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VICE-CHANCELLOR AND PRESIDENT, UWE BRISTOL

We hope you'll have a successful year and take advantage of the opportunities your University and the city offer. This brochure includes information to support your experience in the community. Remember you are as much a citizen of the city as a student of your University. Take time to meet neighbours and make a positive contribution to where you live.

Follow council guidelines for waste. Lead by example and don't drop litter. Recycle, put your bins out on time and bring them in promptly. Remember you have a responsibility to be respectful of neighbours and understanding of their right to a peaceful and tidy environment. Keep noise down – you may be living close to families with children or people who start work early. There is no acceptable time to disturb your neighbours.

Finally, think about volunteering time so you can help make your community a better place (and make new friends!). Your Students' Union will have plenty of opportunities available to explore. So, get involved, stay safe, and enjoy your new home!

WELCOME TO THE COMMUNITY!

BE PART OF YOUR COMMUNITY

ENSURE YOUR VOICE IS HEARD

REGISTER TO VOTE

www.gov.uk/register-to-vote

- **Get to know your neighbours and try to build positive relationships.**
- **Get involved in community events or join your local residents' group.**
- **Make a difference and volunteer**
[UWE Bristol uwe.ac.uk/volunteering](http://uwe.bristol.uwe.ac.uk/volunteering)
[UOB bristolis.uob.ac.uk/volunteering](http://uob.bristolis.uob.ac.uk/volunteering)
uob.bristolhub.org



STAYING SAFE

HOME SAFETY

- Always remember to lock your doors and windows and residents - your guests and residents - your guests are your responsibility
- Keep fire exits clear and keys to locked doors accessible
- Regularly test your fire alarms.
- If you need further help or advice on other housing issues refer to the useful contacts.
- You can also download and install tracking software on laptops, phones and tablets. Frey is free preyproject.com but there are others.
- Only let people you trust into your home, if you feel unsafe call the police.

NOISE!!

EVERYONE LOVES A PARTY, RIGHT? BUT NOT YOUR NEIGHBOURS...

- Please be considerate to those around you. Not everyone in your neighbourhood is a student and our beautiful period buildings were not built for modern noise. So, keep the volume down and be aware of how much general noise your household creates.
- Large, late, loud house parties are not acceptable in residential areas and cause distress to people living around you.
- Let your neighbours know if you are planning to have a few friends over but for anything more, move the party to a venue in town.
- It's not just parties and loud music that can cause a disturbance - slamming doors, running up and down stairs, talking in the garden at night and being loud on your way home through residential areas after a night out also cause annoyance.
- You can minimise noise disturbance by keeping people inside, closing doors and windows and lifting speakers off floors and adjacent walls.
- Keep an eye on the time and respect that others around you are entitled to peace and quiet and a decent night's sleep.
- Disciplinary procedures are in place to respond to breaches of student behaviour rules of conduct in the community.

RENTING

RIGHTS AND RESPONSIBILITIES

You have the right to:

- Your landlord's contact details
- Live in a house which is habitable
- 24 hours' notice if your landlord needs to come round (unless it is an emergency)
- See a copy of the annual gas safety certificate
- See a copy of the Energy Performance Certificate (EPC)
- Have your deposit protected and information about who is protecting it.
- Live in the house for the length of your contract

You have a responsibility to:

- Not cause noise and other forms of nuisance to surrounding neighbours
- Manage your waste and recycling effectively
- Let your landlord/letting agent know of any repairs that need doing
- Carry out basic maintenance
- Keep the house in reasonable condition
- Abide by the terms of your contract as long as they are fair
- Pay your rent on time and pay the bills until the end of your contract

Support with tenancy issues is available from: UoB Accommodation Office, Bristol SU or The Students' Union at UWE Advice Centre.

PERSONAL SAFETY

- Out together, home together: it's OK to say no. The best nights are the ones you can remember.
- Be aware of drink spiking friends, use public transport or get a licensed taxi from a designated taxi rank.
- Free personal alarms are available from your university Security Office
- If you are going out alone or meeting someone you don't know very well, let a friend know where you are going and arrange to call so they know you are safe.
- Be aware of your surroundings when you are out - avoid wearing headphones and keep valuables out of sight.
- Take it Easy. Understanding the effects and risks of alcohol and other drugs is so important. Read up: pace yourself, and remember seek support from university services – see useful contacts
- It's never your fault if someone commits violence against you. Touching, grabbing or groping someone without their consent is not okay, it's a criminal offence. Seek support – see useful contacts.
- If you are struggling with any personal problems such as drugs, alcohol, mental health or debt there are people who can help you. Speak to someone you trust and seek support from university services – see useful contacts



Bristol's Universities, Students' Unions and partner agencies work with you as residents of this amazing city to create opportunities to get involved with the community and take responsibility for where you live.

Love Where You Live is a partnership project between:



SIMPLE STEPS FOR COMMUNITY LIVING
LOVE BRISTOL

ENJOY YOUR TIME HERE

MOVING IN CHECKLIST

- Introduce yourself to neighbours
- Update your term time address on your student record
- Register to vote
- Complete council tax exemption form
- Check your accommodation inventory and report any discrepancies. Take photos.
- Check the property has a valid HMO license where necessary
- Ensure your landlord has given you the prescribed information about where your deposit is protected (within 30 days)
- Get TV licence
- Budget for utility bills – take meter readings
- Register with a GP
- Consider contents insurance
- Compare energy suppliers
- Ensure you have enough refuse and recycling receptacles and know your collection days

USEFUL CONTACTS

Emergency requiring police, ambulance and/or fire service: 999
 Police non-emergency: 101
 NHS non-emergency: 111
 Crimestoppers: 0800 555 111
 Landlord/Letting Agent name and number:



Citizens Advice
 T 0870 1212134
 W citizensadvice.org.uk

Bristol City Council
 T 0117 922 2000
 W bristol.gov.uk

SUPPORT FROM UWE BRISTOL

- UWE Bristol Security Services - EMERGENCY**
 T 0117 328 9999
- The Students' Union Advice Centre**
 T 0117 328 2676
 W thestudentsunion.co.uk/advice
 E advice@uwe.ac.uk
- Community Liaison Team**
 T 0117 328 1222
 E community@uwe.ac.uk
- Information Points – support and wellbeing**
 T 0117 328 5678
 E infoipoint@uwe.ac.uk

SUPPORT FROM UNIVERSITY OF BRISTOL

- Job Security Services - EMERGENCY**
 T 0117 331 1223
- Bristol SU Advice and Support**
 T 0117 331 8634
 E bristolsu-justask@bristol.ac.uk
 W bristolsu.org.uk/advice-and-support
- Student Services - support and wellbeing**
 W bristol.ac.uk/students
- Accommodation Office**
 T 0117 954 6640
 W bristol.ac.uk/accommodation/contact

Community Liaison Officer

- T 0117 331067
 E community-living@bristol.ac.uk
- Students' Health Service GP**
 T 0117 330 2720
 W bristol.ac.uk/students-health

TRAVEL AND TRANSPORT



CYCLING

Bristol is very accessible by bike with many cycle paths, cycle lanes and bike parks. Cycling is good for your health, your pocket and the environment. If you don't own a bike you can hire one...

UWE Bristol student loan cycle scheme
 W uwe.ac.uk/cycling

Download the YoBike app at yobike.com

Make sure you are visible - use your lights!



BUS

Both First Bus and Wessex offer a student discount on fares.



TRAINS

Bristol is the regional capital of the South West and has good intercity train connections. It has two major train stations, Bristol Temple Meads and Bristol Parkway. The Severn Beach Line crosses the city, calling at several stations between Severn Beach and Bristol Temple Meads.



CAR

Students should not bring a car to Bristol unless it is essential, for example because of a disability or because of the demands of your course. Bristol is a highly congested city and driving is often not the most efficient way to get around the city. A great alternative to bringing a car to university is joining one of Bristol's car clubs. These have pay-as-you-go cars located on streets all over Bristol. Sustainable travel is embedded within University culture and the University actively encourages the use of alternative methods of travel.



PARKING

There are many parking restrictions in place in Bristol. Much of central Bristol, including the main University of Bristol campus, is covered by Residents' Parking Schemes and the majority of on-street parking is subject to residential permits, meters and time limits. A valid parking permit is required to park on any UWE Bristol campus – check eligibility online. Students who do bring a car are responsible for complying with all local parking legislation.

KNOW YOUR BINS ...WE TAKE RECYCLING VERY SERIOUSLY!

How you manage your waste will depend on which Country you live in.

Recycling is collected weekly and refuse is collected once a fortnight.

Please put your bins out before 6am on the day of collection and remember to bring them back on to your property once emptied.

Write your house number on all of your bins so you know which ones are yours.

You can order stickers for your waste receptacles on which to write your address by emailing hello@bristolwastecompany.co.uk with your address and how many stickers you require.

If you live above a shop, access your property via an alley or have nowhere to keep a wheellie bin off pavement you may have weekly bag collections for waste. Ask your landlord or call Waste Services on 0117 922 2100 for more information.

Visit your council's website for info on:

- Your collection day
- What goes in your bins and boxes
- Ordering new bins and boxes
- Reporting fly tipping
- Ordering bulky household collection

- If you live in Bristol
 W bristol.gov.uk
- If you live in South Gloucestershire
 W southglos.gov.uk
- If you live in North Somerset
 W n-somerset.gov.uk

WHAT GOES WHERE?



Green box: Plastic bottles/containers/food trays, tins, cans, aerosol cans, foil food containers, food and drink cartons, bottle tops, lids and caps: metal and plastic. No black plastic or flimsy plastic like plastic bags

Black box: Glass bottles and jars, paper (not brown, this goes with your cardboard), usable clothes and textiles, batteries. Also shoes - paired and tied together in your black box in separate, untied clear carrier bags.

Cardboard (please remove any tape and flatten), card and brown paper. Please put cardboard that is heavily contaminated with food in your black wheellie bin.

Any cooked or uncooked food, peelings, including egg shells, bones, teabags and coffee grounds. If you would like to line your food bin and food caddy you can do so with a plastic bag, newspaper or biodegradable bag.

Only non-recyclable items such as black plastic, plastic wrappers and polystyrene. No food waste.

Please put small electrical items in a clear, untied plastic bag next to your recycling receptacles on collection day.