



## Community Feedback

### Dear Residents,

As we approach the end of December, I would like to thank all those residents who have been sharing positive feedback regarding the work of the Student Community Wardens.

So far this term, the Student Wardens have:

- Carried out a successful 'bin audit' for almost 300 student households
- Delivered 1,500 'Student Community Guides'
- Helped plan/promote three community events
- Resolved/reported just over 150 refuse related issues
- Delivered hundreds of burglary awareness letters and helped security-mark household valuables
- Attended 14 community meetings

Student Community Wardens cover a very large geographical area of Exeter, in which they conduct weekly 'walkabouts'. If you would like to check if a particular street is on the Warden's daytime walkabout zone, or you would like to suggest a new area that could benefit from warden input, please contact us using the details below.

For all other enquiries about the University or students living in the community, the StreetWise answerphone/email service is available for you.

Email: [streetwise@ex.ac.uk](mailto:streetwise@ex.ac.uk) / Tel: 01392 726252

I look forward to hearing from you,

**Rory Cunningham, Community Liaison Officer**

StreetWise email service:  
[streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk)

StreetWise 24 hr Answer phone:

**01392 726252**



*"We hope that this project encourages students to recycle as much as possible with all of December's festivities. The free glass caddyng offer for students who do not have access to a vehicle is a brilliant idea, and one that we hope students will make the most of!"*

Sally Fryer, Recycling Officer,  
Exeter City Council

## Festive Glass Collections

The successful 'Glass Caddyng' scheme has been extended for the Christmas period.

In June and July 2013 the Student Community Wardens collaborated with the Students' Guild to trial a 'Glass Caddyng' project for students with large glass accumulations and no access to a vehicle.

The scheme was particularly popular with students who did not live near public recycling bins and were preparing to move from their premises after final exams. Providing one vehicle for collection proved very efficient and when the project was complete we had collected and recycled up to six tonnes of glass.

The Christmas version of the glass caddyng scheme was arranged following the incredibly positive feedback we received from students who engaged with the summer version of the project. We anticipate that many students will wish to use this service as they begin planning their departure for the Christmas period.

### Prospect Park Street Party

We were delighted to assist Prospect Park Resident's Association in planning a street party for residents on September 29.

The street party provided a positive opportunity for permanent residents and new student residents to get to know one another. There was also a big emphasis on creating a family-friendly environment, with games and toys donated for the day by the Students' Guild.

Street parties do take a lot of organising and some Residents Groups can be put off by the time it can take to plan and promote. As the Community Wardens contributed to the planning for the event, the University was happy to provide insurance coverage, as well as contribute some funds for refreshments.

*"The event engendered very good rapport between permanent residents and students, who participated wholeheartedly in the event".*

**Meg Hitchcock,**  
Chair of Prospect Park Resident's Association

*"First impressions are so important and we hope that other Resident's Groups are inspired by the residents of Prospect Park who invested so much time and energy to plan this gathering. We also hope other Resident's Groups are encouraged by the amount of support we can offer, should they consider organising an event of their own."*

**Clarissa Lord,**  
Student Community Warden

# Key contacts

## StreetWise Helpline:

for highlighting community issues direct to the University phone: **01392 726252** or email: [streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk)

## Devon Highways:

to report any issue relating to the repair and maintenance of most public roads – Devon Highways can also remove illegal signage (flyposting) in appropriate areas: **0845 1551 004**

## PC Ian Lugg:

is the Neighbourhood Beat Manager (NBM) for the Exeter University Community.

Phone: **101**

Email: [ian.lugg@devonandcornwall.pnn.police.uk](mailto:ian.lugg@devonandcornwall.pnn.police.uk)

## Estate Patrol:

deal with matters of security and safety and provide a 24-hour presence on-campus. Estate Patrol can be contacted at any time: **01392 263999**

or email: [e.patrol@exeter.ac.uk](mailto:e.patrol@exeter.ac.uk)

## Exeter City Council's Community Patrol:

if you are bothered by noise from premises that requires investigation phone: **01392 265147** (office hours) or **0845 3511 060** after 5pm

## Police switchboard:

to report incidents of public disorder phone: **101**, or for emergencies call **999**

## Exeter City Council's Cleansing Services:

for missed bin collections, to request additional bins or to make recycling enquiries phone: **01392 665010**

## Exeter City Council's Environmental Health team:

to report accumulations of rubbish likely to harbour or attract vermin phone: **01392 265193**

## Civil Parking Enforcement Officer:

to report parking offences phone: **01392 665901**

## Term Times 2013-14

### Autumn term:

Mon 23 September – Fri 13 December

### Spring term:

Mon 6 January – Fri 28 March

### Summer term:

Mon 28 April – Fri 13 June

# Introducing the Students' Green Unit

The Students' Green Unit is a two-year project funded by the National Union of Students (NUS). The project will bridge the gap between student action and academic research – leading to the creation of projects that will improve the environmental and ethical sustainability of the University of Exeter, our community and the wider world.



Over the next two years, students and staff will be working together to implement solutions to sustainability challenges drawn from academics' research via projects supported and funded by the Unit. Students have been invited to submit project proposals – with successful sustainable project ideas receiving up to £1000 of funding support. Many of the proposed projects will have positive benefits for the local community.

Look out for future project updates in the next edition of the StreetWise newsletter.

If you have any questions about the Students' Green Unit, contact Caroline Yoe: [C.J.Yoe@exeter.ac.uk](mailto:C.J.Yoe@exeter.ac.uk)

## The Student Housing Campaign 2013/14

The Student Housing Campaign is designed to introduce students to the challenges of the private renting sector. One on-going aim of the annual campaign is to encourage students to wait and consider all their options before signing a contract. We know that students who do not rush into signing a contract are much more likely to find a house that is suitable for them – as well as a peer group of housemates with the same expectations. Serious problems can develop when a group of housemates simply don't communicate or function well as a 'household'.

The campaign is running over a period of five weeks, culminating in a housing fair on January 14th, where landlords visit the University to showcase their properties and hopefully match the right students to their houses.

## Merry Christmas and Chinese New Year!

University of Exeter Chinese New Year celebrations are the biggest in the city and are regularly attended by over 2000 people. The celebrations are presented by the Chinese Student Scholars Association (CSSA) and supported by University of Exeter, University of Exeter Business School, Students' Guild and Streetwise Fund.

The event will be held in February 2013 and further details can be made available to anyone who wishes to sign up to our free events email. Please email [streetwise@ex.ac.uk](mailto:streetwise@ex.ac.uk) with the words 'streetwise events' in the subject column and we'll add you to our free public events email list.

**Come and celebrate the Year of the Snake with us at this free festival!**

Help us make less impact on the environment by receiving StreetWise via an email link to the University Website. Please contact Rory Cunningham directly if you would like to receive this newsletter via email: tel. 01392 726252 or email: [streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk)

Rory would also like to hear your ideas for future articles and features!

[www.exeter.ac.uk/businessandcommunity](http://www.exeter.ac.uk/businessandcommunity)