



Dear Residents,

In this edition of the StreetWise newsletter we would like to highlight the work that is being done to help manage the impact of 'Freshers' Week' and the start of term one.

We will be working closely with the Council and the Police during this busy period, with the Students' Guild Welcome Team, Estate Patrol and the Student Community Wardens working in the community throughout this time.

Students living in private accommodation will be encouraged to introduce themselves to neighbours and we hope that this contact will help students to connect with the communities they are living in. This year, we will also be trialling the use of new 'welcome packs' to returning students, full of information and advice about community life and good citizenship.

If problems or disturbances occur we would encourage residents to speak with their student neighbours. If direct contact is not possible we would like to remind all residents that Estate Patrol can be called to explore noise-related issues from student households **after 5pm** (pending on-campus emergencies). Please refer to Estate Patrol's contact details on the reverse of this newsletter.

Noise disturbances **before 5pm** should be directed to the council on 01392 265147.

Please note that Fresher's Week will occur from the 16 – 21 of September this year.

If you have any questions about this newsletter, would like to find out more about our work, or have any non-emergency community queries, please feel free to contact me:

Email: r.j.cunningham@exeter.ac.uk
Tel: 01392 723721

I look forward to hearing from you,

Rory Cunningham
Community Liaison Officer



The Welcome Team work closely with the Police and city nightclubs

The Welcome Team 2019

Exeter Students' Guild Welcome Team is a group of student volunteers, appointed to support the welfare, safe arrival, and induction of new students each September.

The Welcome Team are also trained in basic first aid and work hard to ensure students return home safely each evening. They also try to reduce noise disturbance as much as possible by encouraging students to use non-residential walking routes in and out of the city.

The Police will receive an extra boost in support from the Student Welcome Team volunteers, who also work closely with Environmental Health, Estate Patrol and staff from licensed premises. If you see the volunteers in their bright pink t-shirts feel free to ask them questions, they're here to help.

Quick Facts:

- The Welcome Team is made up of 150-200 student volunteers, all of whom are teetotal during Freshers' Week.
- The Welcome Team volunteer for, on average, 50 hours each during Freshers' Week.
- The Welcome Team have contact with over 7,000 students during Freshers' Week.
- The Welcome Team have been formally recognised and thanked by Devon and Cornwall Police for their efforts.
- The Welcome Team have been awarded a High Sheriff of Devon Award for service to the Police and local community.

Recycling for Good



This year's 'Students on the Move' scheme has experienced a record level of waste collections, with over 45 tonnes of waste being removed from student premises over the summer.

Each of our moving-out packs also contained information on how donate a range of items to charity. Both 'CoLab' and 'Turntable'

experienced a rise in donations compared to the same period last year, but the highest rate of donations were experienced by 'British Heart Foundation'.

Four additional BHF recycling banks were positioned in the city (in addition to the banks already sited on campus). These collection banks were for good quality unwanted clothing, shoes, bags, accessories, books, computer games, CDs, DVDs, electrical items, crockery, cookware and homeware.

"A big thank you from BHF for all of our University donations this year. 2019 has seen us with more student accommodation properties on board than ever – the campaign is growing year on year! The quality of this year's donations have been outstanding. Roll on 2020 where we can work together to recycle and help work towards Beating Heartbreak Forever!"

Josie Hunter,
BHF Shop Manager, Fore Street, Exeter

Key contacts

Estate Patrol:

deal with matters of security and safety and provide a 24-hour presence on-campus. Estate Patrol can sometimes visit student premises out of hours and can be contacted at any time: **01392 723999** or email: e.patrol@exeter.ac.uk

StreetWise Helpline:

for highlighting non-emergency community issues direct to the University phone: **01392 726252** or email: 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 Robert Deacock:

is the Neighbourhood Beat Manager (NBM) for the Exeter University Community. Phone: **101** general switchboard number and ask for PC Rob Deacock or email robert.deacock@devonandcornwall.pnn.police.uk

Exeter City Council's Community Patrol:

if you are bothered by noise from premises that requires investigation phone: **01392 265147**

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 265010**

Exeter City Council's Environmental Health team:

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

Parking Enforcement:

to report parking offences phone: **0345 155 1004**

Term Times 2018 – 19

Autumn Term: Monday 23 September - Friday 13 December

Spring Term: Monday 6 January - Friday 27 March

Summer Term: Monday 27 April - Friday 12 June

Good Neighbour Award Winners 2019



We are proud to announce that this year's Good Neighbour Award has gone to **Powderham Crescent Resident's Association**. This is the second time Powderham Crescent have been selected as Good Neighbour Award winners! The Resident Association have been specifically recognised by our Student Community Warden team for their schedule of inclusive community events and social activities throughout the year.

"We are delighted to have received your Good Neighbour Award this year. In Powderham Crescent we have 11 student houses out of a total of 48, and as a community, we really work at keeping everyone involved with what's going on, for example, in events we hold in the communal garden in the centre of the crescent. In September we are starting a project to tidy up the edges of the garden and then repaint our Victorian railings. This will be an opportunity for our student-residents to get involved alongside other residents in a voluntary project that will really made a difference. Look out for notices, and once again, thank you for honouring us with this award!"

Gabrielle Kirby,
Chair, PCRA

Introducing Patrick Hoyle

Hi, I'm Patrick, the 2019/20 Exeter Students' Guild President! My role is to represent students and their voice within the University and local community. I'll be working alongside Rory Cunningham and the University Community Liaison team to highlight positive student activity in your local community. We're keen to encourage a cohesive and friendly community between students and local residents and would be very happy to talk further about what the Students' Guild is up to throughout the year!



Invitation...

Free Diwali Festival

Exeter Asian Society, Exeter Hindu Society, the University of Exeter and the Students' Guild invites you to come and celebrate the *Festival of Lights*

When? Saturday 26 October, 2019

Where? Streatham Campus

This family-friendly event will have food, market stalls, face painting, dance workshops, henna tattoos, traditional costumes and music.

To receive more information about this event and other events happening at the University please email the word 'events' to s.parker2@exeter.ac.uk and Sophie will add you to our events mailing.