STEP BY STEP ARRIVAL GUIDE

1. BOOK YOUR ARRIVAL SLOT AND GET THE HOME AT HALLS APP

Once you’ve completed your Einduction on the Accommodation Portal, you can book your arrival slot. If your contract starts on Friday 18, Saturday 19 or Sunday 20 September, you may be able to move in before this time, without any additional charge. When you book your arrival slot, this will show you the earliest dates and times available.

If your contract starts on any other date, this is the earliest you can move in. Need to change your arrival date? No problem. Log back into the Accommodation Portal and you can make a change to one of the other available slots.

Our home at halls app will not only be your new best friend whilst living in halls, it also contains lots of useful information before you arrive. Search for 'home at halls' within your app store now or scan the QR codes below.

2. PACK ALL THE ESSENTIALS

You can find a suggested list of what to bring at the Welcome Webpages, Before you arrive, What to bring. As well as your usual packing for University, there are some additional items we recommend you bring in light of the Coronavirus Pandemic:

- Face coverings
- A thermometer
- Over the counter medication e.g. paracetemol
- Antiviral cleaning products
- Hand soap and hand sanitiser
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Kitchen and bedding packs
If you want to save space on packing, you can buy a bedding pack and other essentials in advance and we’ll have it ready in your room on your arrival. These can be purchased when you book your arrival. Before you order, make sure you check your bed size on your key fact sheet (found in the Accommodation Portal) and order the correct size pack for your bed. For more information, visit the Welcome Webpages, Accommodation, Arriving at University accommodation, Bedding packs and other essentials.

TRAVELLING TO READING

A comprehensive guide to travelling to Reading can be found at the Welcome Webpages, Before you arrive, How to find us. When you arrive in Reading, head straight to your hall at your booked arrival time.

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<tr>
<th>Northcourt Group: RG2 7EY</th>
<th>Park Group: RG6 6UR</th>
<th>Redlands Group:</th>
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<tr>
<td>Benyon Hall</td>
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<td>Bridges Hall RG6 6BG</td>
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<td>Sherfield Hall</td>
<td>Greenow House</td>
<td>Wessex Hall RG6 6BQ</td>
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<td>Creighton Court</td>
<td>Dunsden Crescent</td>
<td>St. George’s Hall RG1 5JJ</td>
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<td>Northcourt Avenue Houses</td>
<td>McCombie House</td>
<td>Wantage Hall RG1 5JG</td>
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<td>St. Patrick’s Hall</td>
<td>Windsor Hall</td>
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The correct SatNav postcodes to use for each hall can be found in the table above. Please only bring one other person to help you move in. If you do need more than one person to accompany you, we may ask them to wait outside.

ARRIVE AT YOUR ACCOMMODATION

For those arriving by car you’ll be directed to an unloading area where you will have 40 mins to unload your belongings. After this, longer-term parking will be available should you need it.
Make sure your belongings are suitably packed as there may be a walk between the unloading area and your flat. A limited supply of trolleys will be available but items you can carry or wheel are recommended.

For those arriving by other forms of transport, please proceed directly to your reception check-in area for your hall where staff will assist you.

Arriving outside of normal hours? Please go directly to your hall and follow the instructions in our Out of Hours Arrival Guide.

At the key collection point, you’ll need photo ID (e.g. passport, ID card), we’ll also ask you to complete a form to record your check-in. You’ll be provided with the relevant keys, access fob, mailbox key and laundrette card.

Our helpers will provide you with directions to your room. Please be sure to observe all COVID-19 precautions around one-way systems, use of lifts and hand hygiene. We recommend face coverings are worn whilst moving in.

If you have borrowed a trolley to help you move in, please ensure this is returned to the collection point for cleaning. We do ask that if you have had a supporter help you move in, they vacate your household area once you have finished unloading.

One of the first things you should do after arriving on campus is to complete your enrolment and pick up your Campus Card. You can visit the Palmer Building at the centre of campus to pick this up from 15-25 September (including weekends) 09:30 - 17:30. You will need to take photo ID with you (e.g. passport, ID card).
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8 GET WIFI

You'll be able to access WiFi in your room on a temporary basis until you've completed enrolment. Once you've enrolled you can then get set-up with your full University of Reading IT account to access all University IT services.

Instructions on how to do this will be on a poster in your room or can be found under useful information on the home at halls app.

9 COMPLETE YOUR INVENTORY

Your room condition inventory should be completed on the home at halls app within 48 hours of your arrival. It's very important this is completed so the condition of your accommodation is recorded to safeguard your damages deposit.

Once you've completed this, you'll have full access to all of the functions available on the app.

10 ATTEND A VIRTUAL WELCOME TALK

Once you've arrived in halls you must attend your welcome talk. This year, to comply with social distancing all talks will be held online, via Teams Live. You can find out the dates and times of your talk on the events section in the home at halls app.

This is an opportunity to meet your Warden and Halls teams and you'll be provided with essential information about living in halls and keeping safe.

Congratulations!

You've completed all the steps! Now you can relax, get to know your flatmates and get involved in University life.

Remember, our Halls Hotline is available 24 hours a day, 365 days a year to help you with any questions about living in halls.

Call them on 0800 029 1984 or email Reading.Helpdeskeupp-ltd.com.