

#belongatbu

MAKE
YOURSELF
A
HOME

ResLifeBU

Welcome Guide to living

Unilet

BU
Bournemouth
University

Contacts

For day-to-day enquiries you can contact the Unilet Lettings team:

- Email: lettingsbu@bournemouth.ac.uk
- Phone: 01202 9616718

The lettings office is situated on the ground floor of Poole House (PG40) opposite the Student Union shop.

Opening Times:

Monday – Thursday 9am-5pm

Friday 9am – 4:30pm

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

Out of Hours Emergency Maintenance – 01202 524111

Poole house reception – 01202 965001

24/7 BU emergency line: 01202 962222



ResLifeBU

Social, Skills and Wellbeing

A team and programme to make your time here in Unilet socially inclusive and but can also 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/700231474578409

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.

You can contact your Welfare Team - unilet@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. One of our friendly team 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!

How to report a fault Details of how to report the fault can be found at:

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

Is it an emergency

During office hours (Mon-Fri 9am-4.30pm) call 01202 961678

Out of office hours call 01202 524111

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
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The logo for Bournemouth University. It features a large, bold, black letter 'B' on the left. To its right is a stylized 'U' composed of three parallel, curved lines in a gradient of colors: orange at the top, transitioning to red, and ending in a dark purple at the bottom. Below the 'BU' initials, the words 'Bournemouth' and 'University' are stacked in a black, sans-serif font.

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 your neighbours.

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 houses, if you wish to smoke take it outside of your house, 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 smoke/heat alarms.

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



BU goes 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.
- 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. Your collection day:
<https://online.bcpccouncil.gov.uk/services/bindaylookup>
- Remember to take bags with you when you go shopping.



Good to Know!

- **Unilet Houses** are all different to each other and there will be things that you will need to know during your stay. We will email you all with a **Property Information sheet** that contains important information about your house, including: where the electric trip switches are, the mains water stop tap etc. If you have not received this or have any questions please contact us asap accommodation@bournemouth.ac.uk
- **Inventory/schedule of condition:** You will be emailed as 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 review the inventory, if anything is not accurate, notify us in writing at accommodation@bournemouth.ac.uk within **48hrs** of your arrival or it will be accepted as an accurate record of the house, its contents and condition.
- **Broadband internet** connection is provided as part of your rent. Should you experience a problem contact IT Services directly on 01202 965515.
- **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 which prevents efficient use of the kettle, scale also harbours germs and dirt in the bathroom.





Moving into your new student house can be a stressful experience. You will need to know where the gas and electric meter is, what days your bins get picked up, how to use your washing machine, keeping your property secure, what to do when something breaks and how to be a good neighbour. Fear not, you can now **watch our three helpful videos** covering: setting up your home, living in the community, and tips for safety and security.

