Hi,

We’re counting down the days until we meet you and welcome you to your new Chapter community for 21/22.

You’ll be able to check-in to your new home using our online check-in to reduce crowding and allow you to check-in at your own convenience. We ask that **all incoming residents complete our online check-in prior to their arrival.**

Our team will still be on hand to greet you and provide you with any assistance you might need on arrival and if you have any questions about our online check-in process, please do contact us prior to your arrival to ensure that this is complete before your move-in date. 

**Chapter online check-in**

To ensure everything is prepared ahead of your move-in, you will need to complete a check-in form prior to arriving at your Chapter residence.

You can check in to your new home by clicking on the below link:

[https://www.chapter-app.com/en/service/143375](https://urldefense.com/v3/__https:/www.chapter-app.com/en/service/143375__;!!JD2t4ugY8Q!z8XJmkrdBVdI9be6P7DIYveZ2_eMWBlZivHa_vRmLAdThSUe1RN2-UIXpuylPsISCslISW8$)

You can also access a central dashboard where you can check in but also access local information about your Chapter building. This includes transport links, how to get to your new home from the airport and a map of local services including your closest doctor and dentist surgeries.

You can access your moving in guide here: [https://www.chapter-app.com/en/page/61850](https://urldefense.com/v3/__https:/www.chapter-app.com/en/page/61850__;!!JD2t4ugY8Q!z8XJmkrdBVdI9be6P7DIYveZ2_eMWBlZivHa_vRmLAdThSUe1RN2-UIXpuylPsISRn5aqCU$)

Please ensure that you complete your online check-in before you arrive at your Chapter building. If you have any questions or require any assistance, please do contact your Chapter site team who will be happy to help.

Below are the steps you will need to complete:  
  
**CHECK-IN STEPS**

**Step 1 – Select Your Check-in Date and Time**

Book your slot by selecting the date and time of your check in to ensure we are ready for your arrival.

**Step 2 – Confirm Your Arrival Arrangements**

Confirm where you will be travelling from and whether self-isolation is required, in line with UK Government Guidance.

**Step 3 – Complete Your Check-in Documents**

Confirm that your documentation has been submitted the following documentation including the following:

- AST signatures are complete via DocuSign

- University Acceptance Letter

- Passport Copy

- Your 1st instalment payment

**Step 4 – Complete Your Fitness Induction Form**

Complete your Health Questionnaire ahead of your arrival

**Step 5 – Review Your Building Policies**

To keep you up to date with our property polices, we must ensure you have read through our Community Policies

**Step 6 – Create Your Account Profile**

In order to complete your pre-check-in application, you will need to create a user account profile and select your Chapter Building and room number as shown on your tenancy agreement

**Step 7 – Check-in Complete**

After submitting your Online Check-in, A member of our team will contact you to confirm we have received all the necessary information.

You also will receive an email with a QR as a confirmation of your check in form submission. Please note you will need to show this when arriving to your Chapter residence.

**Self-isolation support**

We understand that some of our international residents may be required to self-isolate upon arrival to their Chapter building. Your site team are here for you and we have put a number of measures in place to support any residents who are going through self-isolation, including:

* Parcel deliveries
* Food deliveries
* Waste removal
* Laundry credit
* Community message boards for you to interact with your fellow residents and site team

**Please make sure you confirm if you will be self-isolating with us by booking your Self-Isolation HERE** [https://www.chapter-app.com/en/page/62424](https://urldefense.com/v3/__https:/www.chapter-app.com/en/page/62424__;!!JD2t4ugY8Q!z8XJmkrdBVdI9be6P7DIYveZ2_eMWBlZivHa_vRmLAdThSUe1RN2-UIXpuylPsIS2zgDKIE$)

We have also set up an online resident experience platform where you can access live virtual events plus on-demand content including language courses, health, wellbeing and fitness sessions, creative workshops and virtual tours from around the world.

Please do speak to the team if you would like any further details on how we can support you.

**Handbooks**

We’ve prepared a handy guide to provide you with full information on your Chapter building. You can view this on your resident experience app and you can also view a copy at your Chapter reception.

**Events**

We know that 20/21 was a challenging year and so we’re excited to re-start in-person events at Chapter Islington for 21/22. We’ve put together a jam-packed schedule of events that cover health and well-being, career development, creativity and diversity and rest assured, we’re still being very mindful of social distancing and all events will adhere to the latest government guidelines. Don’t forget, living with Chapter gives you access to all events schedules across Chapter properties so make sure you visit different properties and expand your Chapter community even further.

We’ve uploaded your events schedule to your resident experience app, don’t forget to check out what’s instore for you.

Alongside our on-site events, we are also offering live virtual events that can be accessed through your Chapter app as well as on-demand content for you to interact with at your convenience.

**Chapter Facebook Groups**

Don’t forget to join your Chapter building resident Facebook group, it’s a great opportunity to meet your fellow residents prior to check-in – you can view your building group here:

[https://www.facebook.com/groups/chapterislington2122](https://urldefense.com/v3/__https:/www.facebook.com/groups/chapterislington2122__;!!JD2t4ugY8Q!z8XJmkrdBVdI9be6P7DIYveZ2_eMWBlZivHa_vRmLAdThSUe1RN2-UIXpuylPsIS5Vz82Ww$)

**Don’t forget to complete your online check-in prior to your arrival** and please do reach out to the team with questions you may have. We can’t wait to meet you!

Kind Regards,

Chapter Islington