

Welcome to 2021/22 in the Student Village!

We hope you arrive and settle in easily but here's how to get in touch with the team, who are here to help with any queries.

During the day (Monday to Friday): Lauren Tench (Residences Officer) is able to help you with any questions, queries or problems that you may have and can be contacted on 01202 961012 or studentvillageteam@bournemouth.ac.uk

Out of office (7 days a week): BU has a security team on call. They're located in the main Poole House reception and should you need their assistance out of office hours you can call **01202 965001 (save this number)**.

The Maintenance Team: BU Estates will come and resolve any faults or repairs you might need during your time with us. Any maintenance/repair requests should be reported either in person to the Student Village Office or by email studentvillageteam@bournemouth.ac.uk. In an emergency outside of office hours, please contact Poole House reception on 01202 965001.

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

ResLifeBU (Social, Wellbeing, Skills)

- **Your Welfare Co-ordinator:** If you find yourself feeling a bit down and could do with having a chat Rehan is here to help you and lives with you here in the Village in House 1, you can contact him by emailing studentvillage@bournemouth.ac.uk.
- **Your Resident Assistant:** Who is a current BU students who lives in the Village. They are here to help you settle in, get to know each other and then have the best year possible through organising social events and activities. They can be contacted through the [Res Life Facebook page](#) and will be around soon to introduce themselves in the first week so if you don't know them yet you soon will.

I look forward to meeting you soon

Lauren (Residencies Officer)