

Help & Info



Staying in touch with the Residential team

01245 683110

Ground floor of Queens Building, next to the i-centre desk.
Monday – Friday, 9.30am–4.30pm



Out of hours emergencies

Residential Assistant's Number
01245 687720

Call the Residential Assistant (RA) when our office is closed, they help you to report noise issues, if you are locked out and any other concerns or emergencies.



For matters relating to rent and requests to end your tenancy

essexaccom@aru.ac.uk



For matters relating to all other aspects of your accommodation

essexhousing@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: FAQs, 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

0333 123 0115/01275 793582

@GlideStudentHelp



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

Letters and parcels are delivered directly to your flat letterbox daily (except Sundays and public holidays). 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, correct address for your room or your post won't reach you!

Don't forget your keys!

Locked out?

Visit the Residential Team in the Queens Building 025, Monday to Friday, 9.30am – 4.30pm.

If you're locked out on an evening or at a weekend, contact the Residential Assistant on

01245 687720



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.

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
- 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 01245 686666.

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

999

Emergency

101

Non-Emergency

01245 686 666

Security and First Aid 24/7



Planned maintenance

- Fire alarm testing takes place each Wednesday
- 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

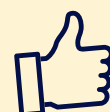
If you decide that you want to change rooms contact the Residential Service team for advice.

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



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
 - Large lithium batteries
- 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