

#belongatbu



ResLifeBU

Welcome Guide to living
Student Village



Contacts

For day-to-day enquiries you can contact the Student Village team:

- Email: studentvillageteam@bournemouth.ac.uk
- Phone: 01202 965541 or 961012.

The Village office is situated on the ground floor of studio block 55 in Mary Ann House located in the centre of the Village.

Opening Times:

- Monday 09:45 – 16:30
- Tuesday 10:45 – 16:30
- Wednesday 10:45 – 16:30
- Thursday 09:45 – 16:30
- Friday 10:45 – 14.45

If you have any queries regarding your rent payments, please contact the central Accommodation Office: accommodation@bournemouth.ac.uk or 01202 969696 (option 1).

Poole house reception – 01202 965001

Security Team phone or text (hours 22:00 – 06:00) - 07738 888 075

**In the event of an emergency please call the 24/7 BU
emergency line: **01202 962222****



ResLifeBU

Social, Skills and Wellbeing

A team and programme to make your time here in the Student Village socially inclusive and can provide the wellbeing support you might need to help you achieve your academic goals.

Look out for the social media posts on Facebook -

www.facebook.com/groups/437131564894069

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, you will need a little time to get to know your housemates and your new life.

Welfare - studentvillage@bournemouth.ac.uk



Let us know...

Mishaps happen!

What to do when things go wrong.

Let us know what has happened, the sooner you tell us the sooner we can get it fixed. If it's a lightbulb, a leaking tap or a broken chair, whatever it is, let us know. We will report it to the right people. Our friendly team from Estates will then be over to repair it, they will, of course, prioritise each job according to its importance. You can read more on our Service Level Agreement. Sometimes though, we have to get an outside contractor in which takes a little longer so please be patient. Occasionally charges apply if ... well, you can guess!

Refer to the information pages on the website:

<https://www.bournemouth.ac.uk/students/services-campus/accommodation-information-new-current-students>

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



BU
Bournemouth
University

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

Pay your rent on time, this can be done online, on 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 or call 01202 969696

You're not all going to get on with each other all of the time. Respect each other and work it out as adults; Keep it clean! It's your joint responsibility to keep the communal areas clean and tidy, and remember, not everyone wants to listen to loud music, wear your headphones.

Respect the buildings and the equipment, remember to let us know when something goes wrong.

Smoking and/or Vaping - is not allowed anywhere inside the buildings, if you wish to smoke outside of your house you should be at least 5 metres away from the building. please provide a vessel (i.e. tin can) to use as an ashtray outside and dispose of it when necessary. Burning of candles, incense sticks etc are also not allowed in the houses. Do not tamper with any fire equipment.

Dispose of tissues/wet wipes in the bins not down the toilet.

The SV rules are set out for you at:
<https://www.bournemouth.ac.uk/why-bu/accommodation/contracts-codes-practice>



The Village Green

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

- Please be conscious about turning your lights out when you leave the room.
- Turn appliances off and unplug when not in use – don't leave items on stand-by.
- Think about turning the thermostat down a degree. 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.
- 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.



Good to Know!



- **Internet** – Accessing the wifi is easy. See: [Wireless access | Bournemouth University](#)
- **Bins and Rubbish** – There are two bin compounds. The first by house 1 and the second by house 54. There are recycling and general waste bins in both compounds. Please remove waste regularly and put them in the appropriate bins.
- **Lauderette** –operated by a franchised company and the University has no responsibility for this. Any issues which you may have should be made via the “free phone” number displayed.
- **Bicycles** – not allowed in the houses, a secure compound for the storage of bikes is behind house 47; please contact Poole House reception for further information. Remember to use a D lock.
- **Keys** - are very expensive and can take up to a week to get replacements, please look after them. Any replacements will be charged for.
- **Parking** – operated by an external company, they will issue fines on weekdays between 7am and 4pm
- **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 to prevent excessive scale preventing efficient use of the kettle, scale also harbours germs and dirt in the bathroom. Ask the Village team for advice if necessary.



Equipment

Each kitchen has a microwave, oven and hob supplied. If you need guidance on how to use these items please ask the site team for a copy of the manual.



Each house has a thermostat located near the front door which controls the temperature of the heating. If you are unsure of how this work then please ask the site team who will be happy to show you.

In the United Kingdom the associated plug type is G, which is the plug that three rectangular pins in a triangular pattern. United Kingdom operates on a 230V supply voltage and 50Hz.



Your house also comes equipped with a vacuum cleaner. Please contact the site team if you experience any problems with it rather than borrow from another house.



The studios can collect a vacuum to use and return from The Village Office.

