

Help & Info



Staying in touch with the Residential team

01223 698900
Ground Floor Eastings Building
Monday – Friday, 9:30am–4:30pm



Out of hours emergencies

When our office in Eastings is closed, your call will be answered by a Residential Assistant (RA) or Security, depending on where you live.

Anastasia & Collier Road **07738 458212**
Peter Taylor **07738 458213**
Swinhoe **07738 458214**
University Houses **01223 698368**



For matters relating to rent and requests to end your tenancy

cambaccom@aru.ac.uk



For matters relating to all other aspects of your accommodation

cambhousing@aru.ac.uk



Download the ARU app



aru.campuscoach.cloud
Download the app for loads of useful information including city and campus maps.



Current residents website

aru.ac.uk/residents
Contains: FAQ's, what to do in emergencies, contact details, events and activities and info on how you can become an RA.



Paying for your room

aru.ac.uk/housing
Click 'What you need to know'
aru.ac.uk/web-payments



Money Advice

For help with budgeting and money worries.
01245 686700
moneyadvice@aru.ac.uk



Independent advice

ARU is signed up to the Student Accommodation Code as we are committed to raising standards of student accommodation. The code outlines everything you can expect from us.
thesac.org.uk

Your Students' Union can provide confidential, independent advice and representation on many matters including your accommodation.
angliastudent.com



Internet

Your Internet is provided by Glide. For help, contact:
my.glidestudent.co.uk/support
studentsupport@glide.co.uk
[@GlideStudentHelp](https://twitter.com/GlideStudentHelp)
Halls & Collier Road: **0333 123 0115 / 01275 793582**
University Houses: **0333 666 5555**



Television

If you watch or record live TV on any device or watch anything on BBC iPlayer, don't forget to buy a TV license.

tvlicensing.co.uk

Residents aren't allowed to install cable TV or satellite dishes.



Possessions Insurance

Most of your personal possessions are covered whilst living in University accommodation by Cover4students.

cover4insurance.com/anglia-ruskin



Something broken?

Contact facilities-helpdesk@aru.ac.uk or call **01245 686464**

Jobs will be completed on a priority basis.



Post

Halls: Letters and notices about where to collect any parcels will be delivered to your postbox in your hall daily (except weekends and public holidays).

If you can't find your postbox, contact us or ask your Residential Assistant (RA).

Staff won't be able to sign for and take packages so make sure you have made appropriate arrangements for delivery.

You'll need to ensure you have the full address for your room or your post won't reach you!

Houses: Letters and parcels are delivered to your letterbox daily (except Sundays and public holidays).



Fire safety

- Know your nearest emergency exit and your assembly point
- If you hear the fire alarm leave the building immediately in a calm manner.
- If you discover a fire, sound the nearest alarm and leave the building immediately
- Never attempt to tackle a fire
- Never tamper or remove fire fighting equipment
- Keep all doors shut, they prevent smoke and fire spreading.
- Do not cover your heater

Safety tips

- **SafeZone:** a free app to give you quick access to ARU Security and First Aid 24/7 whilst on campus.
safezoneapp.com/#download_app
 - Never leave your address on your keys
 - If you're not too sure who someone is – don't let them in
 - Never leave valuables on display
 - Always make sure that your room is locked and secure when you leave
 - Keep important University numbers in your phone, such as campus security
 - Make sure you keep your bike locked and secure in cycle racks
 - At night make sure you lock your bedroom door
- You can call security 24/7 for help including First Aid on **01223 698368**.

If you need an ambulance, the police or fire service, call **999 (emergencies)** or **101 (non-emergencies)**. Always inform a member of staff if emergency services have been called.

999

Emergency

101

Non-Emergency

01223 698368

Security 24/7 and First Aid



Planned maintenance

- Fire alarm testing takes place weekly
- Fire drills each semester
- Water testing monthly
- PAT* testing shortly after moving in
- Room inspections every semester
- Kitchen inspections monthly
- Window cleaning once a semester
- Shower head cleaning every three months
- Hardwire testing during spring and summer months

*PAT testing – all portable electrical items must be tested to ensure they are safe for use. If your item fails, we will place a red sticker on it and ask that you do not use it. Residential services will notify you on your student email account.

We will always try to give you 7 days notice of works unless they need to be completed urgently.



Moving out

If you decide that you want to change rooms contact the Residential Service team for advice.

It is important to remember that your contract is fixed. If you move out before the contract ends you are still liable for rent unless the room can be re-let.

If you are leaving University it is important to let us know so that you can be released from your contract.

When moving out you must remember:

- You'll need to have moved out by 10am on the day your contract ends
- Remove all your belongings from the room and communal spaces
- Leave all areas clean and tidy
- Hand keys back in
- Arrange for post to be forwarded to your new address

Don't forget your keys! Locked out?



Visit the Residential Team in the Eastings Building, Monday to Friday, 9:30am – 4:30pm.

If you're locked out on an evening or at a weekend, contact the 'out of hours emergencies' number for your hall or house (see left).



Being considerate:

- Please keep your music and TV volume down
- Parties are not permitted
- Keep noise levels low at all times, but especially between 11pm–8am
- Be respectful of each other
- Keep communal areas clean and tidy
- Let the Residential Service know if you are worried about someone



Prohibited items:

- Smoking, e-cigarettes
 - Illegal substances
 - Pets
 - Weapons or imitation weapons
 - DJ-ing equipment
 - Naked flames
 - Chip-pans or deep fat fryers
 - LED sticky strip lights
 - No large lithium batteries allowed.
- Please avoid using kitchen equipment in your room. Bikes should not be stored inside the buildings.



Tenancy Breaches

If you breach your Tenancy Agreement you will face disciplinary action. Take time to read your Tenancy Agreement and be aware of the Rules, Regulations and Procedures for Students:

aru.ac.uk/keydocuments

Please don't remove