

UNIVERSITY OF
EXETER

UNIVERSITY OF EXETER
**STUDENTS'
GUILD**



**STUDENT
COMMUNITY GUIDE**

2022/23

Welcome to a new year at THE UNIVERSITY OF EXETER!



We've put together this guide to help you settle into life in Exeter. Over the summer we've been busy preparing for your 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



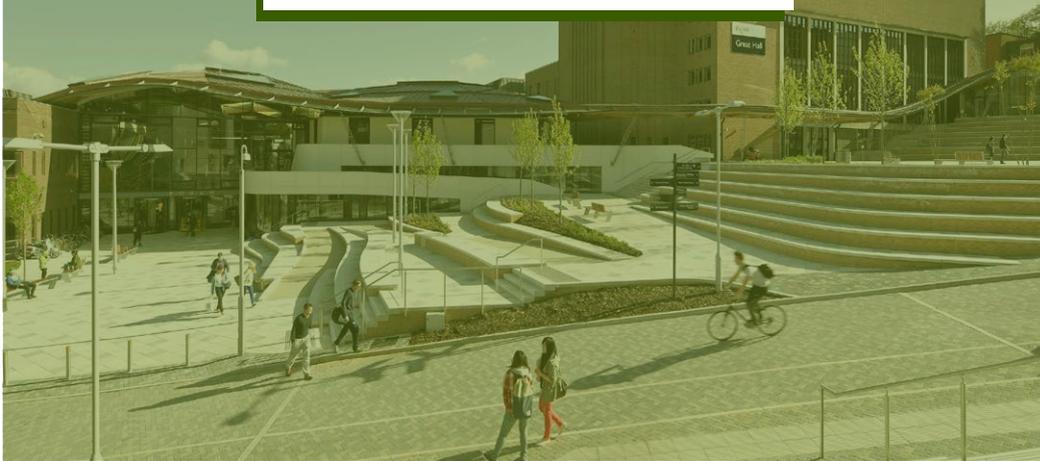
We'll have lots of support in place for you when you return to campus – look out for our Welcome team who will provide guidance and support.

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 that you can also access Wellbeing Support at any time. More information can be found at [exeter.ac.uk/students/wellbeing](https://www.exeter.ac.uk/students/wellbeing)

HEALTH AND WELLBEING SUPPORT



We are continuing with safety in mind as you return to campus and 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 you to ensure you are fully up to date with your jabs. These could include the Covid-19 vaccinations or others such as a:

Measles: [nhs.uk/conditions/measles](https://www.nhs.uk/conditions/measles)

Mumps: [nhs.uk/conditions/meningitis](https://www.nhs.uk/conditions/meningitis)

Meningitis: [nhs.uk/conditions/meningitis](https://www.nhs.uk/conditions/meningitis)

It is 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.

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](https://www.exeter.ac.uk/coronavirus)

Keep reading to find out more about our campuses and where to go to find support.

COMMUNITY CHARTER



We remind you that while you live in Exeter, as well as being part of the University, you are part of the local community and we expect you to be mindful of how you act and continue to be respectful in the city.

Students must abide by our 'General Student Regulations' which set out the personal commitments we must all make to keep our community safe.



GETTING INVOLVED



UNIVERSITY OF EXETER STUDENTS' GUILD

As a student at the University of Exeter, you are already a member of your Students' Guild so you don't need to do anything! Your Guild is your students' union and are here to help you love your time at Exeter. They are led by you and all other Exeter students, with your Officers representing your interests at the heart of everything they do. Find out more at exeterguild.com

What do they offer?

Your Students' Guild offers you support, advice, representation, opportunities to find your communities and student activities including societies and volunteering.

Volunteering

There is a huge range of volunteering opportunities that you can get involved in during your time at Exeter with your Students' Guild. This will give you the chance to help people in need, support a variety of causes and give back to the community.

Activities

The Activities team is there to help you connect with societies, volunteering opportunities, music, fundraising and more! With almost 300 different societies

to choose from, there are plenty of opportunities to match your interests and even try something new!
exeterguild.org/societies

Advice

The Advice team offer free, independent and confidential advice. They can advise on academic, housing, and finance issues as well as helping students who may not have as much support, such as carers, care leavers and estranged students.
exeterguild.org/advice

Student Voice

The Voice teams exist to support every student, you don't need to be a committee member or a Student Rep to use your voice to make a difference.
exeterguild.org/voice



UNIVERSITY OF EXETER Sport

At Exeter you have the chance to participate in health and fitness at a time and level that's right for you. There are 51 sports clubs supporting athletes competing at every level; intramural sport offering league, event and casual sessions focused on regular physical activity; two university campus gyms including a 200-station fitness centre with flexible membership options. With so much more on offer, head to sport.exeter.ac.uk for more information.

English Skills Development Classes

The University holds free English language skills development courses both for students and their spouses. Why not join a conversation cafes, a language class concentrating on oral or written skills or a cultural competence sessions? They are a great way to improve your language skills and meet new people. For more information see exeter.ac.uk/into/englishlanguage

The Community Fund

Do you have an idea for a community project? The University's Community Fund helps projects that enhance the relationship between students and Exeter's permanent residents. It is open to student societies too. If you have an idea, email r.j.cunningham@exeter.ac.uk

It's still really important to connect with local community or resident groups, but in a safe way. If you'd like to get involved, contact: communityengagement@exeter.ac.uk

Intercultural Café

If you want to meet new people and increase your confidence come to the Intercultural Café each Friday during term time, 10:30-11:30 in Isca Eats, Cornwall House, Streattham Campus. Enjoy a free hot drink and a pastry while sharing ideas and activities. No need to book, just come along. We look forward to welcoming you.



To find out more about registering to vote visit: aboutmyvote.co.uk (Please be aware that some international students will not be allowed to vote in the UK).

Use your vote

Did you know you can vote in the Exeter City Council and/or the Devon County Council elections, while you are living here? Plus you may be eligible to vote in the UK Parliament elections. We encourage you to take part and ensure that your voice is heard!

GETTING OUT AND ABOUT



Get active – To reduce our climate footprint and improve your wellbeing, why not use sustainable forms of transport? Choosing to travel around on foot or by bike is a great way of keeping active and enjoying the health and wellbeing benefits that physical activity brings. It also saves money and helps to reduce local congestion and air quality issues.

Here are some great alternatives to having a car...

On your bike – Whether you're heading from campus to the cathedral or from the shops to the seashore, with fantastic cycle routes and ample cycle parking city wide you can get almost anywhere in the Exeter area by bike! Cycling is a breeze even uphill with electric CoBikes (co-bikes.co.uk). It'll save you time and money and keep you fit! Find Devon's cycle routes here: traveldevon.info/cycle/cycle-routes

Cycle support – The University's Sustainability team offers advice and support to help keep you and your cycle safe – find out how they can help: exeter.ac.uk/sustainability/travel. This year we have also increased the number of bike racks available to help you travel sustainably and actively where possible. Advice on buying a bike, cycle routes and handy discounts is regularly circulated to members of the Unicycle mailing list – scan the QR code to subscribe:



Don't Be Dim:
if you choose to cycle, please ensure you are road legal with front and rear lights.

Explore – There's a variety of traffic-free walking and cycling routes so, whether you prefer the countryside or seaside, why not get out and explore the area? We recommend starting with the Exe Estuary Trail – a beautiful route along both sides of the estuary connecting Exmouth and Dawlish to Exeter Quay. Visit traveldevon.info for information and inspiration.

On the buses – Carrying your weekly shop, or dodging the rain? You can always catch one of the regular buses which run from the city centre to the Streatham and St Luke's campuses. The 'Uni' bus service runs from morning until late at night. You can buy a discounted Unirider season ticket online at buymyunirider.com or check out exeter.ac.uk/sustainability/travel/buscoach for more information.

All aboard! – You can get 1/3 off 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 greatscenicrailways.co.uk. Visit 16-25railcard.co.uk for more information.

Remember to check the latest rules on wearing face coverings on public transport.

Alternatively consider renting from Co Cars (co-cars.co.uk), if you are eligible.

Cars and parking – We strongly advise you not to bring a car, as parking is a real challenge in Exeter. There is no parking on campus for students who live within the city boundary and hardly any off-campus parking is available nearby. The Streatham and St Luke's campuses are within easy walking distance of the city centre and parking charges are high in the city.

If you **do** decide that you really need to bring a car to Exeter, please ensure you always park safely and considerately. If you have a resident's parking permit read the terms and conditions carefully, as any breach can result in the permanent withdrawal of permits. Remember swapping or selling your permit is not allowed! Visit exeter.ac.uk/carparking for more information.

Useful Websites:

exeter.ac.uk/sustainability/travel – find out all you need to know about travelling to, from and between the Exeter campuses.

stagecoachbus.com – find a timetable, plan your journey or buy your tickets online for bus travel around Devon and beyond.

cyclestreets.org – plan your routes from A to B by bike using their UK-wide cycle journey planner system.

nationalrail.co.uk – book in advance for cheap train tickets. Or go with friends and grab the group discount.

PERSONAL SAFETY

Exeter is generally a safe city, but it's always best to be aware of potential dangers and take some precautions...

Download SafeZone

SafeZone is our free app for your personal safety that connects you directly to the University Estate Patrol team. It provides a quick and easy way for you to alert them if you ever need urgent help when you're on campus.



Drink Spiking

- Drink spiking is a crime and carries a maximum 10 year prison sentence. Find out more online at drinkaware.co.uk/advice/staying-safe-while-drinking
- 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.
- Find out more about recognising the signs of drink spiking and getting help at drinkaware.co.uk/advice/staying-safe-while-drinking/drink-spiking-and-date-rape-drugs

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:
- 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:



WHILST YOU'RE OUT

If you're feeling uncomfortable or need help on a night out there are a number of different ways to get support. In an emergency you should always call 999.

Best Bar None Accredited Venues

Many venues in Exeter have been Best Bar None accredited, meaning they have met high standards to reduce alcohol related crime and antisocial behaviour by providing a safe venue for customers to enjoy. All of them have a vulnerability policy and Ask for Angela as standard. Look out for the Best Bar None logo in their venues.



Drink Aware Crew

These go under different names in different venues but an example is the very successful scheme in Timepiece where "Care Bears" look after anyone who needs a bit of support due to alcohol consumption, or just someone to talk to. They can help with locating friends or arranging to get you home.

SWAN Charter

Exeter Venues displaying the SWAN logo have signed up to the Safety of Women at Night Charter. This means that those venues that display the logo have taken industry leading measures to reduce vulnerability of women at night throughout the city. If you require assistance any one of these venues will help you even if you are not their customer.



A full list of Best Bar None and SWAN charter venues is available online at bbnexeter.com

Ask for Angela

Currently in operation in the Exeter Students' Guild venue The Ram and in all Best Bar None venues within the city. Anyone in a vulnerable or 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 taken to a safe place already allocated in the venue. From there a parent, friend or taxi can be called and if necessary, the other person asked to leave the venue.

Street Pastors

Street Pastors help all people, whether or not you have a faith. They offer reassurance, safety and support through listening, caring and helping. Exeter Street Pastors are out on a Friday and Saturday night in Exeter City Centre.

Bystander Intervention training

Witnessed harassment? Find out how to safely support someone who is being targeted by sexual or racial harassment in our bystander intervention training, coming this autumn term.

[web link?](#)

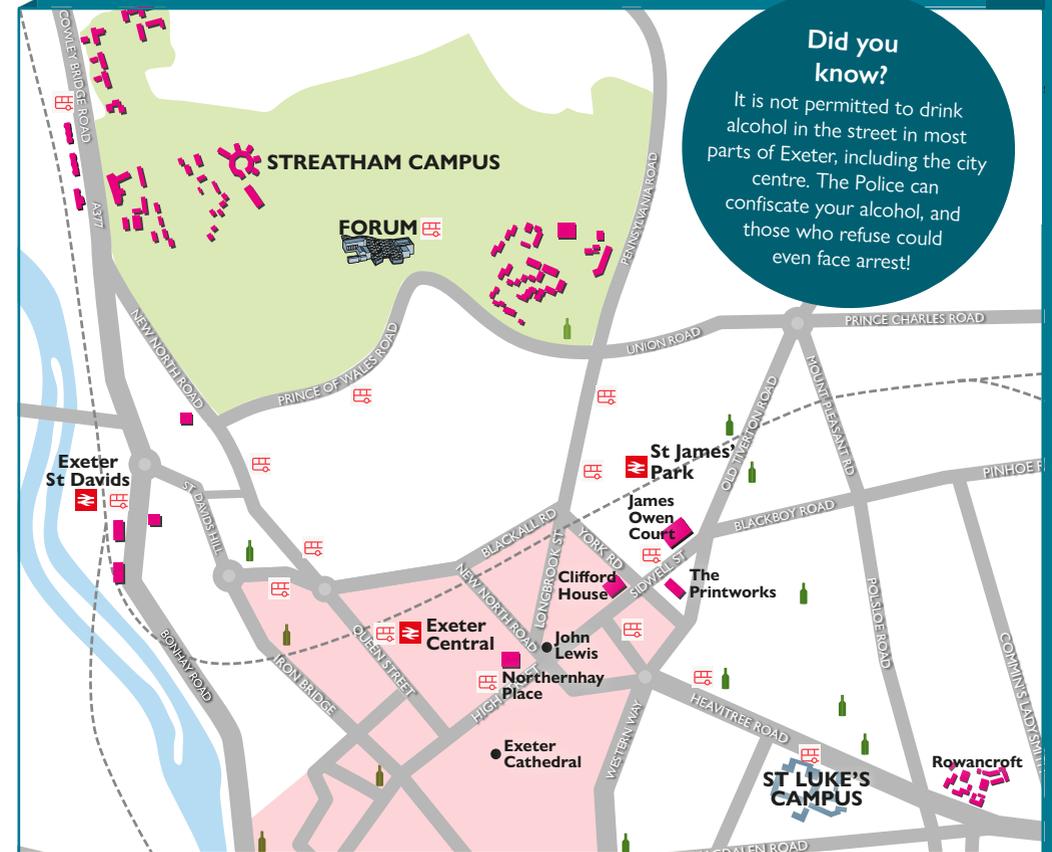
GETTING HOME SAFELY



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:

- When it is dark, you are safest in well-lit and busy areas. Avoid badly lit car parks, underground walkways and open areas.
- Cover up expensive-looking jewellery, mobile phones, keys, cash and cards.
- Get a taxi – save some cash for the end of the night so you can be brought straight home – it's much safer. Please be aware that official taxis will display a green or yellow license number.
- Use the Night Bus service in Exeter. It runs on Wednesday-Saturday, from late evening until 4am. The service will incorporate the Streatham Campus and is designed to support students returning from the city centre. You can use all Stagecoach network tickets on this service along with the discounted Unirider tickets. Currently the single fare is only £2, as we've subsidised the service to keep the price low for our students. stagecoachbus.com/promos-and-offers/south-west/night-buses
- 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.



Did you know?

It is not permitted to drink alcohol in the street in most parts of Exeter, including the city centre. The Police can confiscate your alcohol, and those who refuse could even face arrest!

When walking around the city stay safe – stick to well-lit areas in the evening and walk with your friends if you can.

Please also be mindful of noise when walking through residential areas, our neighbours really appreciate it!

Drinking Ban Area

 Bottle bank (visit: exeter.gov.uk/recyclingbanks for a more detailed list of bottle bank locations).

 Accommodation buildings

 Bus stops

 Railway line and station

 Main city centre and shops

Speak Out

The University of Exeter is an inclusive community, where everyone has the right to be treated with respect. Harassment, bullying, intimidation and discrimination (for example racism, homophobia, sexual

discrimination) go against all we stand for and will not be tolerated. If you've experienced or witnessed any of these we encourage you to get the support you need and report it if you feel comfortable doing so at: exeter.ac.uk/speakout

CRIME AND SECURITY

Did you know?

Many laptops and other valuables are stolen from study areas each year, if you want to keep your stuff, learn to keep it safe!

Devon is generally a very safe place to live. However, crimes do occasionally occur. These tips are designed to help keep you and your things safe. You can also find out more on our Exeter Speaks Out pages: exeter.ac.uk/speakout/staysafe

So take some simple precautions:

- Know your boundaries, do not drink excessively and be respectful to others.
- On a night out, be aware of your surroundings and stay together with friends when possible.
- Never hesitate to call for help! If something feels wrong, get to a safe place, shout loudly for help and call the police.
- Keep your possessions out of sight, and don't leave valuables unattended.

Did You Know?

- Violent crime makes up nearly 50% of all crime affecting students in Devon and Cornwall – and the consumption of alcohol can often increase the chances of violence.
- This is followed by theft – which makes up another 15% of crimes impacting students.

Fraud, Tricks and Scams

Unfortunately, some criminals try to get money from students. Some of these scams will seem very convincing and persuasive and it can be frightening.

If you're contacted by someone and it seems unusual, unexpected or just odd, please end the call/communication. You should then contact your Hub/Info Point who can offer you advice on what to do next: exeter.ac.uk/students/infopoints If the person who contacted you is genuine they won't mind you checking their credentials and then getting back to them.

Find out more about keeping safe online: exeter.ac.uk/ig/informationsecurity/securitytips

If you're an international student there's more safety information for you at: exeter.ac.uk/students/international/livingintheuk/fraudtricksandscams

BURGLARY

"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 and your insurance won't cover you.
- 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 or ask your Community Engagement Officer for a mark-up pack. 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.

Your insurance may not cover if you don't take precautions.

Reporting crime or getting help is easier than ever, and the police will be happy to help. (You will need the crime reference number before you make an insurance claim.)

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. Do not wedge 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 Devon and Somerset Fire and Rescue Service advice, at [exeter.ac.uk/speakout/staysafe](https://www.exeter.ac.uk/speakout/staysafe)

LIVING TOGETHER

We understand that in shared accommodation you may be living with people that you 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! There are many cleaning-rota templates online.
- **Ask for help:** If things go wrong, it is also important to know when to ask for help. The following people can help you:
 - **communityengagement@exeter.ac.uk** – for questions about bins, recycling, household security, tensions with neighbours or anything 'practical' connected to your address.
 - **advice@exeterguild.com** – if you have a question about your contract, finances or you are having problems with housemates.
 - **wellbeing@exeter.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 and it's important to get to know your neighbours. This section of the guide has advice for living in the community, from how to introduce yourself to your neighbours, to transport information and what to do with your rubbish.

Welcome

COMMUNITY ENGAGEMENT TEAM



Hello, we're your Community Engagement Team.

New term, new house, maybe new housemates too...there can be lots of things to think about when moving into a new place. That's why we've gone to the experts to collect their advice: previous Community Engagement Officers, permanent residents and, of course, the students who've come before you. The following pages should answer a lot of your questions – from how to protect your laptop to what you can recycle and much more...

Who Are We?

Your Community Engagement Officers are all students employed by the Uni. We work with the Students' Guild, the local Police and the City Council to support students living off campus.

How We Can Help You?

We can help you security-mark your belongings and organise a community project, as well as give you information on how to keep you, your house and your stuff safe. We will make a big push to introduce ourselves face-to-face at the start of your tenancy. Please take the time to read our advice, it really could help to smooth out your time here in Exeter. Hopefully you'll enjoy living in this great city as much as we do.

Get to Know Your Neighbours

Understanding those who live around you is an important first step in becoming part of a community, and we recommend that students introduce themselves to their neighbours as soon as possible after moving in to their new property (including those who might live behind your property).

Covid-19 has been a very testing time and a great deal of strain has been placed on community relationships, with fewer neighbours able to engage directly. Please be aware that more of your neighbours will be working from home. For this reason, it has never been more important to get to know your neighbours and to open a clear channel of communication with them, so that boundaries can be understood, and lifestyles can be respected from the start of your tenancy.

Any Questions?

Or any problems in your local area – just email us at communityengagement@exeter.ac.uk If we can't assist you directly, we'll help to find someone who can.

Don't forget to indicate which street you live in.

To find out who your local Community Engagement Officers are visit: [exeter.ac.uk/about/community/uni](https://www.exeter.ac.uk/about/community/uni)

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. Why not introduce yourself by putting a note through your neighbours' letter boxes with your names and a phone number to arrange a time to have 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 prevent issues later.
- Inform your landlord or agent** – if it's a dodgy doorknob, growing mould, vermin 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: exeterguild.org/housing/paperwork
- Make sure to pay your TV license** if you watch TV live on any device or catch up programmes on iPlayer. Unsure if you need one? Check: tvlicensing.co.uk
- Living together can be exciting but it can also bring challenges.** If you find that you're struggling to get along with your house mates, the Guild Advice Service can support.



Exeter Studentpad

Studentpad lets you search for student houses, flats and lodgings in Exeter and the UK. Find your perfect student house with Studentpad!

Visit: exeterstudentpad.co.uk/accommodation

Any Problems or Questions?

The lovely people in the Students' Guild Advice Service can give advice, information and support on a whole host of housing queries: advice@exeterguild.com

See their web pages at exeterguild.org/advice for more details on contacting them and Frequently Asked Questions.

TALKING RUBBISH



Recycling in Exeter

Your green bins or boxes are always collected once a fortnight. Make sure you put recycling loose in the bins and don't contaminate it with anything that isn't on the list – or you could be left with the whole lot for another two weeks!

For detailed information about recycling and rubbish visit exeter.gov.uk/domesticwaste

The Bin-Checking App

When you download the iExeter App, click the bin icon and you can add your address to instantly see when your bins go out. The feature remembers your address so you can check again at the touch of a button. Rubbish and recycling collections often change around a UK bank holiday and this feature will also tell you about those. exeter.ac.uk/students/iexeter

Exeter's Green Bins/Boxes

You can recycle:

- Paper and card (except wrapping paper), including magazines, junk mail, envelopes and old notes
- Cans, tins, foil and aerosols
- Plastic bottles (with lids on), pots, tubs, trays and shopping bags (no compostable bags).
- For the full list, see exeter.gov.uk/recycling

REMEMBER

– You can put out extra recycling beside your green bin on recycling day – but these extra bags must be labeled 'extra recycling' with the first line of your address on the label too.

Students on the Move

Every summer in Term 3 the University pays the City Council to carry out extra refuse collections so that the waste can be collected outside normal collection times. Look out for 'Students on the Move' information closer to the time.

For more information on collection days, how to get rid of large items, to order an extra green recycling bin or to check your black refuse bin allowance, visit exeter.gov.uk/domesticwaste

And remember: if you live in private accommodation on campus, you **cannot** dispose of your domestic waste in University bins!

Glass, Textiles and Cartons

Exeter has many glass and textile bank sites and several carton recycling banks. Most students recycle at the same time they go shopping: all the big supermarkets have recycling points. Find your nearest recycling sites: exeter.gov.uk/recyclingbanks

Black Bins (The stuff that can't be recycled.) When putting out the rubbish remember:

- Check where and when your rubbish is collected, either by talking to neighbours or by downloading the iExeter App and clicking on the bin icon.
- Only put your bins out after 6pm the evening before collection, but before 6am on collection day.
- Bins should not be left on the pavement in between collection times. If you have no front garden you can use a seagull proof sack to put your waste bags in for collection. Leaving bins and sacks on the pavement between collection times causes obstructions especially for those with disabilities, you also run the risk of them being taken, leaving you with no bins.
- Storing your bin on the pavement between collections isn't allowed can result in your bin being removed and your household being charged for a new one. It can also be a real pain for pedestrians, especially those with disabilities.
- Overfilled black bins (i.e. with bin lids sticking up) and extra black bags of rubbish won't be collected.
- Promptly clear up any waste on the pavement which may occur from split bin bags.
- You could be fined if you don't manage your household waste correctly.
- Look after your bins, because you can get charged for new ones. Call **01392 265010** or visit exeter.gov.uk/domesticwaste for advice.

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 as parties – 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 Exeter have a really positive relationship with their neighbours. Only a very small number of students raise concerns that result in intervention from the University or other agencies, including the Police.

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 anti-social behaviour or harassment.
- 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!
- As the tenants of a property you will be held accountable for the actions of those attending a gathering. Legal action could be taken against you, including fixed penalty notices, seizure of equipment, prosecution and fines. You could get a criminal record which may have an impact on your future career.
- If hiring DJs, you may also need to consider the need to apply for a Temporary Event Notice Licence.
- Letting your neighbours know you are having a party does not mean you can be as loud or late as you want, you still need to be reasonable.
- Think about numbers. More people at a party means more noise and it will be more difficult to manage.
- Noise travels, this can be particularly disturbing at night, so keep people inside with doors and windows closed.

PARTY AND PRE-DRINKS CHECKLIST

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.

- | | |
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| <ul style="list-style-type: none"> <input type="checkbox"/> We have consulted with neighbours living all around our property two to three days before our gathering. <input type="checkbox"/> 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. <input type="checkbox"/> We have taken into account our neighbours' working hours/study commitments and/or childcare priorities. <input type="checkbox"/> We have made preparations to keep windows closed, moved sound systems away from walls and reduced noise/bass levels. <input type="checkbox"/> We will manage guests appropriately and recognise that all tenants are jointly responsible for the conduct of any visitors. <input type="checkbox"/> We will ensure that guests/tenants will not cause disturbances outside of our property – particularly at the start and end of our social. | <ul style="list-style-type: none"> <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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. <p>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.</p> |
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Ways to Help Things Go Smoothly

Our Community Liaison Team has ten years' experience dealing with 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.
- Front door won't close properly? Fire-doors slamming inside? Poor insulation between your house and next door? If these issues are causing noise concerns for you and your neighbours, it might be that your landlord needs to take some action.

Contact communityengagement@exeter.ac.uk if you have concerns.

Important:
Are you feeling pressurised into hosting a social/party at your address? Contact us confidentially for advice:
communityengagement@exeter.ac.uk

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. Take date-stamped photos of every room the day you move out. This can help save your deposit-especially if the landlord contests the state of the property.
- Too much stuff? Old pots and pans you don't need? There are collection points in University managed accommodation at the end of the year. Alternatively, take your items to one of Exeter's many charity shops – do you need a doorstep collection from the British Heart Foundation? Contact the Community Engagement Officers for advice.
- 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! At the end of the academic year we run a 'Students on the Move' scheme to help via additional refuse collections. Get your 'Students on the Move' stickers to make sure that you don't get fined for putting your rubbish out after collection. Email communityengagement@exeter.ac.uk to place an order. If you missed the last bin day or want other advice go to exeter.gov.uk/recycling
- Speak to the landlord to set up an inspection date when you are still around to inspect the house together.
- Return your parking permit!** – If you do not return your parking permit the next tenants for your address will not be able to apply for one. Please ensure that you liaise with your landlord or letting agent about parking permit returns before you leave!
- If there is any disagreement with your landlord about money being taken from the deposit, you can get support from the Guild Advice Service.
- Take your bins back inside your property boundary when you leave. **Do not** leave them on the pavement. Bins left on pavements after you depart will be confiscated by the City Council and your Landlord might pay for a replacement bin using your deposit.

CONTACTS

Chaplaincy – The Chaplaincy team supports people of all faiths and none. **01392 723649 / exeter.ac.uk/chaplaincy**

Community Patrol – If you are bothered by noise from premises: **01392 265147** (before 5pm)

Estate Patrol – For issues connected to security on campus and to investigate noise/disturbances in private student accommodation after 5pm: **01392 263999**

Exeter City Council's Cleansing Services – for missed bin collections, to request additional bins or to make recycling enquiries: exeter.gov.uk/domesticwaste

Exeter City Council's Environmental Health team – to report accumulations of rubbish likely to harbour or attract vermin: **01392 265193** Web: exeter.gov.uk/domesticwaste

Flytipping Service – For removing rubbish that you think has been dumped illegally: cleansing@exeter.gov.uk

Guild Advice Service – Free and impartial information and advice on a range of issues, such as academic, financial and housing. Email: advice@exeterguild.com

Student Health Centre – Don't forget to register with a doctor in Exeter: **01392 676606** or visit exeterstudenthealthcentre.co.uk

If you are studying at St Luke's Campus, or living at Rowancroft, we recommend

you register with The Heavitree Practice which is your closest GP surgery. theheavitreepractice.co.uk

Nightline – Confidential and anonymous student-run listening and information service. The number is on the back of your student cards (8pm-8am every night during term time) or email exeternightline@gmail.com

Exeter Speaks Out – If you have been affected by harassment, bullying, intimidation or discrimination there are a range of support services provided: exeter.ac.uk/speakout

Community Engagement Team – For non-emergency community issues contact the University or your Community Engagement Team: **01392 723721 / communityengagement@exeter.ac.uk**

Wellbeing Services – have a range of services to support our students. This includes disability advice, mental health and counselling support. They offer a range of online and in person options to support students personally and in their studies. Contact: **01392 724381 / wellbeing@exeter.ac.uk / exeter.ac.uk/wellbeing**

Emergency Contacts:

Police Emergencies – 999

Police Non-Emergencies – 101

Fire Service Emergencies – 999

Fire Service Non-Emergencies (community safety) Enquiries – 01392 872288

Medical Emergencies – 999

NHS Direct, for health advice and Information – 111



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