Welcome to a new year at
THE UNIVERSITY OF EXETER!

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

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

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

Working together to
KEEP EVERYONE SAFE

There has been a relatively low rate of COVID-19 cases in the South West, but anxieties and concerns remain very high in our local community. Many elderly, frail and vulnerable people remain at a higher risk from the virus, and we can all help by being considerate and playing our part in keeping the infection rate low.

Young people are much less likely to have COVID-19 symptoms, meaning any infection may be hidden and could be spread unknowingly. So even if you feel well, it is really important that you follow the secure measures we have in place around campus and locally, including good hand hygiene, using your face covering and following social distancing.

Keep reading to find out what other measures we have in place to help keep everyone safe, what you can do to help and where to go to find support.
Your safety is our priority and you’ll notice some new measures in place on our campuses to help us protect everyone:

- Safe distances – following social distancing measures
- One way systems around campus and in buildings
- Information displayed at building entrances setting out how to use the building safely
- Information on teaching room doors and inside about specific room requirements
- Signage displayed around campus and buildings detailing safe distancing requirements
- Enhanced cleaning arrangements, including sanitiser hand gel at entrances/exits
- Safe distancing instructions in washrooms and other shared spaces
- Booking and check in systems for shared spaces including the Library
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- Booking and check in systems for shared spaces including the Library

We’re giving all students re-usable face coverings and a thermometer – you can pick these up from Monday 14 Sept at the ESI Reception, 9am-1pm.

Help keep everyone safe:

- Wash your hands and avoid touching surfaces where possible
- Wear a face covering
- Follow the guidance in place around campus

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

This is a challenging time for the University, our staff, students and the communities we live and work in. We must work together and each take personal responsibility for keeping each other safe. We expect students to abide by our ‘Safe Community Charter’ which sets out the personal commitments we must all make, alongside the University’s commitment to managing the risk presented to us all by COVID-19.

Please read the Cornwall Safe Community Charter here and commit to what you need to do to keep our community safe and healthy.

If you have any COVID-19 related questions, please visit the website or email: coronavirusenquiries@exeter.ac.uk
The Students’ Union is here to enrich your university experience. They provide access to extra-curricular activities and opportunities to volunteer in the community or represent your fellow students. Go to thesu.org.uk for more info.

Want to get involved with volunteering?
The Students’ Union has a number of volunteering opportunities in the local area which are a fun and easy way to meet new people thesu.org.uk/studentopportunities/volunteering

Local Democracy
To vote in local council, county council and UK Parliament elections you have to be registered to vote. Remember, your vote matters. To find out how to register visit yourvotematters.co.uk

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

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

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

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

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

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

NEED HELP NOW?
Worried about yourself or someone else? Contact:
• In an emergency dial 999
• Non-emergencies - NHS call 111 or the police on 101
• The Samaritans on 116 123
• Student Services

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

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

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

The UniWellBeing is designed to support you throughout your time with us. Download it from the App Store or Google Play.
We do not recommend bringing a car to University. There are great transport links with bus and train lines to get you around the local area and further afield.

**Buses**
First Bus run the main bus lines across Cornwall. We recommend downloading the First Bus App to get access to bus times, live bus arrival updates to avoid waiting, space availability on buses and discounts. Please note that buses are running at 50% capacity now to meet social distancing rules and government guidelines. Additional bus services have been added between Falmouth and Penryn during peak times.

**Trains**
Prenyn 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 [Great Western Railway](https://www.gwr.co.uk/) for more information.

Remember to check the latest rules on wearing face coverings on public transport (currently mandatory in the UK.)

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

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

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**Drink Spiking**
- Drink spiking is a crime and carries a maximum 10 year prison sentence. Find out more [online](https://www.police.uk/automated-forms/fsa-factsheet-drink-spiking/).
- 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 here.

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**Sexual Consent**
- Consent means that you have given permission, or that someone has given you permission to engage in any intimate activity or sex. Any sexual contact without consent is illegal.
- Consent is an essential part of healthy relationships and it’s really important to know what it is and the many ways to spot it.
- When you or someone says no, then it means no. If someone is not able to give consent, this also means no.
- You should never feel scared, ashamed or worried to speak to the police. You can also get advice and support from us at any time. You can find out more, including how to report, and what to do if someone shares with you that they have experienced sexual misconduct, on our [dedicated pages](https://www.police.uk/automated-forms/fsa-factsheet-drink-spiking/).
Ask for Angela

In operation at The Stannary on Penryn Campus, the Ask for Angela initiative can provide a safe way out of a situation that has gone wrong. 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 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.

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

Always remember:

- During darkness you are safest in well-lit and busy areas. Avoid badly lit car parks, underground walkways and open areas.
- 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.
- 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.
Although Cornwall is generally very safe, occasionally crimes do occur. Social distancing as a result of COVID-19 has made life feel very different, but it’s still important to remain vigilant and aware of the risks. These tips are designed to help promote your safety. You can also find our more on our Exeter Speaks Out pages.

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 yourself away to safety, shout loudly for help and call the police.
- Keep your possessions on you and out of sight, and do not leave valuable items alone.

Did you know?

- Violent crime makes up nearly 50% of all crime affecting students in Devon & Cornwall. (That is why it is important to stay safe on night outs where alcohol can lead to violent incidents.)
- This is followed by theft – which makes up another 15% of crimes impacting students.

Make sure you report any incidents to the police (see contacts on back page). You’ll need the crime reference number before you make an insurance claim.

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.
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/

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/

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

- 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

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

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

However, it’s also important to get to know your neighbours, doing so in a safe way. This section of the guide has advice for living in the community, from how to introduce yourself to your neighbours in a socially distanced way to transport information and what to do with your 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.
- All houses in Falmouth get a free seagull proof bin bag. No bag? Collect one (FREE) from Glasney Lodge or the Council ‘One Stop Shop,’ the Moor, Falmouth
- Recycling is collected fortnightly via a recycling box and three reusable sacks. Find out what goes in them on the Council’s website.
- Missing recycling boxes and sacks? Call 0300 1234 141

Open fires aren’t allowed on some of Cornwall’s beaches including Gylly. If you’re using a BBQ make sure you dispose of it safely afterwards – check it’s out and never bury it in sand.
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.

• You must maintain social distancing and follow the latest government guidelines regarding COVID-19, including restricted numbers for gatherings.

• 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!

• If it’s too loud the council can take action! The use of certain sound equipment can require licensing from the council and unlicensed use can lead to statutory conviction/seizure of equipment.

Avoiding Trouble – THE FACTS

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. Although COVID-19 means you can’t meet neighbours in the same way, popping a note through the door followed by a chat over the fence or on the phone (always maintaining social distancing) 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. Don’t forget to consult Beware 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.

• We have consulted with neighbours living all around our property 2-3 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.

• We acknowledge that even a ‘one off’ party will not necessarily be a ‘one off’ for our permanent neighbours – and we will take their lifestyles into account.

IMPORTANT: Are you feeling pressurised into hosting a social/party at your address? Contact Living Support.
Here’s the essential checklist of stuff to do now you’ve arrived in your new home:

☐ **Meet your neighbours** – It’s still really important to get to know your neighbours despite COVID-19 but you should always maintain safe social distancing. Bear in mind some residents may be self-isolating and/or be wary of new neighbours during the pandemic. We suggest you put a note through their letterbox with your names and a phone number and arrange to chat over the garden fence from a safe distance or on the phone. 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.

☐ **Gas Safety Certificate** – your landlord is legally obliged to make sure all the appliances in the house are safe. Check you’ve got a copy of this.

☐ **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

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**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

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**Any problems or questions?**

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

See their web pages at thesu.org.uk/advice/housing for more information.
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 2-3 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.

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

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

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

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

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

Emergencies – 999
Non-emergencies – 101

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

NHS Direct – 111

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

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

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

Student Services / Compass –
01326 370460

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

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

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

Samaritans –
116 123

Coronavirus –
Government guidance is constantly adapting – get up-to-date official COVID-19 guidance at exeter.ac.uk/coronavirus

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