

Welcome to your new Unilet home

You've made it! You're here and now it's time to settle in. We sincerely hope that this will be one of the best years of your life. Please behave responsibly but have a great time!

Just before you start, take the time to read through the important information in this letter...

Every Unilet House is a little different and there will be certain things that you might need to know during your stay. We will email you all directly some important information about your house, the University and its services. Please read it through as you never know when you might need it. If you need further guidance, please contact a member of the Residential Services team.

You should read the following:

- Property Details Sheet (where the electric trip switches are, the mains water stop tap etc.)
- Inventory/schedule of condition
- Service Level Statement
- Charges sheet

Below you will find some important information related to your accommodation but additional useful information can also be read in our frequently asked questions at:

<https://www1.bournemouth.ac.uk/why-bu/accommodation/accommodation-faqs/living-accommodation-faqs>

Inventory/schedule of condition

You will be emailed a link to a document that lists all the contents and condition of the property. If you have not received this please contact Residential Services immediately.

It is your responsibility to check the inventory and if anything is not accurate, please notify Residential Services in writing within 48hrs of your arrival. If we do not receive any amendments from you, the inventory will be accepted as an accurate record of the house and its contents and condition.

How to report a fault

Details of how to report the fault can be found at: <https://www1.bournemouth.ac.uk/students/services-campus/accommodation/got-maintenance-issue>

Is it an emergency?

During office hours (Mon-Fri 9am-4.30pm) call 01202 961671
Out of office hours call 01202 524111

ResLifeBU (Social, Wellbeing, Skills)

Your Welfare Co-ordinator: If you find yourself feeling a bit down and could do with having a chat your Welfare Co-ordinator is here to help you. You can contact them by emailing unilet@bournemouth.ac.uk and they'll be in touch to arrange a chat.

Your Resident Assistants: These are current BU students who live and work in Unilet. They are here to help you settle in, get to know each other and then have the best year possible through organising events and activities that promote healthy and positive communities. Your team live in 21 Chatsworth Road, BH8 8SL and can be contacted via the [Unilet Res Life Facebook page](#). They'll be around to introduce themselves in the first week so if you don't know them yet you soon will.

Broadband connection in Unilet properties

Please note that all Unilet properties will have an 'incoming call only' telephone line and wireless broadband internet connection provided as part of your rent. We anticipate that all properties will be 'live' and ready for your arrival. There may however be a small number of properties that, for technical reasons have been delayed and these will be enabled as soon as possible after you move in. An information sheet for connecting your laptop/pc is provided in the property Welcome Pack. Should you experience a problem with the broadband provision please contact IT Services directly on 01202 965515. As a reminder, you will have 24 hour internet and email access at both Talbot and Lansdowne campuses via the University Open Access Centers.

Rubbish removal and recycling

Both rubbish and Recycling collections are generally fortnight. Please check the following web-site for confirmation of which bin is collected on which day:

<https://online.bournemouth.gov.uk/services/bindaylookup/>

Insurance

Your personal possessions are insured with Endsleigh Insurance for the period of your license in Unilet. To review full details of the cover provided and to download your certificate please go online to www.endsleigh.co.uk/reviewcover. You can also extend the level of cover if required. Telephone number is 0330 3030 280.

Smoking policy

Smoking and vaping is not permitted anywhere inside the property. We request you smoke and/or vape outside, approx. 5 metres from the property to avoid bothering others.

Cleaning

May we remind you that, as per your Licence, whilst you are each responsible for your own bedroom, it is your *joint* responsibility to ensure that communal areas and bathrooms are kept to an acceptable standard. We would therefore suggest that the fairest way to do this would be to use a rota.

Some advice: Bournemouth and Poole have particularly hard water and therefore appliances, toilets, taps, baths and showers tend to get a build-up of lime scale which needs to be treated regularly by using a de-scaler. If not, germs and bacteria will build up on the scale and it is then very difficult to clean off.

Smoke alarms

Each bedroom and communal area has been fitted with a smoke alarm. These are a health and safety requirement and under no circumstances must they be tampered with. If your alarm(s) begin to beep or are obviously defective please let us know straight away. Whilst the University will test all alarms before you arrive, and at some point during your stay, **we would advise that you test the alarms fortnightly to ensure they are operating correctly and report any concerns to Residential Services.**

Property Inspections

Property inspections will commence shortly after the start of term and continue regularly throughout the academic year. You will be contacted in advance of these inspections so you are aware of the dates we will be visiting your accommodation.

Consideration for neighbours

Please be considerate to those who live around you and keep noise and disturbance to a minimum.

Not settling in to your new home?

...Take a breath ... and relax; we understand that moving to a new home will seem strange at first, especially if this is your first time away from home. You will need a little time to get to know your housemates and your new life. Everyone should compromise and discuss how you are going to adapt to living together in a shared environment. Do give yourself time to settle in; for many students this may take a few weeks.

If for any reason you are unhappy with your chosen room and you feel very strongly that you would like to transfer from this house then this can be considered. In this instance you should contact Residential Services either by email accommodation@bournemouth.ac.uk telephone 01202 961671 or by visiting us at the office in person.

Got a complaint?

The simplest answer to this is come and talk to us straight away and we can usually sort things out for you. If this doesn't work for you then you can find details of our complaints process at:

<https://www.bournemouth.ac.uk/students/services-campus/accommodation/got-complaint>

Finally, it just goes to say that we wish you a pleasant year and all the best with settling into your new home and life here at Bournemouth University, we're sure you're going to enjoy it but if you have any queries don't hesitate to contact us.

Kind regards

Bournemouth University Residential Services

Tel: 01202 961671 Email: accommodation@bournemouth.ac.uk