



University
of Exeter

STUDENTS' GUIDE CORNWALL 2023/24



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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.

This guide isn't just for the start of term; it's filled with advice, support and information you'll find useful throughout the year for every aspect of student life.

We have tried to signpost you to all the student support services that are available to you from wellbeing resources and the education welfare team through to help with study, academic skills, accessibility and living off campus. At the back of the guide you'll also find a list of useful contacts for the University and beyond.

You might find it helpful to keep this guide handy throughout the year so you can dip into it whenever needed.

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.

Resources for Wellbeing

You can access a variety of resources to help you manage your wellbeing during your time with us. From drop-in appointments with Student Support to online support like Togetherall, or Silvercloud online mental health programme. Read on for more ideas.

Explore our wellbeing pages for information on student support and resources at exeter.ac.uk/students/wellbeing/cornwall-student-welfare

Wellbeing Apps

While you are studying with us you have access to a number of free apps. Scan the QR Code or take a look at exeter.ac.uk/students/wellbeing/resources-and-services/takingcareofyourwellbeing/wellbeingapps

Staying Well

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

Measles: nhs.uk/conditions/measles
Mumps: nhs.uk/conditions/mumps
Meningitis: 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.

If you feel unwell, try and stay at home and avoid mixing with friends so that you don't spread any germs, particularly to those who might be more vulnerable than you.

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

24/7 Mental Health Support

Support is available to students on our Cornwall campuses 24/7

Call (UK): 08000 318 277

WhatsApp 'Hi' to 07418 360 780

You will be able to access in the moment support and self-refer to counselling if needed.

You can find out how else we can support your mental health and wellbeing here: fxplus.ac.uk/student-support/support-wellbeing



ResLife

The ResLife team hosts a calendar of social activities for students living in halls of residence, both on and off campus. They 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

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.

Intercom Trust

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

Georgia's Voice

For young women with mental health concerns.

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

Exeter Cares

Exeter Cares is designed for care experienced students, mature students, student carers, students who are estranged from their families and student refugees. The Exeter Cares Team is made up of colleagues from the Access, Participation and Outreach Team and Wellbeing teams. We offer practical help such as accessing financial advice or funding and wellbeing support, through a named point of contact.

Activity through the Exeter Cares network includes a termly newsletter to signpost events and support.

For further details on how the Exeter Cares Team can support you email exeter-cares@exeter.ac.uk or visit exeter.ac.uk/students/wp-support

The SU Advice Service

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 or visit: thesu.org.uk/welfare

Remember

Student Support is here to help you. More information can be found at exeter.ac.uk/students/wellbeing/cornwall-student-welfare

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 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**

Multifaith Chaplaincy

You will find a welcoming and supportive environment at the Multifaith Chaplaincy, a space for students of all faiths or none. The chaplaincy has space to worship, pray, mediate or relax in Penryn, Falmouth and Truro. They also have a Muslim prayer room with dedicated washing facilities and space for men and women to pray in Tremough House, on Penryn Campus. Visit **fxplus.ac.uk/student-support/multifaith-chaplaincy**

 @multifaithchaplaincy

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?

The StudyHub can help with information on accessibility and inclusive learning. Email **accessibility@fxplus.ac.uk** or visit **studyhub.fxplus.ac.uk/accessibility-inclusion**

They can also provide you with a range of other support from help with your writing or referencing to English language and time management workshops.



Need Help Now?

Worried about yourself or someone else?

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

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. All students on our Cornwall Campuses are automatically members of The SU.

The union represents your views and values through elected course reps, student council members and your students' union presidents and vice presidents. They make sure all student voices are heard, striking up conversations, and supporting student run projects 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 their 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  TheSUFalExe  @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 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 06:30-22:00, weekend and bank holidays 08:30-18:00

For more information

visit fxplus.ac.uk/facilities-services/flexsi-sports-centre

email: sportscentre@fxplus.ac.uk
or phone 01326 370770

Penryn Campus parkrun

The Penryn Campus parkrun takes place every Saturday at 09:00, 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



Education Welfare

You can access our dedicated Education Welfare Team for support during your studies.

They can help you if your mental or physical health or wellbeing is having an effect on your ability to learn or your studying is creating health problems for you. They can talk to you in a confidential and non-judgemental way about any issues you may need support with.

Email welfare.penryn@exeter.ac.uk or find more information at: exeter.ac.uk/students/wellbeing/cornwall-student-welfare



Career Zone

Careers and employability service.

The Career Zone team can help with a wide range of enquiries and are happy for you to visit as often as you need.

They have a useful timeline available to help guide you through what you need to be doing and when, from first year through to finalist or postgraduate studies.

Look out for careers fairs across the year and sign up to Handshake to find jobs, register for careers fairs and book onto events.

During term time, the Career Zone are open on the Ground Floor of the Exchange Building, 12:00-16:00 Monday to Friday but you can also contact them via email careers@exeter.ac.uk, call **01392 724493** or via Live Chat at exeter.ac.uk/students/careers



University
of Exeter

Career
Zone

Library, Academic Skills and Languages

The Penryn Campus Library is open 24/7, during term time, 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 can help support your learning. They run workshops on writing, referencing and study skills, and offer language support. You can find out what's on offer from drop-ins to language classes at studyhub.fxplus.ac.uk

The StudyHub studyhub.fxplus.ac.uk/ask provides study guides, 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



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: uoetservicedesk-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, halal 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 and AMATA Café which all serve light lunches. Koofi serves snacks and pizzas alongside a variety of cold drinks and coffees plus Penryn campus shop stocks food and essential items.

With so much on offer across our outlets there's something to suit all tastes and budgets.

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

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

 @foodanddrinkoncampus  @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-on-campus

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 16-25 railcard.co.uk for more information.

Cycling and Walking

Walking or cycling to campus is beneficial for your health and wellbeing, reduces stress and is environmentally friendly. We have dedicated bike shelters, storage areas and free bike maintenance areas plus e-Bikes available to hire. All showers and changing rooms across campus are open and regularly cleaned.

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

*Excludes Falmouth and Exeter University passes.

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 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.

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.



Visit: exeter.ac.uk/students/stay-safe for more tips to stay safe.

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 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.
- 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 venues in Falmouth and Penryn operate the 'Ask for Angela' scheme. (It's normally discreetly signposted.) 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 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 for staff and students on Penryn Campus that enhances your personal safety and connects you directly to the campus safety and support team.

It provides a quick and easy way for you to alert them 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.

Find out more on the University's Sexual Violence support pages here: exeter.ac.uk/students/wellbeing/support/sexualviolence

Staying safe online

When you're online it's important to stay safe and make sure you don't share things that could put you in danger:

- Use secure and unique passwords for all devices and apps.
- Keep your antivirus software up to date.
- If you receive an email from a stranger, think before clicking on a link or an attachment - it could contain a virus.
- If you believe that your smartphone or computer has been hacked or compromised, stop using it immediately and get advice from a repair shop.
- **Be careful who you chat to, if somebody you don't know adds you as a friend, ignore them and delete their request.**
- Don't share personal information like your address or phone number with somebody you don't know. **Most importantly don't share bank details.**
- Think before you post something on social media.

For more details: exeter.ac.uk/about/speakout/support/guidanceoah/onlinesafety

Crime and Security

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 your name and HOME postcode on them 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.

Insurers often don't pay a claim unless you've done 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.



"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

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 fxplus.ac.uk/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.



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 fxplus.ac.uk/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: fxplus.ac.uk/speakout or through your iExeter app: i.exeter.ac.uk. For further advice, guidance and/or an informal conversation, please contact the Equality, Diversity and Inclusion team email edi@exeter.ac.uk



How Do I Report?

If it is an emergency where life is threatened, people are injured or offenders are nearby and you need an urgent response phone 999.

To find out how to report a hate crime to the police, or anonymously through a third party, visit exeter.ac.uk/students/stay-safe

Fire Safety

Reduce the risk of fire and know what to do to help keep yourself and others safe.

In the event of a fire... get out... stay out... Call 999.

- If you hear a fire alarm leave the building immediately and don't go back in until it is safe to do so.
- Make yourself aware of the way out of the building and don't obstruct doors or corridors.
- Never remove or cover your smoke alarm or carbon monoxide alarm.
- Take care when cooking, particularly with oil.
- Don't get distracted, keep an eye on your cooking.
- It is not safe to cook when you have been drinking alcohol.
- Charge your devices on a hard surface and never on a carpet, chair or bed.
- Extension leads generate heat so should be used carefully. Do not overload sockets.
- Keep electrical appliances clean and in good working order.
- Check your contract for any do's and don'ts like smoking, vaping and candles.
- Contact your landlord if you have any fire safety concerns.

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 living in shared accommodation with new people can be a very big change and that living with friends you have known for a while can also be challenging. The following advice has come from students who have lived in shared accommodation before:

- **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

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 and recycling.

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.

Noise and ASB (Anti-Social Behaviour)

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

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

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.

See our party checklist on page 24 for how to host a gathering that respects your neighbours.

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, reduce noise/base levels and move sound systems away from walls.
- 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 that 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. 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.



Cornwall Studentpad

You can use Studentpad to search for student houses, flats and lodgings in Cornwall.

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.

- **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, ask for help. Visit thesu.org.uk/advice/accommodation
- Make sure to **pay your TV licence if you watch TV live** on any device or catch up on programmes on iPlayer. Unsure if you need one? Check: tvlicensing.co.uk

Rubbish and Recycling

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

Recycling available on Campus

Food waste and tetra pak cartons (oat milk, pringles etc.) can be recycled on Penryn Campus. We have also a special recycling bin outside the Sustainability Café that can take pens, empty medicine packaging and even Christmas decorations!

Cornwall Council do not currently recycle food and tetra paks from the doorstep, but please feel free to bring these to campus to be recycled. Electronic items (WEEE) can also be recycled, email recycling@fxplus.ac.uk, or follow  @fxrecycling



Help us Keep our Beaches Safe

Stay Sand Safe

Falmouth Town Council and Safer Falmouth are asking you to help keep 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 beach – if permitted, use a BBQ instead. Don't leave it unattended or forget to dispose of it safely. Often BBQ bins are provided.**
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 Falmouth beaches to admin@falmouthtowncouncil.com or 01326 315559

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.
- Let utility providers like gas, electricity, water, broadband etc know your date of departure, 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.
- Clean up! Book a day with all your housemates to clean 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.



Managing your Money

We have information and advice to help you manage your finances, and support available if you're struggling, on our Cost of Living webpages: exeter.ac.uk/students/costofliving/cornwall

We know you may be feeling anxious about the rising cost of living, and managing your money at Uni. Here are a few ideas to help you keep on top of your finances.

1. Consider opening a student bank account

Different banks and bank accounts offer different benefits and incentives. moneyhelper.org.uk and moneysavingexpert.com/students have advice on choosing the best account for you.

2. Work out your budget

You can find a number of free budgeting tools online including ucas.com/finance/managing-money/budget-calculator. The Students' Union can also help you with budgeting advice, visit: thesu.org.uk/advice

3. Make sure you're getting all you're entitled to

Depending on your circumstances you may be eligible for extra financial support, bursaries or benefits. Find out more at exeter.ac.uk/students/financialhelp or ask your Students' Union Advice Service.

4. Look out for deals and savings

Lots of places offer student discounts and special deals. Check out savethestudent.org/student-deals for the latest deals and freebies.

5. Up your income

Consider a part time job if you can fit it around your studies. It could help you gain

experience and earn money while studying, visit: exeter.ac.uk/careers/casualjobs

6. Don't be tempted to use loan sharks, illegal money lenders, or quick-money schemes that may not be legitimate

If you're struggling, you can apply to our Success for All Fund for help during your time at Exeter, visit: exeter.ac.uk/students/financialhelp

7. Deal with your debt

Although it can be stressful, problems with debt only get worse if you ignore them. Talk to your creditors about your situation and try to negotiate an affordable payment plan. If you're struggling with paying your tuition fees, or the rent on your University accommodation, talk to us. You can contact us through the Student Information Desk (SID) at exeter.ac.uk/students/sid

The SU Advice Service, thesu.org.uk/advice/finance, can also give you advice on managing your debt or organisations like stepchange.org/debt-info/student-debt-help may be able to help.

8. Ask for help

If you're worried about your money, or dealing with debt, don't keep it to yourself. Please speak to your Students' Union Advice Service. They can help find the right advice and support for you. If money worries are affecting your mental health don't forget you can access support, visit: fxplus.ac.uk/student-support/support-wellbeing

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 Safety and Support	01326 255875	securityservices@fxplus.ac.uk
Campus Safety and Support	24 Hour Emergency First Aid line: 01326 254 444	
Fire Safety	Emergencies: 999 24hr fire safety advice: 0800 358 1999	
Info Point	01326 371800	info.penryn@exeter.ac.uk
NHS Direct	111	111.nhs.uk
Noise nuisance – Community and Environmental Protection	0300 1234 212	publicprotection@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	samaritans.org
Student Support	01326 370460	studentservices@fxplus.ac.uk
Compass Helpdesk	01326 370460	studentservices@fxplus.ac.uk
Students' Union Advice		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, during term time, 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



uniexecornwall



UniExeCornwall

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





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