

**Accommodation**

**A GUIDE TO  
YOUR NEW  
HOME AT  
UNIVERSITY  
SQUARE**





**Dedicated  
lifesaver**



**John Keenan**  
Senior Lecturer, Nursing

John Keenan is a dedicated and passionate senior lecturer at BNU's Bournemouth, one of the University's premier academic, teaching and research centres. He has been a member of the staff at BNU since 2008, and has been instrumental in the development of the BNU's nursing programme. He is a highly skilled and experienced educator, and has been instrumental in the development of the BNU's nursing programme. He is a highly skilled and experienced educator, and has been instrumental in the development of the BNU's nursing programme.

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# WELCOME

Firstly, 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](https://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](https://essex.ac.uk/life/accommodation) or you can read the full code on the SAC website, [thesac.org.uk](https://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. Both documents are available from [essex.ac.uk/life/accommodation/how-to-apply](https://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](https://essex.ac.uk/about/governance)

## How to find us

The accommodation team is based at reception in University Square.

## Opening times

The reception desk is open 24 hours a day. Out of Accommodation Staff hours security staff are available to provide assistance where possible.

## Contact us

University Square Reception

36 Queens Road  
Southend-On-Sea  
Essex SS1 1BF

**T** 01702 328400

**E** [scacom@essex.ac.uk](mailto:scacom@essex.ac.uk)

[essex.ac.uk/life/accommodation](https://essex.ac.uk/life/accommodation)

**f** [facebook.com/UniSquare?ref=hl](https://facebook.com/UniSquare?ref=hl)

**@** [@accommodationessex](https://twitter.com/accommodationessex)

Live Chat also available at [essex.ac.uk/student/advice-and-support](https://essex.ac.uk/student/advice-and-support)

## Useful contact details

### Students Union

T 01702 328233

E [su@essex.ac.uk](mailto:su@essex.ac.uk)

[essexstudent.com/southend](http://essexstudent.com/southend)

### Student Support

The Forum

TF.2.23

T 01702 328351

E [ssso@essex.ac.uk](mailto:ssso@essex.ac.uk)

### Endsleigh Insurance Claims

T 0800 923 4042

[Download the MyEndsleigh app.](#)

### Emergency support

T 01702 328408 or 07920 821678

### ASK4

T 0114 303 3232

E [support@ask4.com](mailto:support@ask4.com)

Live chat at [support.ask4.com](http://support.ask4.com)

📱 [@ask4support](#)

### Computer Services Helpdesk

T 01702 328341

Student Services Hub (SSH-SC)

Second Floor, The Forum, Southend Campus

T 01702 328444

E [askthehub-sc@essex.ac.uk](mailto:askthehub-sc@essex.ac.uk)



# YOUR ACCOMMODATION

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## Fobs

You will receive a fob, which will give you access to the building, your flat and your room. You can normally collect your keys from 9am on the day your contract begins (Security will be available out of hours after this time), and we'll invite you by email to complete an online e-induction, which links to the actual arrival information for your accommodation area.

## 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 University Square reception to get a new one.

When you receive your replacement fob, you will be invoiced which must be paid within seven days. You can pay at the Income Office at The Forum, room TF.2.23

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

If your fob is broken, please take it to University Square Reception for a replacement.

## Locked out

Don't worry. Contact reception and we will arrange for you to be let back in. Outside office hours a security guard is available to let you back in.

## 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](https://essex.ac.uk/student/accommodation/going-away)

## Internet access

You'll have access to up to 1Gb/s broadband internet speeds at your accommodation in University Square. Your internet services are provided by ASK4 at no extra charge. 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

E [support@ask4.com](mailto:support@ask4.com)

T 0114 303 3232

Live chat at [support.ask4.com](https://support.ask4.com)

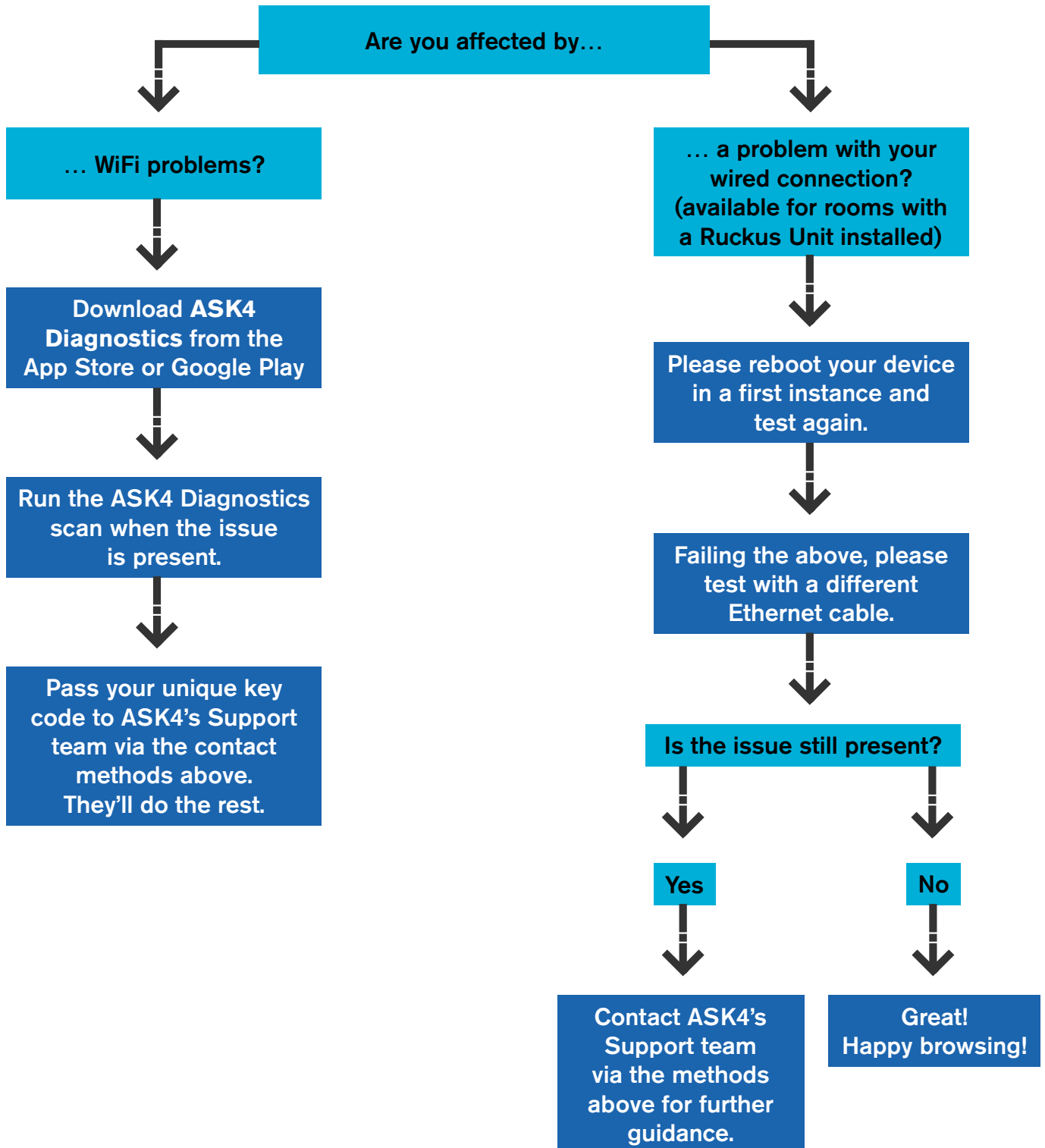
📱 @ask4support

## Returning accommodation

Returning accommodation applications open in November, so don't forget to head to our website [essex.ac.uk/life/accommodation/apply/returning-students](https://essex.ac.uk/life/accommodation/apply/returning-students), to check out your options and any special offers for the 2025-26 academic year in campus accommodation.

# ASK4 FAULT-FINDING FLOWCHART

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# YOUR ACCOMMODATION

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## 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.

General waste, mixed dry recycling, glass and food waste facilities are available in the flat kitchens and these are emptied daily.

Please put the rubbish in the correct bins in your flat kitchen. Please note the food waste bin is for food waste only, do not put any packaging or other items in there.

Our caretakers will remove rubbish daily, Monday to Friday. There is no rubbish removal at weekends or during bank holidays. However, extra bags are available on your bin rack to change over when bag is full.

If you live in a studio you must take your rubbish to the rubbish cages and bins on the podia. Please do not leave rubbish bags next to the rubbish bins and cages located on the podia. All bagged waste must be secured inside the bin or the overflow cage. Please make sure the waste goes into the correct bins. Please ensure all liquids are removed from containers before putting container into the bin.

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 secure the fat/oils in a closed container/oil bottle and place beneath the red waste bag.

## 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 as soon as possible.

## 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](https://www.essex.ac.uk/life/accommodation/living-on-campus)

## Room inspections

We inspect all bedrooms twice yearly. This helps us ensure that the accommodation is being kept in accordance with our terms and conditions, and that the health and safety of all students and staff is maintained.

You will be notified of room inspections via your Essex email address.

## Reporting a repair

Report all repairs directly to the reception desk at University Square either face to face or:

**T** 01702 328400

**E** [scacom@essex.ac.uk](mailto:scacom@essex.ac.uk)

Non-urgent repairs can be reported online at [essex.ac.uk/student/accommodation/repairs-and-faults](https://www.essex.ac.uk/student/accommodation/repairs-and-faults)



# YOUR ACCOMMODATION

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## 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. If you live in a studio your post can be collected from reception.

Parcels and items requiring a signature should be collected from reception. We will contact you if you have been sent an item for collection.

Any post received for you after you have left will be returned to sender.

## 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.

Each room has its own heater for you to adjust for your comfort throughout the year. The heating is normally turned on once temperatures start to fall at the end of September, beginning of October. We then turn the heating off, towards the middle to end of June, when temperatures start to rise.

## 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:

Visit: [endsleigh.co.uk/reviewcover](https://endsleigh.co.uk/reviewcover)

Email: [property.claims@endsleigh.co.uk](mailto:property.claims@endsleigh.co.uk)

Call: 0844 472 2507

To review your cover visit [endsleigh.co.uk/reviewcover](https://endsleigh.co.uk/reviewcover)

[Download the MyEndsleigh app](#)

## Service Level Agreements

Accommodation Essex has service level agreements in place for buildings maintenance with the University Estates Management Department. Further information is available from the Estates Helpdesk [essex.ac.uk/student/buildings-and-maintenance/southend-facilities-helpdesk](https://essex.ac.uk/student/buildings-and-maintenance/southend-facilities-helpdesk)

## 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](https://facebook.com/UoESustainability) for more information.

For Health and Safety purposes, as well as allowing heat to flow evenly, do not cover the heaters in the kitchen or in your room.

# LIVING ON CAMPUS

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## Residence Life

[essex.ac.uk/accommodation/support/reslife.aspx](https://essex.ac.uk/accommodation/support/reslife.aspx)

Residence Life is a campus service to help you gain a positive experience from living and learning. The team is formed of student-staff called Residents' Assistants (RA) who focus on community building, supporting students' transition to university life, and providing programs that enhance cultural competencies. 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 Residence Life program includes monthly activities, guidance on being a good neighbour, promotion of wellbeing events, and support for international students adjusting to the local community. For any support, email [reslife@essex.ac.uk](mailto:reslife@essex.ac.uk).

Out of hours support will be provided by Security.

**T 07920 821678**

## Guests

You can start having a guest to stay, two weeks after your contract has started for occasional stays of up to three nights duration. Due to Health and Safety reasons, you are required to let the us know on each occasion, who you have staying with you, so please contact the Student Services Hub, with their details and length of stay.

If you want your guest to stay for more than 3 nights (maximum of 7 nights), then you are required to request permission by contacting the Student Services Hub.

Please let the team know the name of the person staying overnight, as well as their contact details and how long they will be staying (children under 16 are not permitted to stay overnight in our accommodation).

Should your request be at short notice, please also let your area accommodation office know, as the Student Services Hub may not have had enough time to inform them about your guest.

If you live in a designated single gender flat, you are not permitted to have guests of the opposite gender visit or stay overnight.

Please remember, that you are responsible for the behaviour of your guests.

Additional beds are available upon request from reception University Square in Southend. Please contact the Student Services Hub for this request. All guests should be signed in with security at University Square Reception. Don't forget you are not permitted to lend your key card to anyone else.

## Laundrette

There is a laundrette in University Square and it is located in the common room.

The laundrette is 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](https://circuit.co.uk/contact-us/report-a-fault)

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

# LIVING ON CAMPUS

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## Circuit laundry app

You can now use our smart-scan technology Circuit Laundry 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 the laundry room at University Square, 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](http://circuit.co.uk/help-support/video-guide)

## Food and drink

There are plenty of places to eat or drink within the town if you don't want to cook for yourself. You can choose from a range of cafés, restaurants and bars serving food from a variety of international cuisines.

## Sport

Students in Southend have the opportunity to join a Simply Gym, which is a local facility close to the accommodation. Check out their page for further information [simplygym.net/our-gyms/southend](http://simplygym.net/our-gyms/southend)

## Car parking and bike storage

There is no provision for students living in University Square to park a car. There is a car park underneath the building which is run by Southend Borough Council now known as Southend-on-Sea City Council and further details are available here [southend.gov.uk/car-parks-1](http://southend.gov.uk/car-parks-1)

There is a bike shelter facility available on the podia in the central courtyard.

Please be aware that you park your bike at your own risk so always remember to lock it before you leave.



# SAFETY AND SECURITY

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## 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](https://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 point at Elmer Square in front of The Forum. 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](https://vimeo.com/145121411)

## Fire alarms

Interlinked smoke and heat detectors are fitted throughout the accommodation.

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 University Square fire alarms are tested on Fridays, from approximately 12.00pm.

## TIP:

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

To avoid a risk of fire, please do not cover the heaters in the kitchen.

## 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 and shall be kept clear at all times.

## 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. Do not leave hobs unattended.

## Fire Blankets

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

## Candles

The use of lighted candles, 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.

# SAFETY AND SECURITY

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## E-scooters and e-bikes

E-scooters are not permitted on campus, which includes accommodation. E-Scooter and e-bikes should not be taken into your accommodation for charging or storage. Should an e-scooter or e-bike be found during our annual inspections, then it will be reported and may be confiscated. This is because the equipment can produce significant heat which could start a fire or cause injury.

## Personal emergency evacuation plans (PEEPs)

If you think you might have difficulty exiting a building in an emergency, we can prepare a PEEP for you. This should 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](mailto:fire@essex.ac.uk)**

## First aid, accident, emergency or illness

Security staff are trained first aiders. In the event of a serious accident or illness, please call the security staff on the number below and give your location.

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

If you require emergency assistance call:

**T 01702 328408 or 07920 821678**

## 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/student/values/code-of-student-conduct](http://essex.ac.uk/student/values/code-of-student-conduct)

Smoking shelters have been provided near to residences for you to use. Smoking, including vaping 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 Essentials [essex.ac.uk/online\\_shop/essexessentials/default.aspx](http://essex.ac.uk/online_shop/essexessentials/default.aspx)

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

Should staff identify a dangerous electrical item in your room, they will remove it. They will leave a note confirming why the item was removed, along with information on how and when you can retrieve it.

## 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 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)

# SAFETY AND SECURITY

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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.

### 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 doors open.

Don't leave belongings unattended within your communal areas.







# HEALTH AND WELFARE

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## Health services

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

Use the NHS postcode finder to locate your nearest doctors surgery at [nhs.uk/nhs-services/services-near-you](https://nhs.uk/nhs-services/services-near-you)

## Healthcare

For information on healthcare for students, visit the website: [essex.ac.uk/student/healthcare](https://essex.ac.uk/student/healthcare)

## 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://youtube.com/watch?v=oQbei5JGiT8) or check out [pauseplaystop.org.uk](https://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](https://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](https://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.

## 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**

**E [harass@essex.ac.uk](mailto:harass@essex.ac.uk)**

# ROOM INVENTORIES

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## 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.

You may be charged for any repairs required as a result of damage or inappropriate use.

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 recover any financial loss suffered by the University.

## Move Out

When it is time to leave at the end of your contract, you are required to move out by 10am on the last day of your contract. Take a look at our moving out pages for further information in guidance on what to do, where to return your keys and how to donate unwanted items [essex.ac.uk/student/accommodation/moving-out](https://essex.ac.uk/student/accommodation/moving-out)

## Our contact details

Please visit reception, call or email [scacom@essex.ac.uk](mailto:scacom@essex.ac.uk) to report any repairs.

## 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 £116

Desk Chair – up to £147

Curtains/blinds – up to £115

Bedside Cabinet – up to £86

Shelving Unit – up to £122

Mirror – up to £57

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 £170

Dining Chair – up to £50



# POSTAL ADDRESSES

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To ensure that your post reaches you, please be sure to use your name as registered with the University and the correct postal address:

Your name (as registered with the University of Essex)

Name of house

followed by flat/room number (eg. House 5, 3/A)

University Square

36 Queens Road

Southend-on-Sea

Essex

SS1 1BF

## MAKING A COMPLAINT

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We aim to provide students with accommodation which is clean, well maintained and allocated as set out in our Allocation Policy.

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.

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.

### 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:

- by email
- by letter
- face-to-face
- by telephone

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

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



**[essex.ac.uk/life/accommodation](https://essex.ac.uk/life/accommodation)**  
**[essex.ac.uk/student/accommodation](https://essex.ac.uk/student/accommodation)**