A returning Students' Guide
Welcome back to Cornwall.

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

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

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

From the team at Penryn
Over the summer we’ve:

• Unveiled our new University of Exeter stone
• Developed a new look for Student Services
• Created new Learning Lounges
• Made improvements to the FXU offices
Over the next year we’re:

• Extending the SERSF building to house more world-class academics, opening December 2018

• Creating a Stannary extension and extra academic space in 2019 - part of the Penryn Campus 2020 plan, which includes additional seminar rooms, study and social spaces
Joining the Community

If you’re moving from University accommodation into the community for the first time, this can be an exciting time. Renting a house or flat with friends will be a big part of your university life and it’s a great opportunity to meet new people. However, it comes with new responsibilities and new neighbours.

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

Get to know your neighbours

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

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

- Household rubbish (non-recyclables) is collected weekly - ask your neighbours exactly when or visit www.cornwall.gov.uk/my-area
- All houses in Falmouth get a free seagull proof bin bag. No bag? Collect one (FREE) from Glasney Lodge or the Council ‘One Stop Shop,’ the Moor, Falmouth
- Recycling is collected fortnightly via a recycling box and three reusable sacks. Find out what goes in them at www.cornwall.gov.uk/environmentand-planning/recycling-rubbishand-waste/recycling-collections
- Missing bins or recycling boxes and sacks? Call 0300 1234 141

Bin the beach fire

Open fires aren’t allowed on some of Cornwall’s beaches including Gylly. If you’re using a BBQ make sure you dispose of it safely afterwards - check it’s out and never bury it in sand.
4. Green Travel
We do not recommend bringing a car back to University. There are great transport links with bus and train lines to get you round the local area and further afield.

Fal Mussel Card UNI gives you unlimited travel between the Falmouth, Penryn and Truro campuses, as well as on all First buses in Cornwall, around the Fal River and throughout Cornwall’s integrated network of ferries, buses and trains. www.falriver.co.uk/UNI

Don’t be a noisy neighbour

• Don’t be a noisy neighbour – please always keep sound within your home and garden to a reasonable level at all times. Be considerate to your neighbours, who may have young families, or keep different hours to you. Minimise vibrations by moving TVs and speakers away from the walls, lowering the bass and close your windows and doors to stop sound travelling.

• Noise can travel further than you think, especially at night so please be conscious of your neighbours – they might have to get up early the next morning for work or school.

• It’s not just students that make noise; the council can dish out notices, fines and even prosecutions to combat unruly noise from residents. If you are being troubled by excessive noise you can call 0300 1234212 for advice.
**STAY SAFE**

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

- Lock your windows and doors when you go out
- Keep valuables out of sight, security mark them and think about registering them so they can be identified if recovered by the police
- Test your fire/smoke alarms regularly
- You’re more likely to do risky things or lose your belongings if you’ve been drinking. Look out for yourself and your friends on a night out.
- Don’t feel safe or need some support? Check out the key contacts at the back of this guide

**Get involved**

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

- FXU has a number of volunteering opportunities in the local area which are great fun and an easy way to meet new people  [www.fxu.org.uk/activities/volunteering](http://www.fxu.org.uk/activities/volunteering)
- To vote in local council, county council, European Parliament and UK Parliament elections you have to be registered to vote. Remember, your vote matters. To find out how to register visit [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)
Living in rented accommodation in the local area may be a new experience for you. Here’re our top tips for moving:

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

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

Questions or problems?
FXU’s Advice team can give advice, information and support on a whole host of housing queries. Their office is open Monday to Friday. See their web page www.fxu.org.uk/advice for more detail on how to contact them.
Your Students’ Union (FXU)
FXU is here for every step of your university experience. So, if you want to get stuck in with extra-curricular activities, volunteer in the community or represent your fellow students, just go and say hi. Go to www.fxu.org.uk or drop in and see them at the Penryn or Falmouth campus.
Student Services can help you through your time at university with a range of services and information. No matter how big or small the issue is, they can help you find the answers to support you. Come in and see them at the Penryn or Falmouth campus.

NEED HELP NOW?

If you’re worried about yourself or someone else contact: **999** for emergencies or call the NHS on **111** for non-emergencies or contact Samaritans for free or Student Services (see Useful Contacts on the back page).
The Compass

Not sure what support you need? Then head to The Compass helpdesk. It’s the first port of call for enquiries about any aspect of student life. Drop in or log your enquiry through Compass Online: compass.fxplus.ac.uk

Student Services

Everyone has times in their life when they feel confused, overwhelmed, or simply low. Student Services provide a range of specialist support, information and guidance on: welfare, wellbeing including mental health support, disabled student support and general student life advice.

Services are available at the Penryn, Truro and Falmouth campuses. You can access them through The Compass, on 01326 370460 or studentservices@fxplus.ac.uk.

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.
This year, a new team of Student Community Wardens will be patrolling residential areas of Falmouth.

Run by the Students’ Union (FXU) and funded by Falmouth University and the University of Exeter, the pilot scheme will promote neighbourly behaviour and support good community relations.

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

Pending its success, it’s intended that the scheme will continue after its pilot year and expand to include more areas in Falmouth, as well as Penryn and Mabe.

To contact the Warden Scheme, email communitywardens@fxu.org.uk and to find out more visit www.fxu.org.uk/communitywardens

“A personal, face-to-face approach is the best way to break down barriers in the community and to proactively start conversations. This is an immensely positive step in developing and continuing to improve relationships in the community.”

Harry Bishop, Students’ Union President Community & Welfare
Library & Academic Skills

The Penryn Campus Library is open 24/7 with access to print and e-resources alongside Archives and Special Collections, film, video and music collections. If you need any help accessing resources ask a member of staff or visit the website for more information http://library.fxplus.ac.uk

The Library and Academic Skills (ASK) staff also provide support for your studies including research skills, critical thinking, referencing and much more http://ask.fxplus.ac.uk. To find out more about support sessions they are running visit http://studyhub.fxplus.ac.uk/whats-on/month

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

IT Support

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

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

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

Find out where you can access support at www.fxplus.ac.uk/students/it-service-desk
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From the team at Penryn

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**DO THE GREEN THING Together**

**WE USE 1.8 MILLION DISPOSABLE CUPS ON CAMPUS EACH YEAR**

**EACH YEAR BILLIONS OF DISPOSABLE CUPS ARE SENT TO LANDFILL**

100% BIODEGRADABLE

**ECO to go**

Switch to £4.20

A ONE PLANET FRIENDLY CUP

**Guilt free Reusable DRINKING**

*Your first standard hot beverage FREE when you purchase me*
USEFUL CONTACTS

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

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

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

Police response: (including disturbances in the street, crime or sexual assault)
Emergencies: 999 Non-emergencies: 101

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

NHS Direct: 111

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

Community safety team:
(crime and prevention support)
www.cornwall.gov.uk/community-and-living/
cornwall-fire-and-rescue-service-homepage/
keeping-safe/community-safety/
or 0300 123 4232

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

Student Support / Compass:
compass@fxplus.ac.uk or 01326 370460

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

Info at Penryn: info.penryn@exeter.ac.uk
or 01326 371800

FXU Advice: info@fxu.org.uk
or 01326 255861

Samaritans: 08457 909090