

Welcome to your new home

Your Accommodation Team

In case you were not already aware, the day-to-day operation of Dorchester House is run and managed by our accommodation partner, iQ Student, who are a private accommodation provider that works for BU to deliver what we hope will be a great student accommodation experience for you.

Your iQ accommodation team are located in Dorchester House and can be found at the main site reception. Please visit their page for a more detailed introduction to life at Dorchester House, where and how to find things - [Welcome to iQ Dorchester House | iQ Student Accommodation](#).

BU also has a team available for you if you need to discuss anything related to your rental payments or if you are not happy with your stay at Dorchester House.

Your BU accommodation team are located in The Hub in the reception area of Poole House located on Talbot Campus (you would generally walk through this area after leaving the bus).

BU also has the ResLifeBU team who arrange social events and offer support if and when needed. Your ResLifeBU team are located in Dorchester House.

Who does what?

To help you with which team to contact for what purpose, we have identified the common topics that might arise and who you should speak to in the first instance:

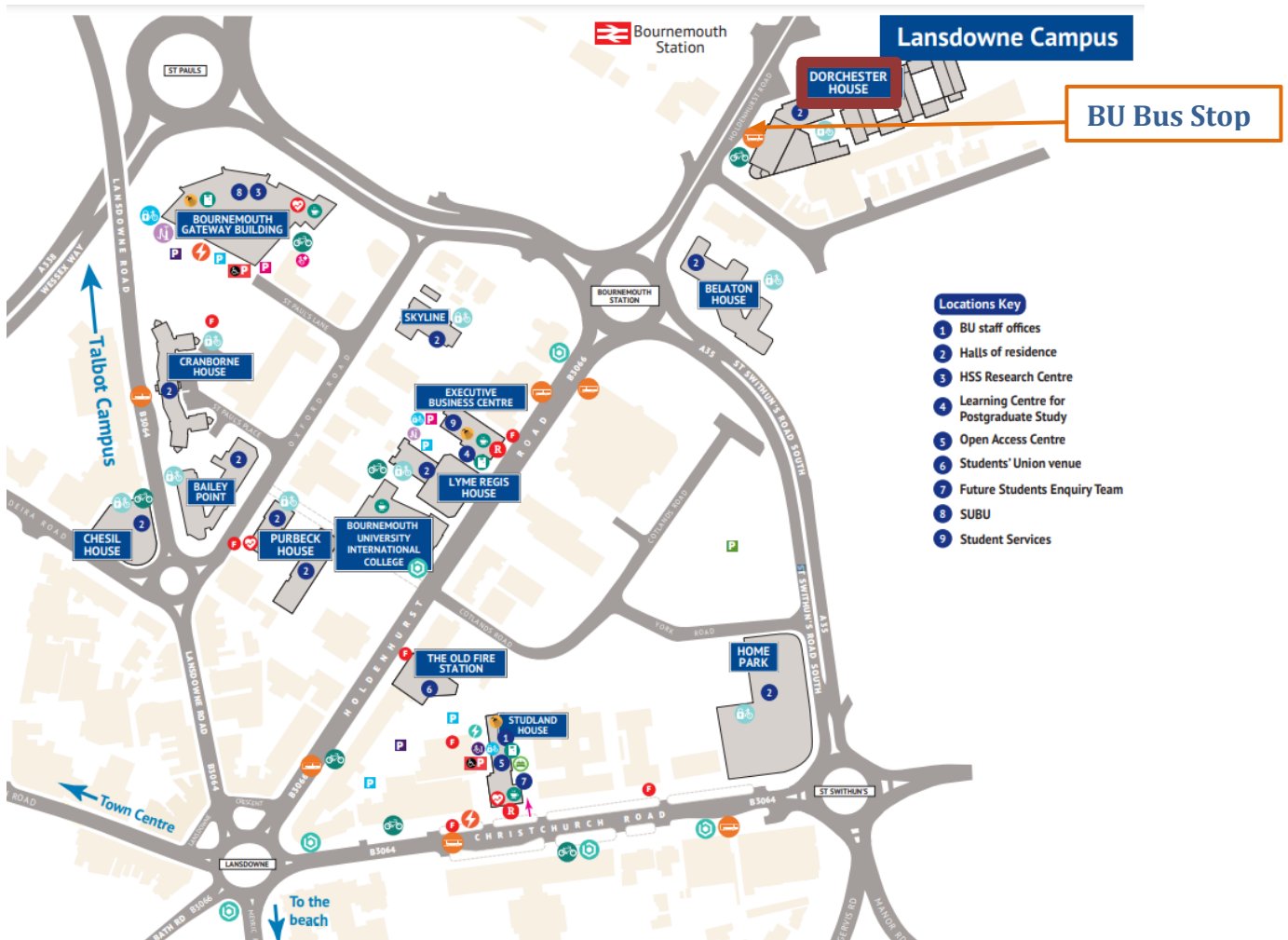
- Your accommodation contract (Licence) – BU
- Rent or Finance related – BU
- Social – ResLifeBU Team
- Welfare – ResLifeBU Team or iQ
- Maintenance – iQ
- Cleaning – iQ
- General issues or complaints related to your stay – iQ in the first instance but if not happy then BU

How to contact?

Your iQ team are all on site, so pop down to reception and take some time to get to know them. You can contact your iQ on site team on 01202 941020 or email dorchesterhouse@iqstudent.com

You can contact your ResLifeBU welfare team at support-reslifebu@bournemouth.ac.uk

BU Residential Services, in person at The Hub (10am to 4pm Monday to Friday)
Tel. 01202 969696 (option1) Email: accommodation@bournemouth.ac.uk



Any queries then drop us line and see you soon...

Kind regards
Your BU Residential Services Team



ResLifeBU



#belongatbu