

#belongatbu



ResLifeBU

Welcome Guide to living
Student Village





- ResLifeBU – Events and Wellbeing
- What to do when things don't work, or break!
- We have you covered – The Code and Insurance
- Let's get serious – Rent and Rules
- Sustainability
- Good to Know – Important general information
- Equipment in the house (and how to use it)
- Key contact information



ResLifeBU

Social, Skills and Wellbeing

ResLifeBU is a team and a programme of activities and support to make your time in the Student Village as good as it can possibly be!

There are lots of events and activities planned for you. Check out our [LinkTree](#) for a full list of activities.

You can also keep up to date via:

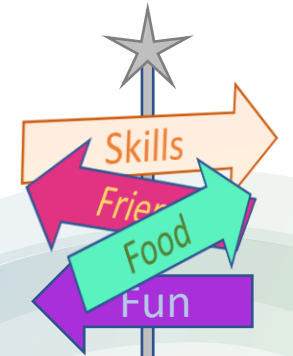
Instagram: <https://www.instagram.com/reslifebu/>

Tik Tok: <https://www.tiktok.com/@reslifebu>

Facebook: [The Student Village - Official BU Group 2023-24 | Facebook](#)

Support

We understand that moving to a new home might seem strange at first, you will need a little time to get to settle into your new life. If you ever have a wobble and want to talk with someone then email us on reslifebu-support@bournemouth.ac.uk



Let us know...

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

If something doesn't work, 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 BU Estates will then be over to repair it. Sometimes they need to get an outside 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? | Bournemouth University](#)

You can read more on what to expect from our Service Level Agreement here:

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



Let us know...

Mould:

Mould can develop due to an excess 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.

One of the best ways to avoid condensation becoming a problem is to ventilate by opening windows and using extractor fans in the kitchen and bathroom 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.

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

[Got a maintenance issue? | Bournemouth University](#)



BU
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We have you covered...

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 when we are available in the **Contacts** section of this document (below).

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](#)



We have you covered...

The Code:

We have signed the Student Village up to a Government approved 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 isn't covered. Your personal contents cover is provided by Cover4Insurance. For further information on your cover go to:

[Bournemouth University | Cover4Insurance](#)



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 or call 01202 969696

Relationships- You're not all going to get on with each other 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>



The Village Green

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

- Think about turning the thermostat down a degree.
- 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.
- 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 Wi-Fi 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.
- **Launderette** –operated by an external company who will deal with any issues which may arise.
- **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 we have copies of the user manuals in the site office that you can read.



Each house has a heating thermostat located near the front door, which controls the temperature for the heating system. 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 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



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 Village Office.



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 (Although this may vary due to staff sickness or holidays):

- 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****

