

UNIVERSITY OF
EXETER



STUDENTS' GUIDE

Cornwall 2021/22

Welcome to a new year at

THE UNIVERSITY OF EXETER!



We've put together this guide to help you settle (or settle back!) into life in Cornwall. Over the summer we've been busy preparing for your safe arrival or return and you can find out what to expect later in this guide.

This guide isn't just for the start of term, it's filled with advice which will be useful throughout the year. Whether you want to get involved in activities on and off campus, you're moving into a new home in the local area, or just need to know where you can get support – everything you need is here. At the back of the guide you'll also find a list of useful contacts for the University and beyond.

We wish you the best of luck for your new academic year.

Working together to

KEEP EVERYONE SAFE



Following the Government announcement regarding the lifting of restrictions, we are developing plans across the University to ensure we can safely manage a return to on campus activities and the delivery of as much teaching on campus as possible in the new academic year. We aim to do this, whilst also making sure we are able to respond to any potential resurgence of Covid-19.

For more information on our education delivery plans, please visit our Covid-19 information pages at exeter.ac.uk/coronavirus/teaching

Our website will have the most up to date information on our plans for the new academic term so please check this regularly for any changes taking place – exeter.ac.uk/coronavirus

Our principles of respect and consideration, and our commitment to working together as a community to keep each other safe and reduce the transmission of Covid-19 remain unchanged, and we remind everyone to be empathetic and compassionate to those around you at all times.



SUPPORT

We'll have lots of support in place for you when you arrive on campus – look out for our Welcome team who will provide guidance and support.

Everything you need to know about the latest Covid-19 guidance, testing, vaccinations and the University's response to Covid-19 can be found on our dedicated website – exeter.ac.uk/coronavirus/students

Remember that you can also access Wellbeing Support at any time. More information can be found at exeter.ac.uk/coronavirus/wellbeing

Staying Well

Don't forget to register with a doctor in Cornwall – you can find details of local surgeries at fxplus.ac.uk/student-support/support-wellbeing

COMMUNITY CHARTER

The last year has been a challenging time for the University, our staff, students and the communities we live and work in. Whilst restrictions are lifting, we must continue to work together and take personal responsibility to help keep each other safe. We expect students to abide by our 'Safe Community Charter' which sets out the personal commitments we must all make, alongside the University's commitment to managing any continued risk of Covid-19.

Please read the Charter by scanning the QR code and commit to what you need to do to keep our community safe and healthy.



If you have any Covid-19 related questions, please check our website for more information – exeter.ac.uk/coronavirus/students

THE STUDENTS' UNION



THE FALMOUTH & EXETER
STUDENTS' UNION

The Students' Union works to ensure that every student has the highest quality education and the best student experience possible.

With more than 150 sports clubs and societies there's something for everyone to get involved with from Aerial Fitness to Zero Waste.

Like a challenge? The Students' Union has local and national fundraising opportunities including skydiving and mountain climbing. There's also a platform for you to record your volunteering hours so you can be recognised (and rewarded!) for your hard work.

The student voice is at the heart of what The SU does with course reps, Student Council members and SU Presidents fighting your corner and taking your feedback to the highest level of the University.

For more information head to thesu.org.uk or check out @TheSUFalExe

STUDENT SERVICES



Need Help Now?

Worried about yourself or someone else?

- In an emergency dial 999
- Non-emergencies – NHS call 111 or the police on 101
- The Samaritans on 116 123
- Student Services – fxplus.ac.uk/student-support/need-help-now



Everyone has times in their life when they feel confused, overwhelmed or simply low. Student Services provide a range of specialist support, information and guidance on welfare, wellbeing including mental health support, disabled student support and general student life advice. Services are available at the Penryn, Truro and Falmouth campuses. You can access them through The Compass, on **01326 370460**, studentservices@fxplus.ac.uk or online at fxplus.ac.uk/student-support

You can also access a variety of online resources, including the UniWellBeing app and Togetherall. The UniWellBeing app is there to support you through your time with us. You can download it from the App Store or Google Play.

The Penryn Campus Chaplaincy also provides a welcoming and supportive environment for students of all faiths or none. The chaplaincy has space to worship, pray, meditate or relax.

LIBRARY AND ACADEMIC SKILLS

The Penryn Campus Library is open 24/7 with access to print and e-resources alongside Archives and Special Collections, film, video and music collections.

If you need any help accessing resources ask a member of staff or visit the website for more information: library.fxplus.ac.uk

The **Library and Academic Skills (ASK)** staff also provide support for your studies including research skills, critical thinking, referencing and much more. Find out more about support sessions online at studyhub.fxplus.ac.uk

The **StudyHub** provides online advice, tips and resources including video tutorials, recommended apps, online tools and books about university study.

IT SUPPORT

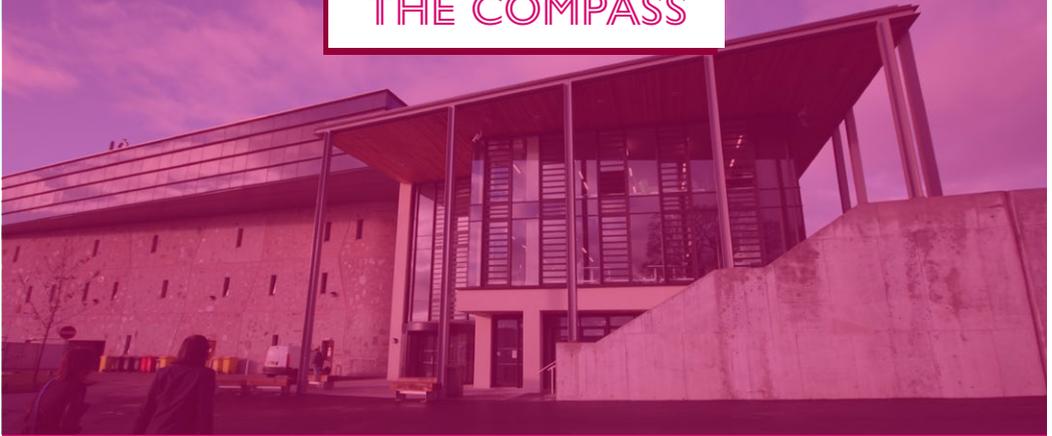
Our Service Desk team is your point of call for any query relating to your computer, software, hardware, applications, printing, email and any other IT question you may have.

There is a selection of laptops available for a short loan and the team holds regular free laptop clinics and do their best to resolve software related issues on your personal equipment.

You can contact them by emailing servicedesk@fxplus.ac.uk or calling on **01326 213822**.

Find out where you can access support online at fxplus.ac.uk/it-services/service-information

THE COMPASS



Not sure what support you need? Then head to the Compass helpdesk in the Library on Level 1 of the Exchange. It's the first port of call for enquiries about any aspect of student life. You can log your enquiry through Compass Online: fxplus.ac.uk/students/compass

DIGITAL HUB

Guidance and support with digital tools at university.

The Digital Hub – here to help you get from stuck to savvy. Our expert team of student ambassadors can help you in person or remotely on topics like:

- **Office 365**
- Cyber security
- **Safe file storage and the cloud**

Find us online: ex.ac.uk/thedigitalhub

Find us in person: Outside the Masters' Suite, Daphne du Maurier



GREEN TRAVEL



We don't recommend bringing a car to University. There are great transport links with bus and train lines to get you around the local area and further afield.

Buses

First Bus run the main bus lines across Cornwall. We recommend downloading the First Bus App to get access to bus times, live bus arrival updates to avoid waiting, space availability on buses and discounts. Go Cornwall Bus look after local bus services across Cornwall. Covid-19 rules are likely to change over the year, so check in advance about bookings and wearing face coverings.

Trains

Penryn Station is a 10 minute walk from campus. A trip to Falmouth takes 10 minutes, while Truro and access to the main line is just 20 minutes away. Visit gwr.com for more information.



Cycling and Walking

Walking or cycling to campus is beneficial for health and wellbeing, reduces stress and is environmentally friendly. Check online for more information and access to campus maps, routes and more.

We have dedicated bike shelters, storage areas and free bike maintenance areas. All showers and changing rooms across campus will be open and regularly cleaned.

GETTING HOME SAFELY

The best way to stay safe at night is to stick with your friends. It happens rarely, but students have been attacked walking home alone.

Always remember:

- During darkness you are safest in well-lit and busy areas. Avoid badly lit car parks, underground walkways and open areas.
- Be careful of your belongings.
- Ensure you have a safe route planned home – you may wish to take a taxi to get you home more quickly.
- If you find yourself in trouble the best form of defence is to get away and head towards busier areas.
- If you are trapped, bring attention to yourself and make as much noise as possible by shouting or screaming.
- **Call 999** as soon as it is possible to do so and never feel ashamed to report something.

PERSONAL SAFETY



Cornwall is generally a safe place to live but it's always best to be aware of potential risks and take some precautions...

Drink Spiking:

- Drink spiking is a crime and carries a maximum 10 year prison sentence. Find out more at thesu.org.uk/welfare/drinkspiking
- Drink spiking includes the act of adding alcohol, not just other unwanted chemicals, to a drink.
- Don't leave your drink unattended and never accept a drink if you haven't seen it being poured/opened.
- If you start to feel strange or more drunk than you should be, then get help straight away.



Sexual Consent:

- Consent means that you have given permission, or that someone has given you permission to engage in any intimate activity or sex. Any sexual contact without consent is illegal.
- Consent is an essential part of healthy relationships and it's really important to know what it is and the many ways to spot it.
- When you or someone says no, then it means no. If someone is not able to give consent, this also means no.
- You should never feel scared, ashamed or worried to speak to the police. You can also get advice and support from us at any time. You can find out more, including how to report, and what to do if someone shares with you that they have experienced sexual misconduct, on our dedicated pages at exeter.ac.uk/about/speakout/sexual-misconduct

CRIME AND SECURITY

"I had my laptop nicked last year – someone just opened my unlocked ground floor bedroom window and grabbed it. It wasn't security marked and I had loads of personal stuff on there – including my dissertation..."

3rd Year Student



Opportunist thieves often target student houses:

- Always lock your windows and doors! Sounds obvious but if you don't then you're more likely to be burgled.
- Keep valuables out of sight, away from windows or doors and never leave them on show. Don't advertise your valuables to the local burglar!
- Security-mark your valuables. Write on your name and HOME postcode with a UV pen. Register your items for free at **immobilise.com** – so they can be traced back to you if they're recovered.
- Don't keep spare keys 'hidden' anywhere obvious. That includes the shed and garage as well as the disused flowerpot by the front door.

Insurance will often not cover if you don't do the above.

Reporting crime or getting help is easier than ever, and the police will be happy to help.

You can:

- Email: **101@dc.police.uk** or phone **101**
- Report online and find answers to most questions at **devon-cornwall.police.uk**
- Sign up to Devon and Cornwall Alert, for all the latest events, crime information and help at **alerts.dc.police.uk**
- In an emergency always call **999!**

Over the holidays student houses can be vulnerable to burglary, so take valuables with you, put them in secure storage or ask a friend to look after them.

HATE CRIME

A hate crime is any crime perceived to have been motivated by hostility or prejudice.

It can be committed against a person or their property based on:

- Disability
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Gender identity
- or any part of someone's personal identity

Hate crimes can include things like:

- Being called names or other forms of verbal abuse
- Being sent offensive letters, emails or text messages
- Being attacked or threatened with violence
- Having your property interfered with or damaged

If any of these things are happening to you, you should report them to the police and also report them to the University at [exeter.ac.uk/speakout/report/](https://www.exeter.ac.uk/speakout/report/)

The University and police take reports of hate crime seriously. We have a zero tolerance approach to hate crime and work together on this.

How Do I Report?

If it is an emergency where life is threatened, people are injured or offenders are nearby and an urgent response is required, ring **999**.

To find out how to report a hate crime to the police, or anonymously through a third party, visit the website: [exeter.ac.uk/speakout/staysafe](https://www.exeter.ac.uk/speakout/staysafe)

FIRE SAFETY

Fortunately, fires and other emergencies are very rare but please read the following advice to help keep you safe:

- If you hear a fire alarm leave the building immediately (don't stop to collect your belongings) and don't go back in until authorised to do so
- Make yourself aware of the emergency exits from your building/s and never obstruct these routes or doorways. Avoid wedging open Fire Doors
- Don't cover up or remove any fire or smoke detectors
- Be careful when cooking and don't leave cooking appliances unattended.



- Don't use appliances (including toasters) in any room other than the kitchen
- Don't overload plug sockets
- Switch off electrical equipment like hair straighteners and mobile phone chargers when not in use
- Don't cook if you have been drinking alcohol especially late at night



Find out more online, including links to Cornwall Fire and Rescue Service advice, at exeter.ac.uk/speakout/staysafe



LIVING TOGETHER

We understand that students in shared accommodation may be living with others that they don't know very well. We know that Covid-19 social restrictions presented some challenges to students when they were forming households, viewing properties and ultimately signing property contracts.

The following advice could help with living together and addressing possible problems:

- **Meet regularly:** Students in shared accommodation who meet regularly have a much better time. House/flat meetings can help air tensions, create an atmosphere of support and help to tackle practical issues more easily (like paying bills, addressing noise, etc.).
- **Create a rota:** Agreeing a rota for domestic tasks can be very helpful. In our experience, jobs like cleaning the house, taking out the bins etc. can quickly escalate and cause households to argue. Start with a plan!
- **Ask for help:** If things go wrong, it is also important to know when to ask for help. The following people can help you:
 - **advice@thesu.org.uk** – if you have a question about your contract, finances or you are having some problems with housemates
 - **studentservices@fxplus.ac.uk** – if you have any concerns about your wellbeing or the wellbeing of other students at your address

If You're Living IN THE COMMUNITY

If you're moving from University accommodation into the community for the first time, this can be an exciting time. Renting a house or flat with friends will be a big part of your university life and it's a great opportunity to meet new people. However, it comes with new responsibilities and new neighbours.

It's always important to maintain good relations within your community. This year this is especially relevant as anxieties and concerns about coronavirus remain very high in our local community. There may be a particular anxiety about new people moving into the area.



Remember that many people who have coronavirus are asymptomatic and this is especially common among younger people. Even if you feel well, it is really important to follow any government guidelines.

A close-up photograph of a person's hands holding a white ceramic mug filled with coffee. The person is wearing a mustard-colored sweater. The background is blurred.

However it's also important to get to know your neighbours, doing so in a safe way. This section of the guide has advice for living in the community, from how to introduce yourself to your neighbours in a socially distanced way, to what to do with your rubbish.

RUBBISH



Rubbish/recycling collection is likely to be different to what you're used to.

- Household rubbish (non-recyclables) is collected weekly – find out when your collection is by visiting the Council's website at cornwall.gov.uk
- All houses in Falmouth get a free seagull proof bin bag. No bag? Collect one (free) from Glasney Lodge or the Council 'One Stop Shop,' the Moor, Falmouth
- Recycling is collected fortnightly via a recycling box and three reusable sacks. Find out what goes in them at cornwall.gov.uk
- Missing recycling boxes and sacks? Call **0300 1234 141**

BIN THE BEACH FIRE



Open fires aren't allowed on some of Cornwall's beaches including Gylly.

If you're using a BBQ make sure you're in the designated area. Dispose of it safely afterwards – check it's gone out and never bury it in sand.

NOISE AND ASB

(Anti-social Behaviour)

ASB is defined as “Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person”. (Antisocial Behaviour Act 2003 & Police Reform and Social Responsibility Act 2011).

The good news is that the vast majority of students living in Cornwall have a really positive relationship with their neighbours.

Please consider your neighbours when walking to and from your property, particularly late at night. Street noise, or ‘Transient Noise’ can cause just as much disturbance to neighbours – particularly those with children, or early morning work commitments.

When living off-campus it is important to be aware of the following facts:

- Student regulations clearly state that students are expected to have consideration and respect for neighbours. The University can, and does, explore conduct issues that occur outside the campus boundaries. We will also provide advice and support when students are the victims of issues that arise.
- Follow the latest Government guidelines regarding Covid-19 – [gov.uk/coronavirus](https://www.gov.uk/coronavirus)
- The University has experienced a surge in students reporting noise/disturbance from other properties. It is important to consult with your neighbours before organising a party/social – including both your student and non-student neighbours!
- Excessive noise from any sound equipment can lead to a statutory noise abatement notice, which could lead to conviction/seizure of the equipment.
- There are some circumstances where having a DJ performance could involve having a specific licence, which would lead to further conviction for tenants.

PARTY AND PRE-DRINKS CHECKLIST

UK government Covid-19 regulations, including the number of people who can meet at any one time, may change during the year. See the latest government guidelines for further information.

If you are able to meet together, please remember that noise travels – follow the checklist to reduce the chances of a statutory noise conviction from the Council or formal investigation by the University. Note that the checklist below applies to any significant gathering/party or pre-drinks

Covid-19 has placed a lot of pressure on communities. Following the checklist below will also demonstrate how much you respect those living in your community.

- We have consulted with neighbours living all around our property two to three days before our gathering.
- We have ensured that start and finish times have been agreed with neighbours and, if neighbours are not at home, we have issued a letter with full details.
- We have taken into account our neighbours' working hours/study commitments and/or childcare priorities.
- We have made preparations to keep windows closed, moved sound systems away from walls and reduce noise/bass levels.
- We will manage guests appropriately and recognise that all tenants are jointly responsible for the conduct of any visitors.
- We will ensure that guests/tenants will not cause disturbances outside of our property – particularly at the start and end of our social.
- We have ensured that all tenants living at our address are fully consulted on any socials being arranged – even if only a minority of tenants are involved.
- We will not use high-bass/high decibel sound systems and acknowledge the increased noise levels could result in the issue of noise abatement notices.
- We will not permit student clubs/societies to host large scale socials or pre-drinks at our address and accept that all registered tenants will be liable if such socials go ahead.
- Please note – even if you follow the checklist, it does not give tenants permission to then make noise that is simply excessive. Following these steps is a very good start, but they will not protect you from conviction if the noise you then create is simply far too loud.



Ways to Help Things Go Smoothly

The University's Community Liaison Team has ten years' experience around noise concerns. Here are their top tips:

- Neighbours who are on first name terms are far **more** likely to talk to you if there is a problem – and far **less** likely to raise formal concerns with the council or University. Introduce yourself to your neighbours ensuring you are mindful of Covid-19 guidance – popping a note through the door followed by a chat over the fence or on the phone will help break the ice.
- There is no legal cut-off time for when 'noise' can or can't occur. The best way is to consult with neighbours about what time limits work for them. Being able to evidence this will reduce the likelihood of a negative outcome.
- Students are increasingly complaining about noise from other students. Be cautious about student societies/clubs seeking to host social events at your address, as guests are less likely to regulate their noise. If a society social generates concern the University will instigate a meeting with society members **and** all tenants of the host address.

Important:
Are you feeling
pressurised into hosting a
social/party at your address?
Contact Living Support at
[fxplus.ac.uk/student-
support/support-
wellbeing](https://fxplus.ac.uk/student-support/support-wellbeing)

MOVING IN



Here's the essential checklist of stuff to do now you've arrived in your new home:

- Meet your neighbours** – It's really important to get to know your neighbours, but bear in mind some residents may still be feeling nervous about meeting new people. Covid-19 rules may change across the year but others may still opt to maintain a social distance or wear face coverings, so please remember this. Why not introduce yourself by putting a note through your neighbours' letter boxes with your names and a phone number to arrange a chat. Don't forget to include the neighbours who live behind your home as well as the ones on either side!
- Check your inventory** – your landlord should provide you with an inventory (if they don't, make sure you write your own) so that you can both agree on the initial contents and state of the house.
- Read your meters** – if your gas and electricity bills are quarterly you'll need to do this asap so you don't risk getting charged for the previous tenant's fuel use. Contact your gas and electricity providers to give them the reading and ask them to put the names of all the tenants on the bill. Check your meter even if your bills are included.

- Take date-stamped photos of every room** – especially anything that’s not in good, clean condition. This means you’ll have evidence of what the house was like when you got the keys, which could save you issues later.
- Something wrong?** – if it’s a dodgy doorknob or a window that won’t shut properly – inform your landlord **in writing** and keep a copy. List exactly what’s wrong and agree a reasonable deadline for when it should be sorted.
- Prescribed information:** Your landlord is legally obliged to give you certain information such as the gas safety certificate, Energy Performance Certificate and Deposit information. Most will do this no problem, but if you are unsure you are welcome to ask for help (thesu.org.uk/advice/accommodation)
- Make sure to pay your TV licence** if you watch TV live on any device or catch up programmes on iPlayer. Unsure if you need one? Check: tvlicensing.co.uk



Cornwall Studentpad

Studentpad lets you search for student houses, flats and lodgings in Cornwall. Find your perfect student house with Studentpad today!

Visit: cornwallstudentpad.co.uk/accommodation

Any Problems or Questions?

The lovely people at the Students' Union can give advice, information and support on a whole host of housing queries.

See their web pages at thesu.org.uk/advice/accommodation for more information.

MOVING OUT



We know it seems far away now but the year will fly by and if you're in private rented accommodation it'll soon be time to leave your house again. Here are some things to remember:

- Change your address two to three weeks before the move so you don't miss out on any essential post. Royal Mail can provide a re-direct service for a charge.
- Unsubscribe the gas, electricity, water, phone, etc. otherwise they'll keep charging you. Try to call them as soon as you know your moving out date and take meter readings on the day you leave.
- Check the photos from when you moved in to ensure that everything is still in order. This includes going through the house inventory.
- Too much stuff? Old pots and pans you don't need? Take your items to a charity shop – remember to check that they are able to accept donations.
- Good clean fun! Book a day with all your housemates to clean up and put furniture back in the right place before you move. Leaving it all for the last person is not what you want to do!
- Speak to the landlord to set up an inspection date when you are all still around to inspect the house together.

CONTACTS

Download the **UniWellBeing** app from the App Store or Google Play Store

Noise nuisance from a premises and waste issues –
publicprotection@cornwall.gov.uk
or 0300 123 4212

University-related community issues –
community@fxplus.ac.uk
or 01326 370737

Anti-social behaviour team –
antisocialbehaviour@cornwall.gov.uk
or 0300 123 4232

Police response (including disturbances in the street, crime or sexual assault)

Emergencies – 999

Non-emergencies – 101

Campus Security – 01326 255875 or
securityservices@fxplus.ac.uk

NHS Direct – 111

Emergency – In an emergency, dial 999 and ask for the relevant service: Ambulance, Fire, Police or Coastguard

Accommodation Office –
accommodation@fxplus.ac.uk
or 01326 253639

Community safety team (crime and prevention support) – 0300 123 4232

Fire Safety –
Emergencies: 999
24hr fire safety advice: 0800 358 1999

Student Services / Compass –
01326 370460

Living Support (for crime or sexual assault support) –
livingsupport@fxplus.ac.uk
or 01326 370460

Info Point –
info.penryn@exeter.ac.uk or 01326 371800

Students' Union Advice –
advice@thesu.org.uk
or 01326 255861

Samaritans –
116 123

Coronavirus –
Government guidance is constantly adapting – get up-to-date official Covid-19 guidance at **gov.uk/coronavirus**

Coronavirus and University of Exeter –
For Covid-19 related questions visit **exeter.ac.uk/coronavirus** or email **coronavirusenquiries@exeter.ac.uk**



SOUTH CLUSTERS

UNIVERSITY OF
EXETER

THE STUDENTS' UNION



Design by:
University of Exeter, Design Studio



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