



THE STUDENTS' GUIDE

Exeter 2020/21

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 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 measures we have in place around campus, including good hand and respiratory 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.



On CAMPUS

Your safety is our highest priority and you'll notice some new measures in place on our campuses to help us protect everyone:

- Safe distances – 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, check-in 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

We're giving all students re-usable face coverings and a thermometer – you can find out where you can pick these up [here](#).

Help keep everyone safe:



Wash your hands and avoid touching surfaces where possible



Maintain social distancing



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 Happy to Help team who will provide guidance and support.



COMMUNITY CHARTER

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 Exeter Safe Community Charter [here](#) and commit to what you need to do to keep our community safe and healthy.

IF YOU FEEL UNWELL

It's really important that we all do everything we can to stay well and prevent any spread of infection. During your stay with us, if you have COVID-19 symptoms, however mild, you will need to self-isolate. Email rapidresponsehub@exeter.ac.uk to let us know and we will advise you how to get a free test. We'll also be able to support you if it is positive.

If you have any COVID-19 related questions, please check the [website](#) or email: coronavirusenquiries@exeter.ac.uk

GETTING INVOLVED

DEVONSHIRE
HOUSE (DH1)

UNIVERSITY OF EXETER STUDENTS' GUILD

Your Students' Guild offers you support, advice and student activities including societies and volunteering. It is also the body representing your student voice. As soon as you're an Exeter student, you are a member! Find out more about the full-time Officers for 2020/21 and explore your Students' Guild at [exeterguild.com](https://www.exeterguild.com)

The Community Fund

Do you have an idea for a community project? The University's Community Fund helps projects that support the key themes of our Community Engagement Strategy. It is open to student societies too. If you have an idea, email **Rory Cunningham**

It's still really important to connect with local community or resident groups during the COVID-19 pandemic, but in a safe way.

If you'd like to get involved, contact:
communitywardens@exeter.ac.uk

Want to get involved with volunteering opportunities?

There is a huge range of activities 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. Check out [exeterguild.com/volunteering](https://www.exeterguild.com/volunteering)

Societies

Joining one (or a few!) of the Guild's amazing student-led societies is the perfect way to get involved in something new, maintain a great hobby, and to meet new people with similar interests. We have over 300 societies for you to join, find out more at [exeterguild.com/societies](https://www.exeterguild.com/societies)

English Language classes for families

The University holds free English language classes during term time for the families of international students. Classes will be held on Zoom. Teaching is informal and very flexible, depending on the needs and ability levels of the group. It's a great way to improve your language skills and meet new people. For more information email j.d.hughes@exeter.ac.uk



Local Democracy

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!

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



GETTING OUT AND ABOUT



Cars and parking – Parking is a real challenge in Exeter and we strongly advise you not to bring a car. There is no parking on campus for new staff or 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 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 the **website** for information about parking regulations

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! It'll save you time and money too and keep you fit! Find Devon's cycle routes here.

DON'T BE DIM:
if you chose to cycle, please ensure you are road legal with front and rear lights.

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 online. 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 – subscribe here.

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 University-funded D bus service runs from morning until late at night every 15 minutes from Monday to Saturday and every 30 minutes on Sundays. You can purchase a discounted Unirider season ticket online at www.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...



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.

Get active – 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.

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

Useful websites:

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

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

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

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...

Drink Spiking

- Drink spiking is a crime and carries a maximum 10 year prison sentence. Find out more [online](#).
- 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](#).

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](#).

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**.

Ask for Angela

Currently in operation in the Exeter Students' Guild venue The Ram and shortly to be introduced in Exeter city venues. 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.

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, or just someone to talk to. They can help with locating friends or arranging to get you home.



Best Bar None accredited pubs

46 venues in Exeter are 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.

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.

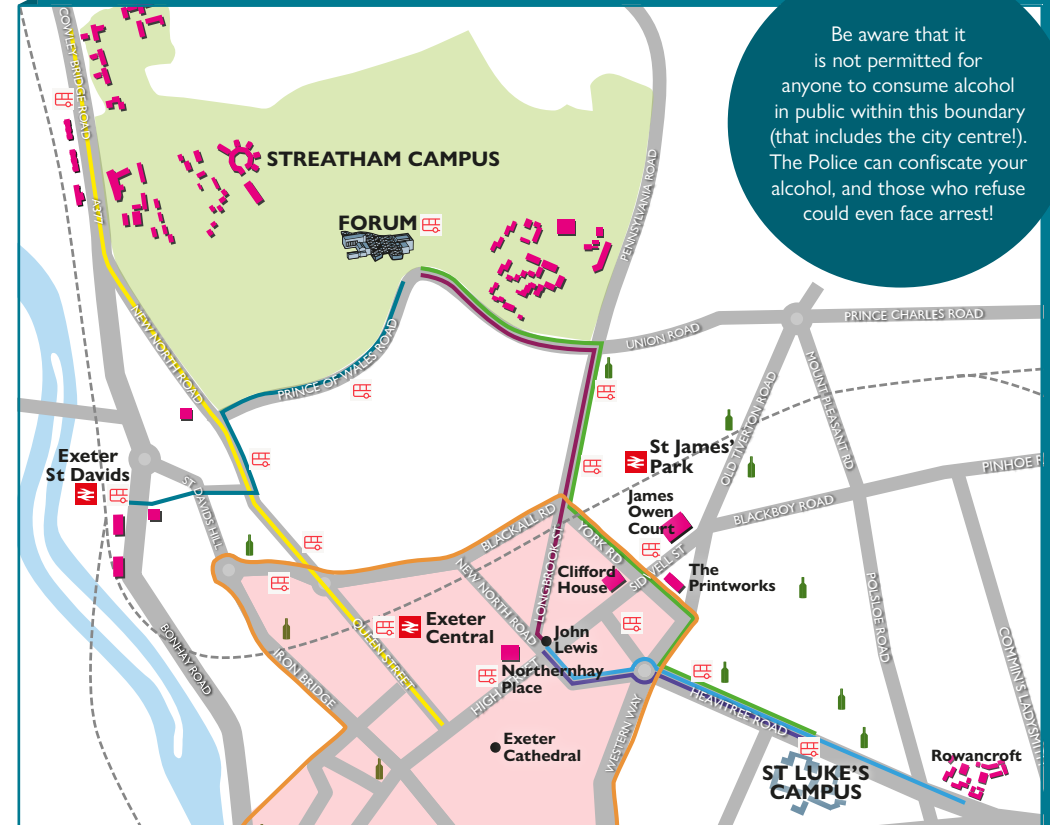
GETTING HOME SAFELY



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:









- 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. Please be aware that official taxis will display a green or yellow license number.
- Find out about night bus services [here](#).
- 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.



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 & station
-  Exeter Phoenix
-  Guidhall Shopping Centre
-  Harlequins Shopping Centre
-  Princesshay Shopping Centre

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 occasionally crimes do occur. These tips are designed to help promote your safety. You can also find out 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.

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 Warden 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.

Insurance will often not cover if you don't do the above!

Reporting crime or getting help is easier than ever, and the police will be happy to help.

You can:

- Email: 101@dc.police.uk or phone **101**
- Report online and find answers to most questions at devon-cornwall.police.uk
- Sign up to Devon and Cornwall Alert, for all the latest events, crime information and help at alerts.dc.police.uk
- In an emergency always call **999!**

Over the holidays student houses can be vulnerable to burglary, so take valuables with you, put them in secure storage or ask a friend to look after them.

HATE CRIME

A hate crime is any crime perceived to have been motivated by hostility or prejudice.

It can be committed against a person or their property based on:

- Disability
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Gender identity
- or any part of someone's personal identity

Hate crimes can include things like:

- Being called names or other forms of verbal abuse
- Being sent offensive letters, emails or text messages
- Being attacked or threatened with violence
- Having your property interfered with or damaged

If any of these things are happening to you, you should report them to the police and also report them to the University at exeter.ac.uk/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/

FIRE SAFETY

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

- If you hear a fire alarm leave the building immediately (don't stop to collect your belongings) and don't go back in until authorised to do so
- Make yourself aware of the emergency exits from your building/s and never obstruct these routes or doorways. Avoid wedging open fire doors
- Don't cover up or remove any fire or smoke detectors
- Be careful when cooking and don't leave cooking appliances unattended. Don't use appliances (including toasters) in any room other than the kitchen



- Don't overload plug sockets
- Switch off electrical equipment like hair straighteners and mobile phone chargers when not in use

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

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. This year this is especially relevant as anxieties and concerns about coronavirus remain very high in our local community. There may be a particular anxiety about new people moving into the area.



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 what to do with your rubbish.

Welcome COMMUNITY WARDENS



Hello, we're your Student Community Wardens. 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 Wardens, permanent residents and, of course, the students who've come before you. This guide 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 Student Community Wardens 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. 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 with you at the start of your tenancy.

So please take the time to read this short guide, 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.

Want to BE a Student Community Warden?

If you are a student seeking a flexible part time job in the community, you can contact us on the Student Community Wardens email below for application information. We usually recruit in March each year for the following academic year (beginning September) – but we can record your interest at any time.

Any questions?

Or any problems in your local area – just email us at **communitywardens@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 Wardens are go to: **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 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 at higher risk regarding COVID and/or be wary of new neighbours during the pandemic. We suggest you put a note through their letter box 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.

- ☐ **Do you have the correct bins or have you 'inherited' rubbish??** Do you have the wrong refuse bins or no bins at all? Check what you should have by looking at the refuse section of this guide. New bins can be ordered from the City Council on **01392 265010**. If your bins are already full of waste at the start of tenancy, ask your landlord/agent to remove the material. Contact the Student Wardens on **communitywardens@exeter.ac.uk** for advice on challenging waste issues.
- ☐ **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 license** if you watch TV live on any device or catch up programmes on iPlayer. Unsure if you need one? Check: **tvlicensing.co.uk**



Exeter Studentpad

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

Visit: **exeterstudentpad.co.uk/accommodation**

Any problems or questions?

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

See their web pages at **exeterguild.com/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

If you download the  iExeter App you can add your address and instantly see when your bins go out. The feature remembers your address so you can check again at the touch of a button. Refuse 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
- All household plastic packaging (except black plastic), including food tubs and trays and bottles with lids left on.

REMEMBER

– You can put out extra recycling beside your green bin on recycling day – but these extra bags must be labeled '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 arrange extra refuse and recycling 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 bin or even a compost bin: exeter.gov.uk/recycling.

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 over 60 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: recycledevon.org/map

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. 
- Bins or bags should only be put out after 6pm the evening before collections and before 6am on collection day. You could receive a fine if you put them out too early!
- Overfilled black bins (i.e. bin lid sticking up) and extra black bags of rubbish won't be collected.
- Take your bin in after collection. Don't leave it on the street – this isn't allowed and can be a real pain for pedestrians, particularly those with disabilities..
- Look after your bins because you can get charged for new ones. Call **01392 265010** or visit exeter.gov.uk/domesticwaste for advice.

NOISE & 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 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.

“I had my speakers and decks taken by the City Council because we made too much noise and didn’t consult with the neighbours – I had no idea that the Council could seize sound equipment!”

Second Year Student

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.
- You must maintain social distancing and follow the latest government guidelines regarding COVID-19, including restricted numbers for gatherings.
- Estate Patrol can attend student premises off-campus to explore disturbances.
- The University has experienced a surge in students reporting noise/disturbance from other properties in the city. It is important to consult with your neighbours before organising a party/social – including your 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. Exeter has experienced a rise in promotion companies and DJs offering their services for house parties or lending sound equipment. Often tenants (and the DJs) are convicted together.

PARTY AND PRE-DRINKS CHECKLIST

COVID-19 is likely to continue to restrict the number of people who can meet at one time. See the latest government guidelines for further information. 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 Exeter City Council or formal investigation by the University. Note that the below checklist applies to any significant gathering/party or pre-drinks.

Covid-19 has placed a lot of pressure on communities. Following the below checklist will also demonstrate how much you respect those living in your community.

- | | |
|--|--|
| <input type="checkbox"/> We have consulted with neighbours living all around our property 2-3 days before our gathering. | <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 |
| <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 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 have taken into account our neighbours’ working hours/study commitments and/or childcare priorities. | <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 have made preparations to keep windows closed, moved sound systems away from walls and reduce noise/bass levels. | <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. |
| <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 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. |

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 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.

IMPORTANT:

Are you feeling pressurised into hosting a social/party at your address? Contact us confidentially for advice: communitywardens@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 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? 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 – 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! 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 communitywardens@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!

CONTACTS

Chaplaincy – the Chaplaincy team supports people of all faiths and none. Find out more on their **web pages** or call: **01392 723649**

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**

Flytipping Service – for removing rubbish that you think is the result of flytipping: cleansing@exeter.gov.uk

Guild Advice Service – Free and impartial information and advice on a range of issues: email advice@exeterguild.com

University of Exeter Student Health Centre – 01392 676606 or visit exeterstudenthealthcentre.co.uk

Nightline – Completely 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

Student Community Wardens – for highlighting non-emergency community issues direct to the University or to schedule a meeting with your Student Community Wardens: **01392 723721** / communitywardens@ex.ac.uk

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

Coronavirus and the University – For COVID-19 related questions, email coronavirusenquiries@exeter.ac.uk

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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**STUDENTS'
GUILD**



Design by:
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