

USEFUL CONTACTS

Download the new 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
- Coastguard

Community safety team:

(crime and prevention support)

www.cornwall.gov.uk/community-and-living/cornwall-fire-and-rescue-service-homepage or 0300 123 4232

Fire safety:

Emergencies: 999

24hr fire safety advice: 0800 358 1999

Student Services / Compass:

fxplus.ac.uk/students/student-services or 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



A returning Students' Guide

WELCOME

Welcome back to Cornwall.

Welcome back to another year studying at the University of Exeter in Cornwall!

We've put together a guide to help you settle back into life in Cornwall. This guide isn't just for the start of term, it's filled with advice which will be useful to you throughout the year. Whether you're moving into a new home in the local area, finding out how to get involved in more activities on and off campus or just knowing where to go to get support - everything you need to know is here at your fingertips.

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

From the team at Penryn



WHAT'S NEW?



Over the summer we've:

- Created a new joint helpdesk for the Compass and Library on Level 1 of the Exchange
- Worked on the new UniWellBeing app to better support you
- FXU has changed its name to become The Students' Union



UniWellBeing

DISCOVER



BE CREATIVE



Joining 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.

There are some simple steps you should take when you first move into your privately rented accommodation:

Get to know your neighbours

Most neighbours are keen to get to know the new people who've just moved in next door and it's really easy to do... just say hi! It's really important to realise that you are now a part of the community and getting to know those who live around you is a very positive step.

TALKING RUBBISH

RECYCLING



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

- Household rubbish (non-recyclables) is collected weekly - ask your neighbours exactly when or visit www.cornwall.gov.uk/my-area
- 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 www.cornwall.gov.uk/environment-and-planning/recycling-rubbish-and-waste/recycling-collections

- Missing bins or 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 dispose of it safely afterwards - check it's out and never bury it in sand

Over the next year we're:

- Creating a new walkthrough between the Library and Stannary on Level 1
- Building the Stannary extension and extra academic space as part of the Future Spaces project. Find out more at www.fxplus.ac.uk/futurespaces

SEAGULL PROOF BAGS



NOISE & ASIB

(ANTI-SOCIAL BEHAVIOUR)

Don't be a noisy neighbour

- **Don't be a noisy neighbour** – please always keep sound within your home and garden to a reasonable level at all times. Be considerate to your neighbours, who may have young families, or keep different hours to you. Minimise vibrations by moving TVs and speakers away from the walls, lowering the bass and close your windows and doors to stop sound travelling.
- Noise can travel further than you think, especially at night so please be conscious of your neighbours – they might have to get up early the next morning for work or school.
- It's not just students that make noise; the council can dish out notices, fines and even prosecutions to combat unruly noise from residents. If you are being troubled by excessive noise you can call **0300 1234212** for advice.

Green Travel

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

Bus operator, First, has recently introduced changes to its fares. You can find out what that means for you at www.fxplus.ac.uk/our-services/travel-transport/bus-travel



STAYING SAFE

STAY SAFE

Cornwall is a vibrant, diverse and safe place to live but there are always a few things you can do to stay safe:

- Lock your windows and doors when you go out
- Keep valuables out of sight, security mark them and think about registering them so they can be identified if recovered by the police
- Test your fire/smoke alarms regularly
- Look out for yourselves and your friends on a night out. Never leave your drink unattended and keep an eye on your mates' drinks – find out more here www.thesu.org.uk/welfare/drinkspeking
- Don't feel safe or need some support? Check out the key contacts at the back of this guide



Getting Involved

● Get involved

A great way to get to know your community is to get involved:

- The Students' Union has a number of volunteering opportunities in the local area which are great fun and an easy way to meet new people www.thesu.org.uk/studentopportunities/volunteering
- To vote in local council, county council, European Parliament and UK Parliament elections you have to be registered to vote. Remember, your vote matters. To find out how to register visit www.yourvotematters.co.uk



GETTING OUT AND ABOUT

CRIME SCENE DO NOT CROSS

MOVING IN

Living in rented accommodation in the local area may be a new experience for you. Here're our top tips for moving in/out.

- 1. Check your inventory that your landlord should have provided
- 2. Read your utility meters and sort out your utility bills
- 3. Check your gas certificate, smoke and fire alarms and emergency exits
- 4. Take date-stamped photos of every room

MOVING OUT

- 1. Change your address
- 2. Unsubscribe from your utility bills
- 3. Give your unwanted goods to charity
- 4. Check your photos and set up a final inspection
- 5. Leave the property clean and tidy

...s & DVDs



Questions or problems?
The Students' Union Advice Service can give advice, information and support on a whole host of housing services. Their office is open Monday to Friday. See their web page www.thesu.org.uk/advice for more details on how to contact them.



Credit: Peter Flude



help and support

THE STUDENTS' UNION

The Students' Union

The Students' Union is here for every step of your university experience. So, if you want to get stuck in with extra-curricular activities, volunteer in the community or represent your fellow students, just go and say hi. Go to www.thesu.org.uk or drop in and see them at the Penryn or Falmouth campus.



Student Services can help you through your time at university with a range of services and information. No matter how big or small the issue is, they can help you find the answers to support you. Come in and see them at the Penryn or Falmouth campus.

NEED HELP NOW?

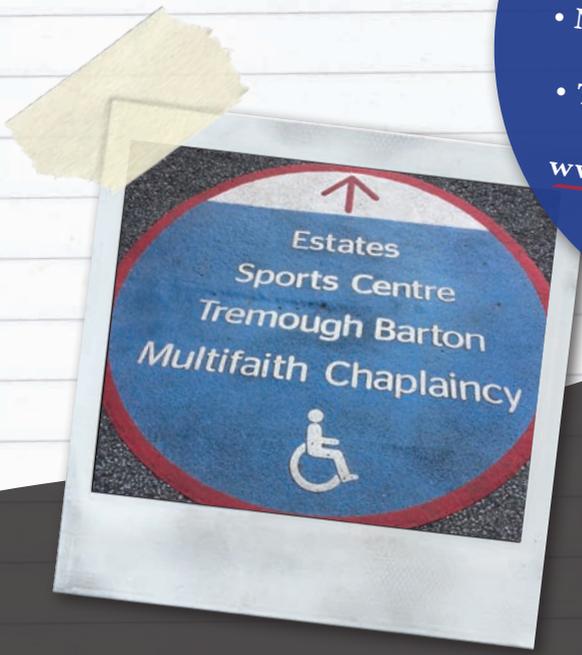
Worried about yourself or someone else? Contact:

- In an emergency dial 999
- Non-emergencies - NHS call 111 or the police on 101
- The Samaritans on 116 123
- Student Services see www.fxplus.ac.uk/students/student-services

We have a new app called UniWellBeing which is designed to support you throughout your time with us. Coming soon from the App Store or Google Play.



UniWellBeing



The Compass

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



Student Services

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 www.fxplus.ac.uk/students/student-services. The Penryn Campus Chaplaincy also provides a welcoming and supportive environment for students of all faiths or none. The chaplaincy www.fxplus.ac.uk/students/student-services/multifaith-chaplaincy has space to worship, pray, meditate or relax.

Our team of Student Community Wardens will continue to patrol the residential areas of Falmouth, Penryn and Mabe. Run by The Students' Union and funded by the two universities, the wardens promote neighbourly behaviour and support good community relations.

Working with the Town Council and other partners the wardens will be speaking to all residents to offer advice on everything from dealing with rubbish, to housing problems and noisy neighbours.

To contact the warden scheme email communitywardens@thesu.org.uk



Library & 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

<http://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 <http://ask.fxplus.ac.uk>.

To find out more about support sessions they are running visit <http://studyhub.fxplus.ac.uk/whats-on/month>

The StudyHub provides online advice, tips and resources including video tutorials, recommended apps, online tools and books about university study <http://studyhub.fxplus.ac.uk>



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 at www.fxplus.ac.uk/our-services/it-and-digital

REDUCE THE USE OF DISPOSABLE CUPS



BUY A £4.99 BIODEGRADABLE CUP

GET A FREE STANDARD HOT DRINK

We charge 20p extra when you ask for your hot drink to be served in a disposable cup



OUR EFFECT

OUR WORLD OUR EFFECT