

A-Z: Things you need to know about the Student Village

This provides information you need for life in the Student Village. It should be read in conjunction with your [Accommodation Licence and Rules & Information documents](#)

Alcohol - Whilst drinking alcohol is not illegal, consumption well over the recognised safety levels is inevitably detrimental to studies, finances and in some cases, could lead to anti-social behaviour which in turn can lead to disciplinary action. It is also illegal to drink alcohol outside of your house/studio in the Student Village.

Bicycles - There is a secure compound for the storage of bicycles next to the path behind house 47; access is controlled by a fob system. Residents who wish to use the compound should contact Poole House reception for further information.

Bicycles are **NOT ALLOWED** in the houses under any circumstances as they pose a serious health and safety hazard in the event of emergency evacuation of the house as they block fire escape routes.

Cleaning - Students are expected to clean all areas of the house, wash up and **remove rubbish daily** to the bin areas.

The University reserves the right to impose charges when standards fall well below acceptable limits or excess rubbish needs to be removed. Staff will be regularly checking all houses and if they are not kept up to acceptable standard cleaners will be instructed and residents invoiced for the cost.

It is recommended that at the start of the academic year a rota or similar system is agreed between residents to ensure fair distribution of cleaning duties and rubbish clearance. Any charges made for communal areas are split between **all** residents irrespective of who may be at fault. Bedrooms may be checked on a termly basis.

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

studentvillageteam@bournemouth.ac.uk or 01202 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.

- Monday 10.45 – 14.45
- Tuesday 09.45 – 14.45
- Wednesday 10.45 – 14.45
- Thursday 10.45 – 14.45
- Friday 09.45 – 14.45

If you have any rent queries please contact the central Accommodation Office on accommodation@bournemouth.ac.uk or on 01202 961671.

Complaints about other students – If you have tried directly to resolve issues within your house, students are encouraged to report issues to the Student Village staff and/or Night Staff of unacceptable/antisocial behavior regarding any fellow students or guests.

For further information on our complaints process please refer to our website:

<https://www1.bournemouth.ac.uk/students/services-campus/accommodation/got-complaint>

Damages - Damage to communal areas will result in all housemates paying an equal share of the bill unless the person/s responsible can be identified. **Please note if the person/s charged have not appealed before the due date of payment on the charge sheet there will be no further right of appeal to Residential Services.**

We all have accidents occasionally; accidental damage should be reported as soon as possible after it has occurred.

For a full breakdown of potential costs please refer to the Damage Charges list supplied.

Drugs policy - Bournemouth University has a clear drugs policy. From a Residences point of view these are the issues you need to be aware of:

- The University has a duty to support all staff and students and help those in genuine need. It also needs to be defined clearly that we have a legal and moral obligation to prevent anything illegal taking place in or around our premises.
- Be aware that drugs could be offered to you, especially in clubs and bars. You should also be aware of drink spiking (never return to a drink you have left).
- The University encourages self-education on the effects and side effects of mind altering substances to enable you to make informed choices on such matters, and we will be pro-active in this education process.
- Residents found using illegal drugs or are strongly suspected of doing so will be dealt with under the disciplinary code of both the Residences and the University. Any staff working in our Residences may report such matters to the Residential Services Manager.
- Residents found dealing - which includes selling, bartering **or** sharing illegal drugs - will be dealt with severely under the above mentioned codes, up to and including expulsion from your accommodation. We will also report this to the Police.
- As with any illegal activity, Residents are encouraged to inform someone if they suspect using or dealing is happening in Residences.

Emergencies – If you ever find yourself in an emergency situation you can call our main 24/7 BU emergency line: **01202 962222**

Energy conservation - Rent includes reasonable use of gas, electricity and water usage. Residents who use excessive amounts of these resources, for example, by leaving lights and televisions on or showers running may be liable for an extra charge. Adequate heating is provided in the accommodation so supplementary free standing electric heaters are not permitted.

Fire safety and alarms - Students must familiarise themselves with the fire safety regulations and procedures. Fire extinguishers must never be misused. In the interests of safety, students must not tamper with the electrics, smoke-detectors or door closures - door closures, where fitted, are a legal safety requirement. Tampering with, or removing any health and safety equipment will attract a financial penalty and under certain circumstances render residents liable to eviction.

Failure to evacuate, or unreasonable delays in evacuating during a fire alert is a serious offence and will lead to disciplinary action being taken. Candles or incense of any kind are banned from all Residences. Students will be held responsible for their own personal electric appliances and must ensure that they are safe. The University does not accept any liability for appliances brought in by students. Propping open of any fire doors is a serious offence.

Fridges - Unless you have an agreement in place with Residential Services, i.e. on medical grounds, you should not have a fridge in your bedroom. Please use the fridge provided in your kitchen area. Any fridge discovered will be removed.

ID cards - All University students should carry their identification (ID) cards with them at all times whilst on University property. All staff working within the Student Village can ask you to produce your ID at any time and under the terms and conditions of your license you **MUST** comply with this request.

If a resident is not behaving in a suitable manner staff may keep hold of an ID card, which again must be complied with. The resident will then be asked to attend a meeting with an appropriate person in order to explain their actions where their card will be returned to them.

Keys - Keys are very expensive and can take up to a week to get replacements, please look after them. Any replacements will be charged for.

Launderette – The launderette is operated by a franchised company and the University has no responsibility for this. Any complaints that you may have should be made via the “free phone” number displayed in the launderette.

The launderette is for the use of Student Village Residents only and is open between 08.00am and 11pm. It is located on the ground floor of building 57 in Mary Anne House (near the Village office).

Maintenance - Should you have something broken or not working please report it to the Student Village Team as soon as possible. Residents are not allowed to do ANY fault fixing, not even change a light bulb. This is for your own safety this will be done by University appointed staff.

For further details on our maintenance service level agreement please refer to the “Service Level” document supplied.

Noise - You are all here to enjoy yourselves, however, we do need to ensure that everyone has a great “student experience” and not everybody wants to hear loud music at 3am!

As a general rule, if we hear music after 11pm from outside your house we shall be asking you to turn it down, should we have to return to your house for the same reason that night we may take ID cards and pass them on to the day staff, disciplinary action may then be taken.

Outside areas - No music should be on outside after 2300 hrs and noise will need to be kept to a minimum after that time. Any residents or guests not complying will be asked to leave or ID cards may be taken if this request is denied.

Overnight guests - Residents are allowed up to one overnight guest at any one time for not more than two consecutive nights and a maximum of four nights per month. **Remember visitors and their actions are your responsibility.**

Parking - Students/ visitors can park in The Student Village between 4pm and 7am the following morning. At the weekends parking is available from 4pm on Friday to 7am on the following Monday.

Parties - Should you choose to have a gathering inside your house that becomes too noisy or boisterous the night staff, should they have reason, will enter your house and will ask people to leave.

Post - To prevent your post from going missing please only use your house number and ‘Gillett Road, Poole Dorset, BH12 5BF. Don’t use the title ‘Student Village’ or ‘Bournemouth University’ as this seems to cause confusion with some delivery companies.

ResLifeBU (Social, Wellbeing, Skills) – 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. Further information can be found at the [ResLifeBU web pages](#).

Email: studentvillageteam@bournemouth.ac.uk

Mobile: 07808 205 236 or 01202 961012 (office hours only) Securitymobile: 07738 888 075 (They do not take calls from withheld numbers)

Rubbish and recycling - Each kitchen is equipped with 2 bins. Please only use a bin liner in one bin as recycling cannot be put in a bin liner. Feel free to ask what you can and can't recycle (this differs from town to town) but these bins should **not** have any plastic, including plastic bags.

Rubbish should be removed from your kitchen daily and must be deposited in the designated areas. It must not be left outside the bins but placed inside them. Do not put plastic bags in the blue recycling bins as this is considered contamination by the council.

Shopping trolleys - Shopping trolleys are not allowed to be brought into the building under any circumstances as they pose a serious health and safety hazard in the event of an emergency evacuation of the building they can block fire escape routes.

Smoking and/or Vaping - Smoking and Vaping is not allowed anywhere inside the building if you wish to smoke outside of your house (not outside of someone else's window as this can be classed as a nuisance and 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 of your house and dispose of it when necessary.

Visitors - Visitors should be accompanied by the resident at all times and should not be left in the accommodation on their own. Remember visitors and their actions are your responsibility.

Water – Bournemouth has particularly hard water and you will notice a build-up of lime scale. You will need to descale your kettle and bathrooms from time to time to prevent excessive scale which prevents efficient use of the kettle and harbours germs and dirt in the bathroom. Please ask the Village team for advice if necessary.