

#belongatbu

MAKE  
YOURSELF  
A  
HOME

ResLifeBU

Welcome Guide to living

Unilet

**BU**  
Bournemouth  
University

# ResLifeBU

## Social, Skills and Wellbeing

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

Look out for the latest social media posts and updates for what's going on via:  
[www.facebook.com/groups/700231474578409](https://www.facebook.com/groups/700231474578409)

Worried about 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. If you want to talk with someone then email us on [support-reslifebu@bournemouth.ac.uk](mailto:support-reslifebu@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 and get someone out to repair it.

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

### **If it is 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/why-bu/accommodation/accommodation-tips-faqs/preparing-move-here>

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



### How to report Maintenance

Firstly you will need to log in to the Accommodation Portal.

- You can find the get to the Accommodation Portal on the link:  
<https://accommodationportal.bournemouth.ac.uk/StarRezPortal/Default.aspx?Params=L9ezxPcQnQuRGKTzF%2B4sxeNblvAA%2B26c>
- Log in to the portal as you did when applying for accommodation using the same log-in information including your student number and password:



Home

Student Number:  Password:

☐ Remember Login

Welcome to the Bournemouth University

- Select the maintenance tab:



- Select a new job by clicking the 'new job' button

New Room Job New Shared Job List

**New Room Job** (Step 1 of 2)

No new maintenance records were found



- Complete the form by giving as much information as you can about the maintenance issue then click save and continue (please remember to add your mobile phone number and email address)

New Room Job New Shared Job List

#### New Room Job

(Step 1 of 2)

Date Reported: 08/03/2019 15:16:00

Status:

Category:  
(Please Select)

Item:  
(Please Select)

Description:

Cause:

☒ I agree to allow a staff member into my room while I am not there.

Comments (eg requested time):

This will complete your maintenance request. Someone from Residential Services will then pick up the job and allocate it to someone for them to resolve. You should be able to keep an eye on the progress by logging back in to the portal and checking the job status including timescales for resolution



Further details of how to report faults can be found at:

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

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

**Rent** - 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](mailto:AskBU@bournemouth.ac.uk) or call 01202 969696

**Happy families** - 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.

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

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. Take a vessel (i.e. tin can) to use as an ashtray outside and dispose of it after use.

Burning of candles, incense sticks etc are also not allowed in the houses. Do not tamper with any fire equipment.

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. (do ventilate your room at regular intervals as they need some fresh air to avoid condensation build up).
- 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 reusable 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](mailto: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](mailto: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.





## Contacts

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

- Email: [lettingsbu@bournemouth.ac.uk](mailto: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](mailto: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**

