

STEP BY STEP ARRIVAL GUIDE

JANUARY 2021

1 COMPLETE YOUR EINDUCTION AND DOWNLOAD THE HOME AT HALLS APP

Once you've completed your Einduction on the **Accommodation Portal**, you can book your arrival slot using the home at halls app.

To download the app, search for 'home at halls' within your app store or scan the QR code below.



Once you've downloaded the app, you'll be asked to register with your first name, last name, student ID and email address. You can also view the app from a desktop: homeathalls.com.

2 BOOK YOUR ARRIVAL

To book your arrival time using the app, select the 'Intake' tile. You will see the dates and times available - just select your preferred option.

Need to change your arrival date? No problem. Go back into the app and you can make a change to one of the other available slots.

If you can't use the app, or are having any difficulty booking a time, contact the Halls Hotline who will be able to help you. Tel: **0800 029 1984** or email:

Reading.Helpdeskeupp-ltd.com.

If your contract starts on Thursday 31 December but you need to arrive earlier than this date, please contact the Accommodation Office at:

accommodationonline@reading.ac.uk by Friday 18 December 2020.

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Kitchen and bedding packs

If you want to save space on packing, you can reserve a bedding pack and a kitchen pack in advance and we'll have it ready for you to collect on arrival. If you are travelling from overseas and required to self-isolate (quarantine) on your arrival to hall, these will be provided free of charge. Otherwise you will need to pay for these at your hall reception. For prices and more details please see:

<https://www.reading.ac.uk/essentials/Welcome/Accommodation/University-accommodation/Bedding-Packs-and-other-essentials>.

Please make your reservation using the app when you book your arrival time.

When booking your arrival please bear in mind that 1 January 2021 is a public holiday in the UK and most shops and non-essential services are closed and public transport is very limited on this date. From 22 December to 4 January, the University will be closed for the Winter break. However, all halls of residence are open, with catering available if required and support accessible for anyone who needs to self-isolate during this time.

3 PACK ALL THE ESSENTIALS

You can find a suggested list of what to bring here:

<https://www.reading.ac.uk/essentials/Welcome/Before-you-arrive>.

As well as your usual packing for university there are some items we recommend you pack in light of the coronavirus:

- face coverings
- over the counter medications, such as paracetamol
- antiviral cleaning products
- hand soap and sanitiser

4 TRAVELLING TO READING

A comprehensive guide to travelling to Reading can be found at:

<https://www.reading.ac.uk/essentials/Welcome/International-and-EU-students/Getting-here>.

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5 ARRIVE AT YOUR ACCOMMODATION

When you get to Reading, please proceed to the reception for your hall. The reception location and postcode for each hall is as follows:

Northcourt Group Reception at Sherfield Hall: RG2 7EY	Park Group Reception at Windsor Hall: RG6 6UR	Redlands Group Reception at Bridges Hall: RG6 6BG
Benyon Hall Sherfield Hall St. Patrick's Hall Northcourt Avenue Houses Creighton Court	Childs/Mackinder /Stenton Hall Windsor Hall Dunsden Crescent Greenow and McCombie House	Bridges Hall Wessex Hall Redlands Group Reception at St. George's Hall: RG1 5HZ St. George's Wantage Hall Hall

If reception is open, they will issue your key and direct you to your room. If your reception is closed, please follow the [Out of Hours Guide](#).

6 CHECK-IN

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.

7 FIND YOUR ROOM AND UNPACK

When we check you in, we'll provide directions to your room. Maps showing the services, facilities and layout for your halls groups can be found in the 'useful information' section on the home at halls app.

Please be sure to observe all COVID-19 precautions around one-way systems, use of lifts and hand hygiene. You should wear a face covering whilst moving in. This is a general requirement for all residents at the current time in communal parts of the halls such as lifts, corridors and other spaces outside your household.

Trolleys are available at receptions - please ensure you sanitise these before and after use and return them to the collection point.

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If you have a parent or other supporter helping you move in, in order to reduce the risk of COVID-19 transmission, we would strongly discourage them from entering your flat or household area. One person may assist you with moving your belongings to the front door of the flat or household. If it's impossible for you to move your belongings into your room without assistance, please ensure that any time your supporter spends inside your flat is kept to a minimum and they wear a face covering throughout.

If you're looking for somewhere to eat or drink when you first arrive, visit our [catering webpages](#) for more information on what's available.

TRAVELLING FROM OVERSEAS?

The UK government requires everyone who is entering the country to self-isolate (in quarantine) for 10 days unless travelling from an **exempt country**. The new 'Test to release' scheme will open from 15 December. This means that people arriving into the UK from countries not on the exemption list will be able to pay privately for a COVID-19 test to reduce the length of time they need to self-isolate. This is optional and travellers may still choose to self-isolate for the full 10 days rather than pay for a test. If you wish to opt in, you can do this when you complete the Passenger Locator Form prior to travelling to the UK.

We will assist students in facilitating their self-isolation with practical measures to enable them to safely move into their halls accommodation at Reading. When you arrive to check-in at reception you will be asked if you have come from a country that requires you to self-isolate. If you have, then you will be issued with a bedding pack, basic kitchen utensils and a food pack to get you started for the first few days of your self-isolation. You will then have time to book supermarket deliveries, utilise delivery services such as Deliveroo for groceries and essentials or you will be able to ask a flat or housemate to collect items for you when they go out shopping. This means you can start self-isolation immediately without the need to visit shops (which is prohibited).

Any post or parcels will be delivered to outside of your room door. You will be able to access welfare support and join in our halls activities programme. For more information visit: <https://www.reading.ac.uk/essentials/Student-life-in-Autumn-2020>

Other members of your household who do not need to self-isolate will be asked to take particular care to socially distance from anyone who is not living in your house/flat.

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8 GET WIFI

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

Instructions on how to do this will be in your room on arrival 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 damage deposit.

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

10 COMPLETE YOUR UNIVERSITY ENROLMENT

One of the first things you should do after arriving on campus is to complete enrolment and pick up your University Campus Card. International students should also collect their Biometric Residence Permit (BRP). If you are required to self-isolate after arriving from outside the UK, you need to complete this self-isolation period before doing this.

You can visit the Palmer building on the centre of campus to pick up your Campus Card: 11 - 22 January (not including the weekend), which will be open each day from 10:00 to 15:00.

You'll need to bring some Photo ID when you come to collect your Campus Card. This could be a valid passport, national identity card, or EU photo driving licence.

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If you have selected to collect your BRP from the University and have received an email confirming it is ready for collection from us, you can collect this from the Palmer building without an appointment during the above times/dates, you will need to bring your passport with you. Collection outside of the above dates are by appointment only as per the details within the email regarding the BRP collection.

11 ATTEND A VIRTUAL WELCOME TALK

Once you have 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 via the events section in the home at halls app.

This is an opportunity to find out about your Warden and Halls Team and be provided with essential information about living in halls and keeping safe.

CONGRATULATIONS!

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

To see what's on and things to get involved in over the Winter break and start of term keep an eye on www.reading.ac.uk/essentials.

Remember our Halls Hotline is available 24 hours a day to help you with any questions about living in halls. They can be contacted on **0800 029 1984** or by email at **Reading.Helpdesk@upp-ltd.com**.