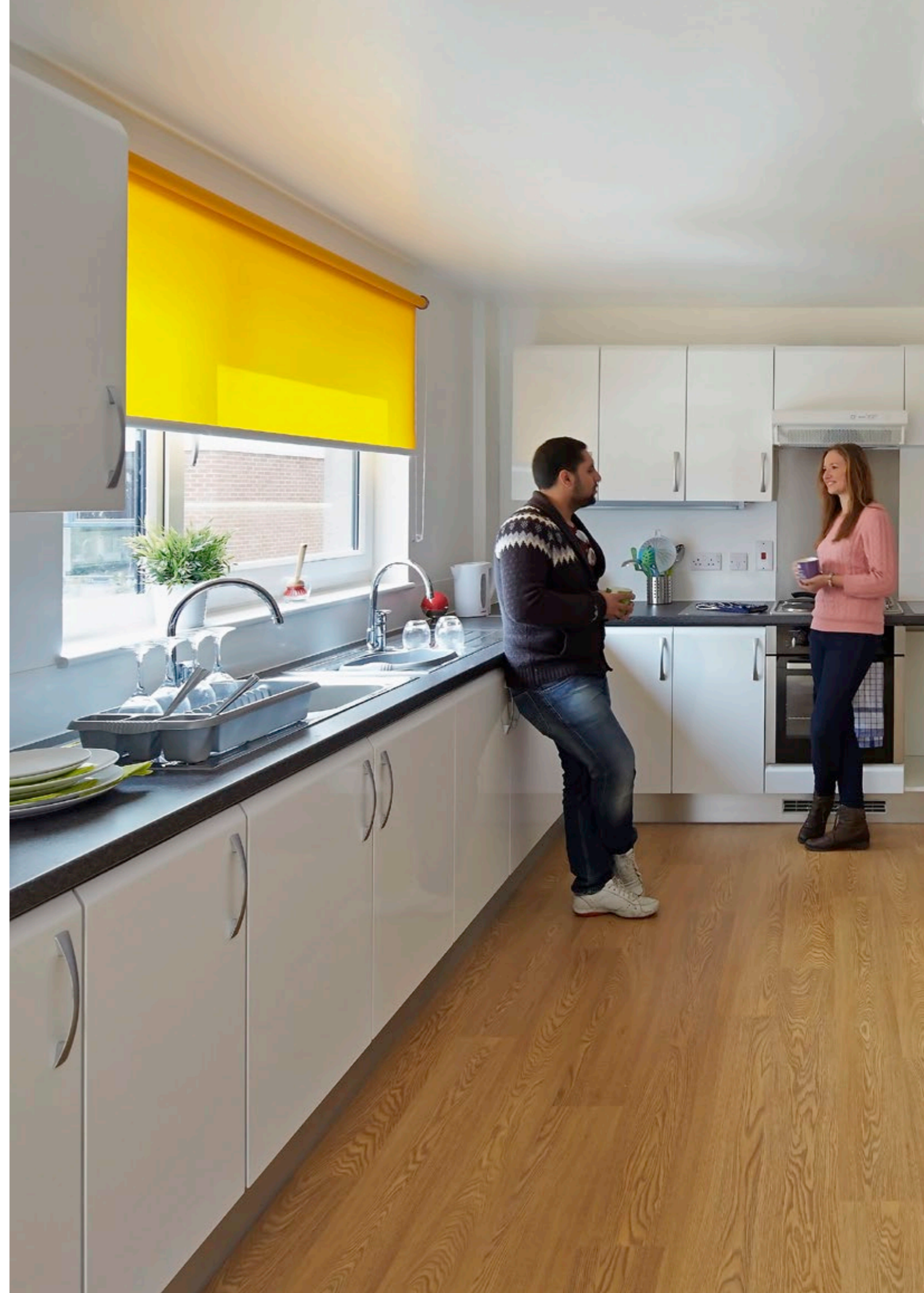
Please call, email or visit your local accommodation office if you have any repairs to report. Contact us at mqessexhelpdesk@derwentfm.eu

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 £277.23	Shelving Unit – £117.12
Mattress – up to £98.40	Carpet – up to £350.00
Bedside Cabinet – £82.37	Bathroom Cupboard with Mirror Door – £70.00
Easy Chair – up to £129.00	Shower Curtain – up to £13.08
Headboard – £137.53	Curtains/blinds – up to £135.00
Wardrobe – up to £441.18	Mirror – £35.64
Desk – up to £175.00	Bin – up to £5.94
Desk Chair – up to £119.40	Noticeboard – up to £55.00





ACCOMMODATION FULL 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:

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
- 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 and the Services and Administration form can be found at www.essex.ac.uk/accommodation/contact_us/complaints.aspx

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.

