



**BU**

Bournemouth  
University

**ResLifeBU**

Welcome Guide to Living  
in the Student Village



# What we will be covering in this guide:



ResLifeBU – Events and Wellbeing



What to do when things don't work, or break!



Equipment in the house (and how to use it)



Let's get serious – Rent and Rules



Sustainability



Internet and WiFi connection



Good to Know – Important general information and FAQ's



We have you covered – The Code and Insurance



Key contact information

# ResLifeBU

ResLifeBU is a programme for your time in BU accommodation.

**Events:** the ReslifeBU team organises a vibrant mix of inclusive social activities, designed to help you settle in, connect with other students, build friendships and create lasting memories. With weekly events throughout the year, there's something for everyone.

Don't miss out, keep up to date on our events and activities: [Facebook](#) [Instagram](#) [TikTok](#)

**Support:** We understand that moving to a new home can feel unfamiliar at first, and it may take some time to adjust. If you ever find yourself needing someone to talk to or just want a bit of support, please don't hesitate to reach out via email

[reslifebu-support@bournemouth.ac.uk](mailto:reslifebu-support@bournemouth.ac.uk)



# Equipment in your house

- Each kitchen has a **microwave**, **oven** and **hob** supplied. If you need guidance on how to use these items, we have copies of the user manuals in the main site office that you can read, alternatively, if you would like an electronic copy, we can email it to you, please ask. Please do not use the items until you are confident you know how they work.
- Your house comes equipped with a **vacuum cleaner**. Please contact the site team if you experience any problems with it rather than borrow one from another house. If you live in a **studio flat**, you can collect a vacuum to use and then return from the main site office.
- In the United Kingdom, the associated plug type is G, which is the plug with three rectangular pins in a triangular pattern (see left for image). The United Kingdom operates on a 230V supply voltage and 50Hz. Please do not use any other type of plug or equipment that runs on another level of voltage
- Please don't alter the thermostat to adjust your heating. These have been set for your comfort. If you want to change the temperature, let us know and we will get the maintenance team to visit your house to help. If you there is a fault with the boiler (no heating/hot water) please advise the site team immediately or contact main reception out of hours.



# What to Do When Things Don't Work or Break

If something doesn't work, let us know what has happened straight away so we can help. If it's a lightbulb, a leaking tap or a broken chair, please let us know. Our friendly maintenance team can then come and repair it. They can usually resolve the issue themselves but sometimes they need to get a specialist contractor in, which might take a little longer, so please be patient.

Details on how you report maintenance is found here:

[Got a maintenance issue? | Click Here](#)

You can read more on what to expect from our response time by reading the Service Level Agreement that can be found here:

<https://www.bournemouth.ac.uk/why-bu/accommodation/accommodation-tips-faqs/preparing-move-here>



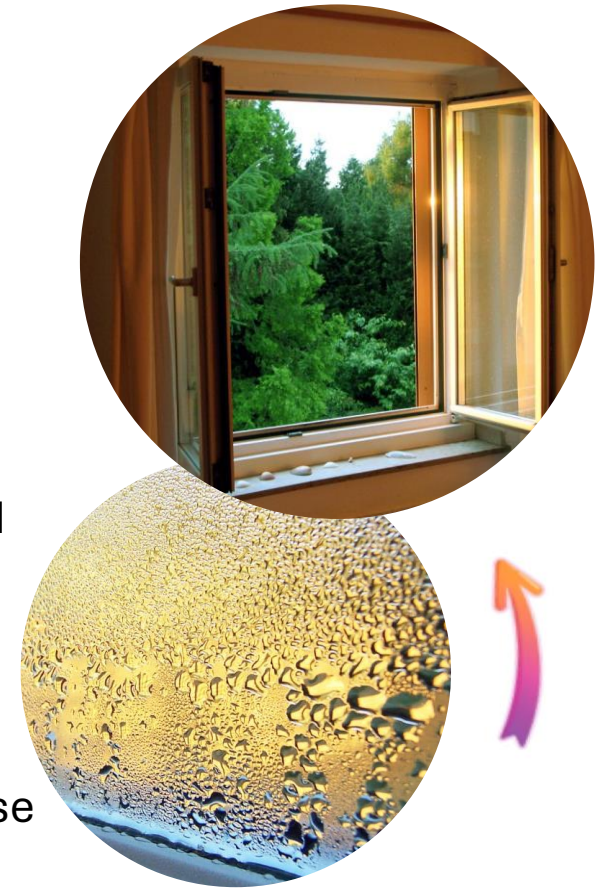
# Mould

Mould on walls and around window frames can develop due to an excess of condensation created by poor ventilation and can be a common problem in shared accommodation where several people are living together cooking, showering and generally living communally, especially during the colder months when people tend to keep their windows shut.

One of the best ways to avoid condensation developing into a mould problem is to ventilate by opening windows and/or using extractor fans when you are cooking or showering. You should also keep the kitchen and bathroom doors closed when these rooms are in use to prevent the moisture circulating. If you see a build-up of condensation, then wipe it down regularly. We also recommend not drying wet clothes in unventilated spaces.

The build-up of condensation in the accommodation can lead to the emergence of mould if not managed. If you see this happening report it to us immediately.

[Got a maintenance issue? | Click here](#)



# Now let's get serious for a moment...

**Rent** - Pay your rent on time, this can be done online, or via the Portal where you booked your room. Any problems contact the accommodation team. If you need financial advice speak to AskBU in Poole House, email [AskBU@bournemouth.ac.uk](mailto:AskBU@bournemouth.ac.uk) or call 01202 969696

**Relationships**- You might not get on with all of your housemates all of the time. Respect each other and work it out as adults, talk to each other. WhatsApp and social media aren't the best way to sort out problems; remember, not everyone wants to listen to your music, if it's loud, wear your headphones.

**Cleaning** - It's your **joint** responsibility to keep the communal areas clean and tidy. A selection of items you should consider buying include cream cleaner, non-scratch scourer, de-scaling spray, surface cleaner and possibly a mould & mildew cleaner. Dispose of tissues/wet wipes in the bins **not** down the toilet.

**Fire safety**- Smoking (or vaping) is not allowed anywhere inside the buildings, if you wish to smoke/vape outside of your house you should be at least 5 metres away from the building. Take a vessel (i.e. tin can) to use as an ashtray outside and dispose of it safely after use. Burning of candles, incense sticks is also not allowed in the houses.

**Do not tamper with any fire equipment.** The full Rules for the SV are set out at: <https://www.bournemouth.ac.uk/why-bu/accommodation/contracts-codes-practice>



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# The Village Green

**You know we all have to play our part in saving our planet and that it is a global challenge.**

# SUSTAINABLE

## PRACTICES

- Keep the area in the Village tidy, don't drop litter
- Food waste is collected in the little brown caddy bin. Bags need to be either biodegradable or of clear plastic only. They should be emptied in the domestic wheelie bin at the bin compound.
- Please be conscious about turning your lights out when you leave the room.
- Keep the front door closed. (But do ventilate your room at regular intervals, they need some fresh air).
- Keep a lid on your boiling pot when you are cooking, it helps to cook it quicker.
- Recycle – you have two bins in the kitchen, one for household waste and the other for recycling. Don't gather your recycling in plastic bags. Checkout what you can recycle in this area, it may be different to where you have come from.
- Conserve water and turn the tap off when you are brushing your teeth.
- Keep a bottle of water in the fridge rather than running the tap to get colder water.
- Remember to take bags with you when you go shopping.
- Reduce energy usage and turn appliances off and unplug when not in use – don't leave items on stand-by.



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# Internet Access and WiFi Information



**Internet** – Accessing the Wi-Fi is easy. Information on the WiFi and how to connect can be found here: [Wireless access](#) and [Accessing our internet](#)

You can connect to Bournemouth University Wireless Network (BU-WiFi) The Student Village. To connect to the WiFi, access and enable the Wireless settings on your device and select BU-WiFi from the list of available networks.

Depending on your device, you may be prompted to authenticate yourself as a user (enter your BU username and password), and to accept/validate a certificate and WiFi settings in order to connect - most devices will detect the settings automatically, however in the cases where you need to enter any additional information, the domain is Bournemouth.ac.uk and the EAP method is 'PEAP'. You should select to 'Use system certificates' if required.

If you connect to BU's on campus Wi-Fi using a personal device such as a phone, tablet, or laptop you will be able to access the internet but not any internal BU services such as your H: or P: drive. For access to other internal BU services please use a Horizon virtual desktop or a BU managed computer.

By connecting to the BU wireless network, you agree to abide by the [BU Acceptable Use Policy](#).

There are more details and instructions on [connecting to the WiFi](#) on the IT Services Portal.



# Information That's Good to Know

- **Common questions** - for the start of the academic year can be found [here](#)
- **Parking** – No parking except for permit holders and Blue Badge holders. The Village parking area is operated by an external company; they will issue fines on weekdays between 7am and 4pm. Visitors will need to use the Pay & Display.
- **First Aid Boxes** - are held by first aiders and at main receptions in Poole House and Bournemouth Gateway Building. **Medicines:** staff DO NOT hold or dispense any type of medicine (including paracetamol, aspirin, antiseptic, cotton wool, inhalers, EpiPens etc.) If you need assistance please go to Poole House reception, in an emergency phone 01202 962222
- **Post** - To prevent missing items, only use your house number and Gillett Road, Poole BH12 5BF. **Don't** use the title 'Student Village' or 'Bournemouth University' as this seems to cause confusion with some delivery companies.
- **Water** – Bournemouth has particularly hard water so you will notice a build-up of lime scale. Your kettles and bathrooms will need descaling periodically with a descaler. Scale also harbours germs and dirt in the bathroom. Ask the Village team for advice if necessary.



# Information That's Good to Know

- **Bins and Rubbish** – There are two bin compounds. The first behind house 1 and the second by house 54. There are recycling, food waste and general waste bins in both compounds. Please remove waste regularly and put them in the appropriate bins.
- **Laundry** –this is provided and operated by an external company, Washstation, who will deal with any issues which may arise. Details on how to use the machines can be found in the laundry. When finding the laundry on the Washnet App, please remember we are MaryAnne House **in Poole** not Bournemouth!
- **Bicycles** – are not allowed in the houses, a secure compound for the storage of bikes is behind house 47 and also further across campus behind Dorset house; please contact Poole House reception for further information. For added security, remember to use a D lock.
- **Keys** - are very expensive and can take up to a week to get replacements, so please look after them. Any replacements will be charged for. If you do lose your keys please speak with the Village staff, out of hours, speak to security.



# Complaints

If you are not happy with something in your accommodation. please do come and speak with us in person. You can see the details of how to do this in the **Contacts** section of this document.

However, if you have tried speaking with us and are still not happy with the response/solution then you can submit a formal complaint that will be escalated to management for review and respond:

For details of the complaints process go here:

[Got a complaint? | Bournemouth University](#)



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# We've Got You Covered...



## The Code:

We have signed the Student Village up to the UUK/GuildHE Accommodation Code of Practice. The purposes of this code is to ensure:

- You can enjoy the benefits of a safe standard of housing management and practice
- Misunderstandings and disputes are reduced
- Where problems do occur, they can be promptly resolved with a clear escalation route for you to follow if you're not happy.

For further information on The Code, go to:

<https://www.bournemouth.ac.uk/why-bu/accommodation/contracts-codes-practice>

## Contents insurance:

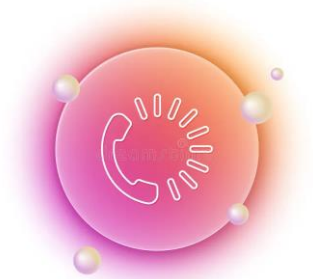
- The Student Village also comes with personal possessions insurance, and it is important you understand your level of cover to ensure you understand what is and is covered. Your personal contents cover is provided by Cover4Insurance. For further information on your cover go to:

[Bournemouth University | Cover4Insurance](#)



# Contact information

- For day-to-day enquiries you can contact the Student Village team:
  - [studentvillageteam@bournemouth.ac.uk](mailto:studentvillageteam@bournemouth.ac.uk)
  - 01202 961012.
- The main site office is situated on the ground floor of studio block 55 in MaryAnn House located in the centre of the Village. (near the laundry and social space)
- If you have any queries regarding your rent payments, please contact the central Accommodation team:
  - [accommodation@bournemouth.ac.uk](mailto:accommodation@bournemouth.ac.uk)
  - 01202 969696 (follow option instructions).
- If the office is closed then you can call Poole House reception – 01202 965001 or during office hours visit the Hub .
- Between hours 22:00 – 06:00, you can also call the Security Team phone or text - 07738 888 075
- **In the event of an emergency please call the 24/7 BU emergency line: 01202 962222**



- Office opening times:
  - Monday 09:45 – 15:00
  - Tuesday 10:45 – 15:00
  - Wednesday 10:45 – 15:00
  - Thursday 09:45 – 15:00
  - Friday 10:45 – 15:00

