

UNIVERSITY OF
EXETER



STUDENTS' GUIDE

Cornwall 2022/23

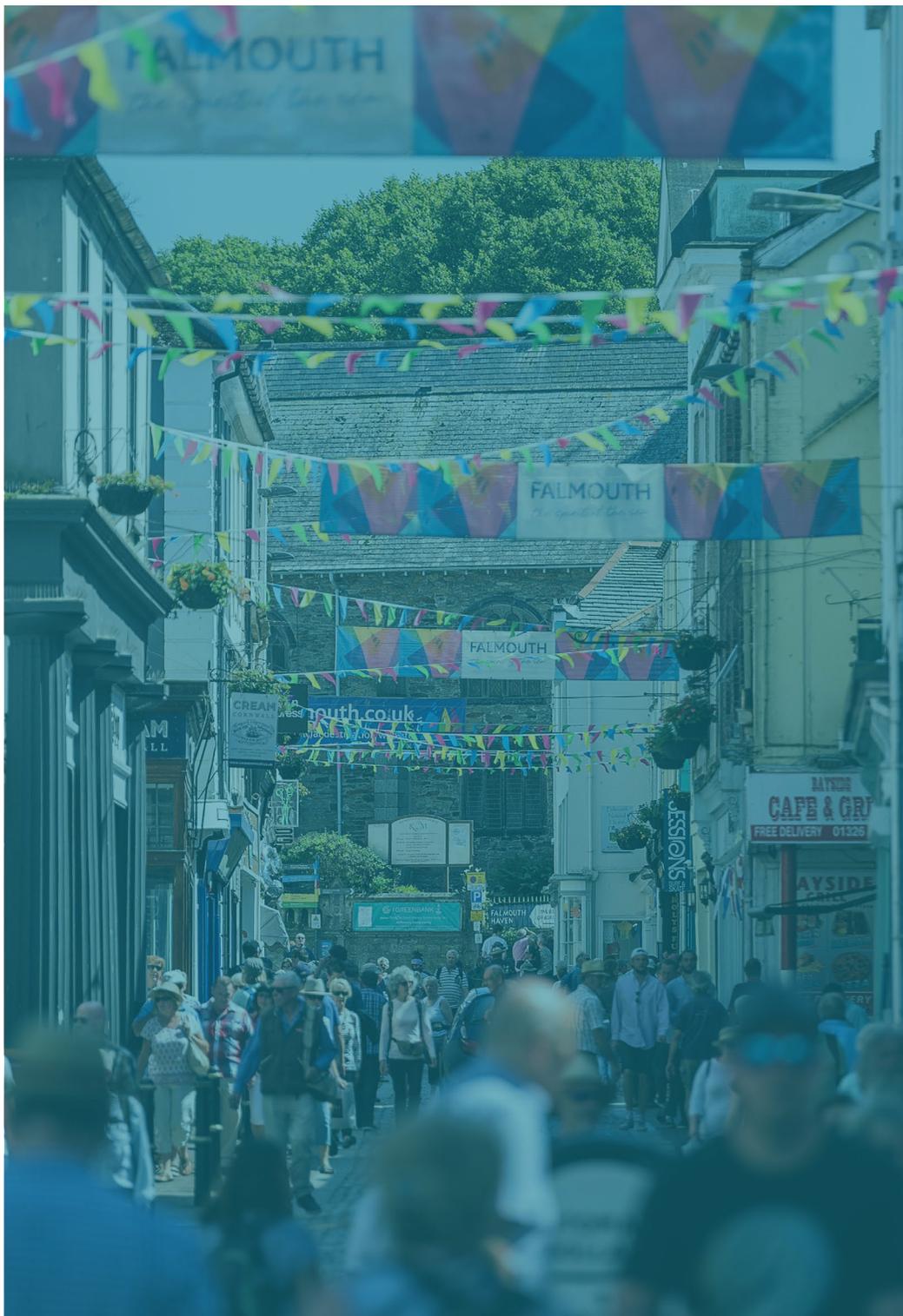
Welcome to a new year at
**THE UNIVERSITY OF EXETER,
CORNWALL!**



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 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.



HEALTH AND WELLBEING 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 help and guidance.

We continue to work closely with local Public Health teams to monitor the situation with COVID-19 locally as well as nationally, and we have plans to manage any infection outbreak in the future.

Please continue to maintain good hygiene practices as we know these remain effective in preventing the spread of infection and help to protect our community.

For the latest information and advice on COVID-19, please visit the Government website:

[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Remember

You can also access Student Support at any time. More information can be found at [exeter.ac.uk/students/wellbeing/cornwall-student-welfare](https://www.exeter.ac.uk/students/wellbeing/cornwall-student-welfare)



HEALTH AND WELLBEING SUPPORT



We are focusing on preventing infection across our campuses. Mixing with other students can mean you are more at risk of infectious diseases, so we remind all of our community to ensure you are fully up to date with your jabs. These could include the COVID-19 vaccinations or others such as:

Measles: www.nhs.uk/conditions/measles

Mumps: www.nhs.uk/conditions/mumps

Meningitis: www.nhs.uk/conditions/meningitis

It's important to be aware of the signs and symptoms of these infections, so you can seek medical advice if you become concerned.

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 infectious diseases remain unchanged and we remind everyone to be empathetic and compassionate to those around you.

Staying Well

Don't forget to register with a doctor in Cornwall – you can find details of local surgeries at [fxplus.ac.uk/support-wellbeing/health](https://www.fxplus.ac.uk/support-wellbeing/health)



HEALTH AND WELLBEING SUPPORT



Resources for Wellbeing

You can access a variety of resources to help you manage your wellbeing during your time with us. From Time to Talk sessions to online support like Togetherall and Qwell online. Read on for more ideas.

Wellbeing Apps

University of Exeter Students have access to a number of free apps including Sleepio and Daylight. Scan the QR Code to take a look at all our Wellbeing Apps: exeter.ac.uk/students/wellbeing/resources-and-services/takingcareofyourwellbeing/wellbeingapps



Cornwall's UniWellbeing App



Students in Cornwall can also use the UniWellbeing app, it is there to support you throughout your time with us. It can help you improve your wellbeing and resilience, and gives you access to practical finance advice and some student deals.

You can download it from the **App Store** or **Google Play**

ResLife

The ResLife team hosts a calendar of social activities for students living in halls of residence, both on and off campus, and are a friendly face in halls for signposting you to relevant wellbeing and support services. Email: halls.help@fxplus.ac.uk

For updates follow:  @fxreslife  @FXResLife

Support for Estranged Students

Are you studying without the support of a family network?

The University can support you in the following areas: financial, accommodation, wellbeing and careers and employability. You can find out more at: exeter.ac.uk/students/wp-support/supportfor/estrangedstudents

If you're unsure whether you are an estranged student, or what you may be eligible for please contact the Education Welfare Manager email: welfare.penryn@exeter.ac.uk

Support for Student Carers

If you have caring responsibilities for a family member find out how the university can support you at: exeter.ac.uk/students/wp-support/supportfor/studentcarers

If you're unsure whether you are a student carer, or what you may be eligible for please contact the Education Welfare Manager at: welfare.penryn@exeter.ac.uk

The Falmouth and Exeter Students' Union (The SU) can also provide confidential and unbiased guidance with any academic or wellbeing issues that may arise. Email: info@thesu.org.uk

Peer Support Groups

Peer support is designed to be a safe space where people can be accepted and understood. There are a variety of peer support groups on Penryn Campus for students.

Man Down

For men who are struggling with any kind of mental health issues.

Meet every Wednesday, between 17:00 and 18:30.

Intercom Trust

A social and peer supportive environment to discuss LGBTQ+ student life

Meet alternate Thursdays, between 17:30 and 19:00 starting 22 September 2022.

The Many Rivers Sessions

An independently facilitated space for students of colour to talk together, support each other, share wisdom or just listen.

Meet alternate Thursdays between 17:30-19:00 starting 29 September 2022.

Georgia's Voice

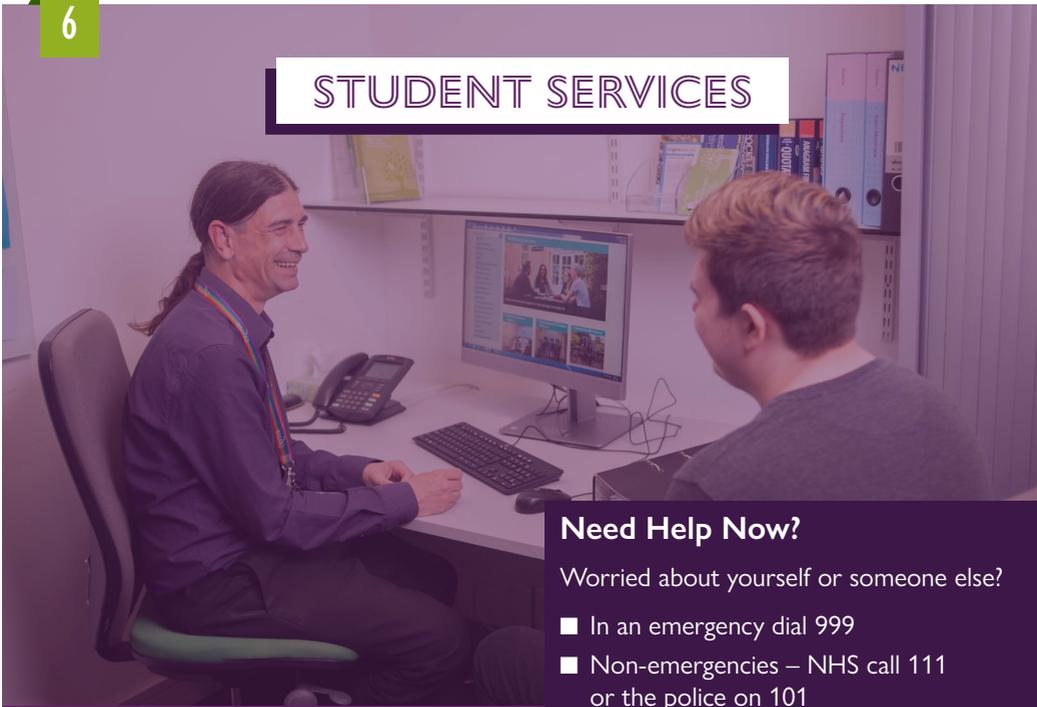
For young women with mental health concerns.

Meet Every Tuesday, between 18:00 and 19.30 in the Chaplaincy

For further information on peer support groups and wellbeing support visit: fxplus.ac.uk/student-support/support-wellbeing



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 Penryn and Truro campuses. You can access them through The Compass, on **01326 370460**, studentservices@fxplus.ac.uk or online at fxplus.ac.uk/student-support

Accessibility Service

- Do you have a disability, long term health issue or learning difference?
- Do you need adjustments to be made to accommodation, teaching methods or exam arrangements?

Information on accessibility and inclusive learning can be found on the StudyHub studyhub.fxplus.ac.uk/accessibility-inclusion or by emailing accessibility@fxplus.ac.uk.

The Study Hub also provides a wide range of support from help with your writing or referencing to english language workshops and time management.

The Multifaith 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 in Penryn, Falmouth and Truro. Find out more at: fxplus.ac.uk/student-support/chaplaincy or follow them on instagram [@multifaithchaplaincy](https://www.instagram.com/multifaithchaplaincy)

OUR COMMUNITY



We remind you that while you live in Penryn, Falmouth and Truro, as well as being part of the University, you are part of the local community.

We've heard some lovely stories from residents about students showing them great kindness. Please continue to be mindful and considerate in the way you act; it makes a bigger impact than you realise.



Please also be aware that students must abide by our 'General Student Regulations' which sets out the personal commitments we must all make to keep our community safe. exeter.ac.uk/staff/policies/calendar/part1/otherregs/genregs



THE STUDENTS' UNION



The Students' Union

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

The union represents your views and values through elected course reps, student council members and your students' union presidents. They make sure all student voices are heard, striking up conversations to improve your experience.

With more than 120 sports clubs and societies there's something for everyone to get involved with, from competitive sports clubs and academic societies to creative groups and social meet-ups.

Your membership of the SU gives you access to the independent advice service if you need help with finances, housing, academic issues and university life.

For more information head to thesu.org.uk or follow



@TheSUFalExe

HEALTH AND FITNESS



Join the gym

The Sports Centre at Penryn Campus has a 90-station gym with qualified Fitness Advisors to provide advice and guidance. The studio offers over 40 weekly classes, including Bodypump and Bodycombat, Spinning, Yoga and Pilates.

You can get access via a membership or 'pay as you go'.

There is also a Sports Hall and the outdoor Multi-Use Games Area, (MUGA) on campus.

Opening hours for all facilities:

Monday to Friday 6:30am-10:00pm, weekend and bank holidays 8:30am-6:00pm

For more information, visit fxplus.ac.uk/facilities-shops/sports-facilities email: sportscentre@fxplus.ac.uk or phone **01326 370770**

Penryn Campus parkrun

The Penryn Campus parkrun takes place every Saturday at 9.00am, starting outside Tremough House. This is a free, friendly, inclusive event where you can run, walk or jog the 5K route at your own speed.

For more information, visit parkrun.org.uk/penryncampus or email penryncampus@parkrun.com



LIBRARY, ACADEMIC SKILLS AND LANGUAGES



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: libguides.exeter.ac.uk/penryncampusguide

The Library, Academic Skills (ASK) and Languages teams also provide support for your studies including research & referencing skills, critical thinking and language support. Find out about what's on offer from drop-ins to language classes at studyhub.fxplus.ac.uk

The StudyHub studyhub.fxplus.ac.uk/ask provides online advice, tips and resources including video tutorials, recommended apps, online tools and books about University study.

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
call them on **01326 370460** or email studentservices@fxplus.ac.uk.

They are open 7 days a week.



IT SUPPORT AND THE DIGITAL HUB



The Digital Hub on Penryn Campus is a good first point of contact for any digital issues including help with registering for an IT account. They offer an in person drop-in service and are also able to signpost to IT Support.

You can find them just off the first floor of the Library towards the IT suite (ask at the Compass if you get stuck).

Once you are registered for an IT Account you can book a one-to-one appointment with the digital hub via Teams or in person at:

universityofexeteruk.sharepoint.com/sites/TheDigitalHub/SitePages/The-Digital-Hub-in-Penryn.aspx

You will also be able to log IT issues (for example computer hardware or email problems) with Exeter IT at:

uoetservicesdesk-apps.easyvista.com/s/selfservice



FOOD AND DRINK



Whether it's a hot breakfast, a coffee, a lunchtime meal or afternoon tea everyone is catered for on campus including meat, vegan and gluten-free diets.

The Stannary Kitchen is the main eatery serving hot daily specials. Other campus outlets include the Sustainability Café which has a vegan/vegetarian menu, ESI Café, AMATA Café and Koofi which all serve light lunches.

We care about the impact we have on the environment and endeavour to use local, Westcountry, or Fairtrade produce whenever possible. We encourage you to bring your own reusable cup into our cafés.

For website menus, offers and opening times visit: fxplus.ac.uk/food-drink

The Stannary Bar

The Stannary Bar is your social hub on campus. Regular evening entertainment is provided with music, games and student nights to enjoy. Large music gigs are also organised where the whole of the Stannary is transformed into a club venue.

For details about all on-campus events, including large gigs, visit: fxplus.ac.uk/events

For news and updates follow Instagram: [@foodanddrinkoncampus](https://www.instagram.com/foodanddrinkoncampus) and on Facebook: [@stannary](https://www.facebook.com/stannary)

Celebrate different cultures

The Intercultural Café is a chance to meet new people and celebrate our different cultures in a relaxed and friendly environment.

Students and researchers from across the universities in Cornwall are welcome.

It runs every two weeks during term time, usually on a Friday afternoon with a free hot drink and cake. Find out more including where to meet at:

fxplus.ac.uk/events



GREEN TRAVEL



We don't recommend bringing a car to University. There are great transport links with buses and trains 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. You can also now use your bus ticket on any bus* across Cornwall, no matter what colour it is, or who's driving - it's one, big joined up network.

Visit: transportforcornwall.co.uk for the details.

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.

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.

Visit: fxplus.ac.uk/campus-navigation/travel-and-transport/cycling

*Excludes Falmouth and Exeter University passes.

You can get 1/3 off train tickets with a Young Person's Railcard. So get away from essays for the day and explore what the beautiful South West has to offer. Visit 16-25railcard.co.uk for more information.

GETTING HOME SAFELY



The best way to stay safe at night is to stick with your friends. It happens rarely, but students have been involved in incidents 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.
- 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.
- Many bars will be able to test your drink to determine if it has been spiked including the Stannary bar.

Ask for Angela

The Stannary bar on Penryn Campus and a number of other establishments in Falmouth and Penryn operate the 'Ask for Angela' scheme. (It's normally discreetly signposted). Anyone in a vulnerable or just uncomfortable situation that needs help can ask "for Angela" at the bar or to a member of staff who will then discreetly ensure they are helped. This might be reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police.

PERSONAL SAFETY



SafeZone

SafeZone is our free app based system for staff and students on Penryn Campus that enhances your personal safety and connects you directly to the campus security team. It provides a quick and easy way for users to alert the security team if you ever need urgent help when you're on campus.

Visit: fxplus.ac.uk/safezone

Sexual Consent

Consent means that you give 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 understand when it has been given. Consent can be retracted at anytime.

In addition to verbal responses, recognising and accepting non-verbal cues and body language are just as important when gaining consent.

All students have to complete the mandatory Consent training module found here:

vle.exeter.ac.uk/course/view.php?id=12256

You can get advice and support from us at any time. You can find out more on the University's Sexual Violence support pages here:

exeter.ac.uk/students/wellbeing/support/sexualviolence



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/about/speakout](https://www.exeter.ac.uk/about/speakout). The University and police take reports of hate crime seriously. We have a zero tolerance approach to hate crime and work together on this.

HATE CRIME



Speak Out

Everyone has a right to be treated with respect and dignity and we want our campuses to be inclusive spaces that enable that. Please use [exeter.ac.uk/about/speakout](https://www.exeter.ac.uk/about/speakout) to report any unacceptable behaviour that you witness or experience, such as bullying, intimidation, harassment or discrimination. If for example you experience racism, sexism or homophobia then please report it.

There are three ways you can do this – anonymously, informally, and formally. Please report any incidents so we can support those who are affected and get a clear picture of what is happening in our community so we can take action.

Report confidentially at: [exeter.ac.uk/about/speakout](https://www.exeter.ac.uk/about/speakout) or through your iExeter app: [i.exeter.ac.uk](https://www.exeter.ac.uk/iexeter)

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/students/stay-safe](https://www.exeter.ac.uk/students/stay-safe)

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/students/stay-safe

LIVING TOGETHER



We understand that in shared accommodation you may be living with others that you don't know very well.

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:
 - info@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.

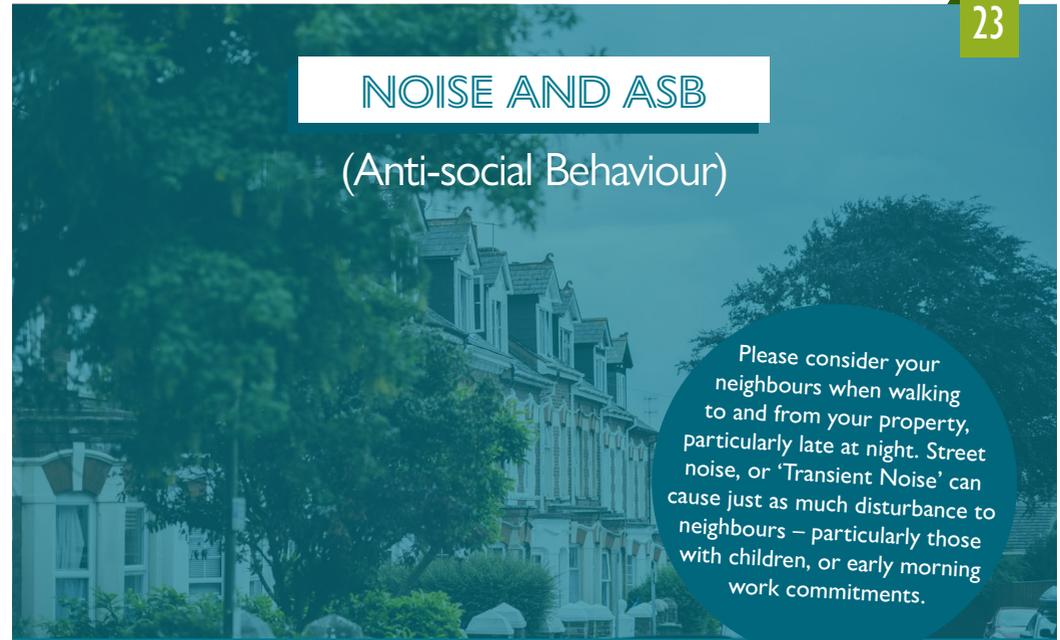
It's always important to maintain good relations within your community.

People in Cornwall are generally friendly and neighbourly. If you come from a big city you may not be used to talking to someone on a bus or walking by, but it's quite common down here. So don't be afraid to say hello.



This section of the guide has advice for living in the community, from how to introduce yourself to your neighbours to what to do with your rubbish.

NOISE AND ASB (Anti-social Behaviour)



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.

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.

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.
- 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.
- If hiring DJs, you may also need to consider the need to apply for a Temporary Event Notice Licence.

PARTY AND PRE-DRINKS CHECKLIST

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

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.



Important:
Are you feeling pressurised into hosting a social/party at your address? Contact Student Services at fxplus.ac.uk/student-support/support-wellbeing

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 – 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.

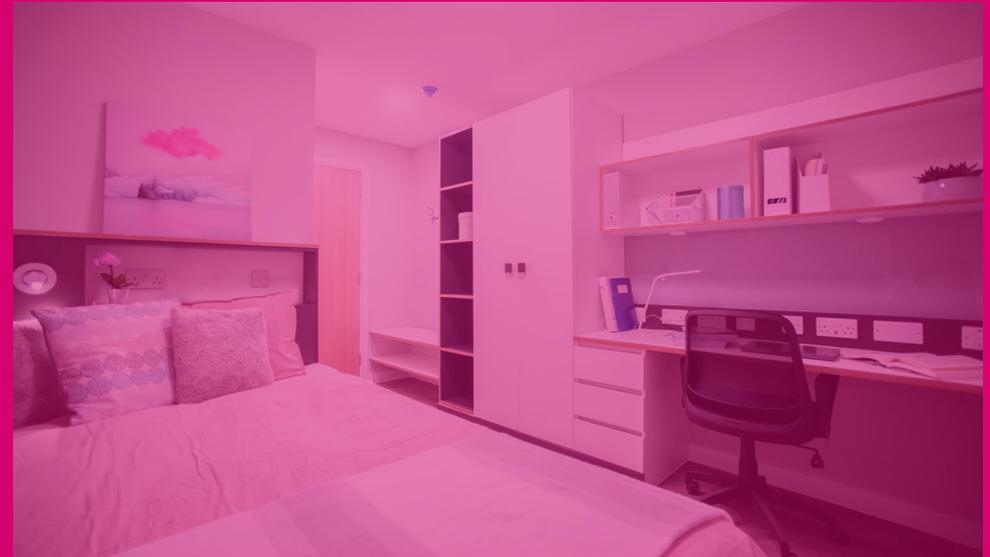
MOVING IN



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 not be in place 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 for more information.

Any Problems or Questions?

The lovely people at the Falmouth & Exeter Students' Union (the SU) can give advice, information and support on a whole host of housing queries and questions about university life.

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

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 Falmouth Information Service on the Moor
- Recycling is collected fortnightly via a recycling box and three reusable sacks. Find out where to get them and what goes in them at cornwall.gov.uk/rubbish-recycling-and-waste

HELP US KEEP
OUR BEACHES SAFE

Stay Sand Safe

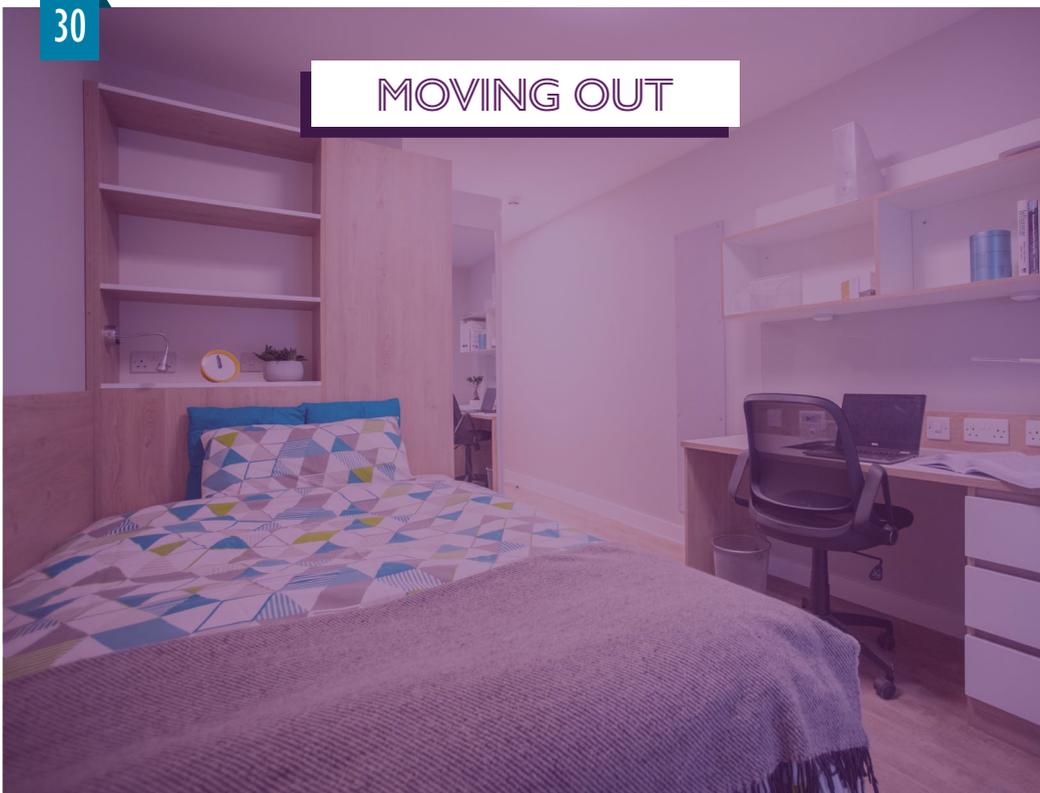
Falmouth Town Council and Safer Falmouth are asking for help in keeping Falmouth's beaches safe for residents, visitors and marine life. Problems such as open fires, dog fouling and littering can threaten the public's safety and could lead to the loss of Blue Flag status.

By working together, we can ensure a cleaner and greener environment for everyone. The Sand Safe campaign aims to improve beach safety by promoting three simple rules:

- 1. No open fires on the beaches**
- 2. Clean up after your dog and adhere to summer dog restrictions**
- 3. Bin your litter and leave only footprints**

Please report any concerns about safety on our beaches to Cornwall Council at: cornwall.gov.uk/report-it

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

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

Accommodation Office	01326 253639	accommodation@fxplus.ac.uk
Campus Security	01326 255875	securityservices@fxplus.ac.uk
Coronavirus		
Government guidance is constantly adapting – get up-to-date official COVID-19 guidance at gov.uk/coronavirus		
Fire Safety	Emergencies: 999 24hr fire safety advice: 0800 358 1999	
Info Point	01326 371800	info.penryn@exeter.ac.uk
NHS Direct	111	
Noise nuisance – Community and Environmental Protection	0300 1234 212	cep@cornwall.gov.uk
Police response (including disturbances in the street, crime or sexual assault)	Emergencies: 999 Non-emergencies: 101	
Safer Cornwall (including issues with anti-social behaviour)	0300 123 4232	communitysafety@cornwall.gov.uk
Samaritans	116 123	
Student Support	01326 370460	studentservices@fxplus.ac.uk
Students' Union Advice	01326 255861	info@thesu.org.uk
University-related community issues	01326 370737	community@fxplus.ac.uk

KEEP UP TO DATE



There are lots of ways that you will receive updates from the University. Key communications that are tailored to Cornwall campuses are:

Uni Updates

A weekly newsletter for students in Cornwall sent by email on Mondays and posted here: exeter.ac.uk/students/news/inbrief

Social Media

University of Exeter, Cornwall social media accounts share student information, news, updates and events. Follow [@UniExeCornwall](https://twitter.com/UniExeCornwall) on



Campus Service Updates

Updates on Penryn Campus food outlet opening times or any notices regarding disruptions can be found at: fxplus.ac.uk/service-status



YOUR SAFETY MATTERS



UNIVERSITY OF
EXETER

exeter.ac.uk/students/stay-safe



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