

USEFUL INFORMATION

for your stay with iQ / Bournemouth University

Welcome to Dorchester House. We hope you will soon feel at home. Let us
there is anything you need help with – or you may find the answers

dorchesterhouse@iqstudentaccommodation.com

0120 294 1020

YOUR SITE TEAM

The team at Dorchester House can be found at Reception and walking around the site. They'll be happy to answer any questions you may have.

RECEPTION

Our day team will be in Reception at the following times:

Monday – Friday
8am – 8pm

If you need to get hold of someone out of hours, please call **07435 878 572**. Make sure you save this number in your phone.

YOUR NEW ADDRESS

Make sure you include your block and flat number when sharing your new address.

Flat () Room ()
iQ Dorchester House
138b Holdenhurst Road
Bournemouth
Dorset
BH8 8AS

BIKE STORAGE

Secure bike storage is available to our residents. Where necessary, ask Reception for your key or fob to be reprogrammed to allow you access to the bike store.

RECYCLING

We actively encourage our residents to recycle and we have recycling facilities around the site. To learn more about our green initiatives, and to view your site recycling instructions please visit **iqsa.com/think-green**

MAINTENANCE

We have a full maintenance team on site, who will always try and sort out any issues as they are reported and on first visit. If you have any maintenance issues, please report them via the iQ app.

INTERNET

This service is provided by ASK4, our internet partners. If you're having connectivity issues, ASK4 can be contacted on:

T: 0114 303 3232

E: support@ask4.com

Or, for a call back, text 'call me' to **07797 800545**

You can also download the ASK4 app. Make sure you're at your computer when you call.

FIRE SAFETY

The assembly point is located across the road opposite the main entrance of the site, there is a Fire Assembly Green sign to indicate this.

The fire alarm is tested every Tuesday at 2pm

LAUNDERETTE

To operate the machines, you'll need to download the Circuit Laundry app or purchase a payment card from the dispenser located within the laundry room (where available) or from Reception.

Instructions on how to use the machines are displayed in the laundry room but if you experience any issues, please contact reception.