

Welcome to your new home

You've made it! You're here and now it's time to settle in. We genuinely hope that this will be one of the best years of your life...

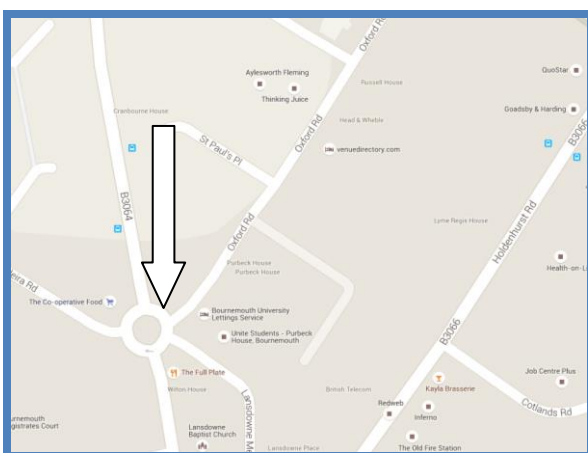
Now, in case you were not already aware, your accommodation is managed by iQ Students, who work in partnership with BU to deliver what we hope will be a great student accommodation experience.

Who does what?

You might be wondering who you should speak to about key matters related to your time in Dorchester House. To help you with this we have identified the key matters and who you should speak to in the first instance:

- Your accommodation contract (Licence) – BU (Melbury House Team)
- Rent or Finance related – BU (Melbury House Team)
- Social – BU (ResLife Team)
- Welfare – BU (ResLife Team) or iQ
- Maintenance – iQ
- Cleaning – iQ
- General issues or complaints related to your stay – iQ in the first instance but if not happy then BU (Melbury House Team)

Your iQ and BU Res Life Team are all on site, so take some time to get to know them. You can find the BU Melbury House Team in the Residential Services offices situated on the ground floor of Melbury House (details below):



Residential Services
Ground Floor, Melbury House 1-3
Oxford Road
Bournemouth - BH8 8ES

Opening times:
9am to 4.30pm (Monday to Friday)
Tel. 01202 961671



www1.bournemouth.ac.uk/students/res-life



www.facebook.com/BUResLife/

Have a great year...

Kind regards
Your BU Residential Services Team



#belongatbu