



Bristol's Universities, Students' Unions and partner agencies work with you as residents of this amazing city to create opportunities to get involved with the community and take responsibility for where you live.

Love Where You Live is a partnership project between:



NOISE!! EVERYONE LOVES A PARTY, RIGHT? BUT NOT YOUR NEIGHBOURS...

- Please be considerate to those around you. Our beautiful period buildings were not built for modern noise.
- Loud house parties are not acceptable in residential areas and cause distress to people living around you.
- Let your neighbours know if you are planning to have a few friends over but for anything more, move the party to a venue in town.
- It's not just parties and loud music that can cause a disturbance - slamming doors, running up and down stairs, talking in the garden at night and being loud on your way home through residential areas after a night out also cause annoyance.
- You can minimise noise disturbance by keeping people inside, closing doors and windows and lifting speakers off floors and adjacent walls.
- Keep an eye on the time and respect that others around you are entitled to peace and quiet and a decent night's sleep.
- Disciplinary procedures are in place to respond to breaches of student behaviour rules of conduct in the community.

RENTING RIGHTS AND RESPONSIBILITIES

You have the right to:

- Your landlord's contact details
- Live in a house which is habitable
- 24 hours' notice if your landlord needs to come round (unless it is an emergency)
- See a copy of the annual gas & electricity safety certificate
- See a copy of the Energy Performance Certificate (EPC)
- Have your deposit protected and information about who is protecting it.
- Live in the house for the length of your contract

You have a responsibility to:

- Not cause noise and other forms of nuisance to your neighbours
- Manage your waste and recycling effectively
- Let your landlord/letting agent know of any repairs that need doing
- Repair or pay for any damage caused by you or your friends
- Keep the house in reasonable condition
- Abide by the terms of your contract as long as they are fair
- Pay your rent on time and pay the bills until the end of your contract
- Not sublet without your landlord's permission

Support with tenancy issues is available from: UoB Accommodation Office, Bristol SU or The Students' Union at UWE Advice Centre.



SIMPLE STEPS FOR COMMUNITY LIVING

LOVE BRISTOL

ENJOY YOUR TIME HERE

WELCOME FROM BRISTOL'S MAYOR

Welcome to Bristol and well done on making the choice to come and study here. You'll find Bristol is a very diverse, energetic, and dynamic city. One of my aims as Mayor is to improve the cleanliness of the city, and to make sure the city wastes less, recycles more, and reduces its dependence on single use items, so I ask you do what you can to help Bristol whilst you are here by doing your bit. By moving here, you will become part of the community, so please take time to meet your neighbours and to do what you can to make a positive contribution to where you live. A big city can bring safety challenges, so pay attention to advice that is given by the police, the university, and the council, because we are all here to help you stay safe.

Finally, whilst you are here, you might want to think about volunteering some of your time so you can help make the city a better place so get involved and allow it to become your home. Thank you for choosing Bristol and enjoy studying here.

MARVIN.

THE MAYOR'S CLEAN STREETS CAMPAIGN

Making Bristol and its streets cleaner is something that everyone who lives, works, learns, or plays here contributes to, supported by those that have the job of keeping the city clean and tidy and working.



BE PART OF YOUR COMMUNITY

- **Get to know your neighbours and try to build positive relationships.**
- **Get involved in community events or join your local residents' group.**
- **Make a difference and volunteer**
UWE Bristol uwe.ac.uk/volunteering
UoB bristolstu.org.uk/volunteering
UoB bristolhub.org



STAYING SAFE

HOME SAFETY

- Always remember to lock your doors and windows when you go out – 1 in 5 burglars walk straight in through an open door or window. Report faulty locks to your landlord.
- Keep laptops, smartphones, keys and other valuables out of sight and register your valuables on immobilise.com or bikeregister.com so they can be identified if recovered by the police.
- You can also download and install tracking software on laptops, phones and tablets. Prey is free preyproject.com but there are others.
- Only let people you trust into your home, if you feel unsafe call the police.
- Respect other housemates and residents - your guests are your responsibility
- Keep fire exits clear and access to locked doors accessible
- Regularly test your fire alarms.
- If you need further help or advice on other housing issues refer to the useful contacts.
- All rented houses must have smoke and CO detectors (if you have a gas boiler), large properties must also have fire alarm systems. Talk to your landlord if these are missing. Test your detectors regularly where you can.

PERSONAL SAFETY

- Out together, home together. Check in with your friends to get home safely. Walk with friends, use public transport or get a licensed taxi from a designated taxi rank.
- Free personal alarms are available from your university Security Office
- If you are going out alone or meeting someone you don't know very well, let a friend know where you are going and arrange to call so they know you are safe.
- Be aware of your surroundings when you are out - avoid wearing headphones and keep valuables out of sight.
- Take It Easy. Understanding the effects and risks of alcohol and other drugs is so important. Read up; pace yourself; and remember it's OK to say no. The best nights are the ones you can remember.
- Be aware of drink spiking – don't leave your drinks unattended. Drinks toppers and testing kits are sometimes available in bars.
- It is never your fault if someone commits violence against you. Touching, grabbing or groping someone without their consent is not okay, it's a criminal offence. Seek support – see useful contacts.
- If you are struggling with any personal problems such as drugs, alcohol, mental health or debt there are people who can help you. Speak to someone you trust and seek support from university services.

MOVING IN CHECKLIST

- Introduce yourself to neighbours
- Update your term time address on your student record
- Register to vote
- Complete council tax exemption form
- Check your accommodation inventory and report any discrepancies. Take photos.
- Check the property has a valid HMO license where necessary
- Ensure your landlord has given you the prescribed information about where your deposit is protected (within 30 days)
- Get TV licence
- Budget for utility bills – take meter readings
- Register with a GP
- Consider contents insurance
- Compare energy suppliers
- Ensure you have enough refuse and recycling receptacles and know your collection days

USEFUL CONTACTS



Emergency requiring police, ambulance and/or fire service: 999

Police non-emergency: 101

NHS non-emergency: 111

Crimestoppers: 0800 555 111

Landlord/Letting Agent name and number:

Citizens Advice

T 0870 1212134

W citizensadvice.org.uk

Shelter

W england.shelter.org.uk

SUPPORT FROM UWE BRISTOL

The Students' Union Advice Centre

T 0117 328 2676

W thestudentsunion.co.uk/advice-centre

E advice@uwe.ac.uk

Community Liaison Team

E community@uwe.ac.uk

Information Points – support and wellbeing

T 0117 328 5678

E infopoint@uwe.ac.uk

SUPPORT FROM UNIVERSITY OF BRISTOL

Bristol SU Advice and Support

T 0117 331 8634

E bristolsu-advice@bristol.ac.uk

W bristolsu.org.uk/support

Student Services - support and wellbeing

W bristol.ac.uk/students

T 0117 428 3000

Accommodation Office

T 0117 954 6640

W bristol.ac.uk/accommodation/private-rented

Students' Health Service GP

T 0117 330 2720

W bristol.ac.uk/students-health

Community Liaison Office

E community-living@bristol.ac.uk

W bristol.ac.uk/accommodation/private-rented/living



TRAVEL AND TRANSPORT



CYCLING

Bristol is very accessible by bike with many cycle paths, cycle lanes and bike parks. Cycling is good for your health, your pocket and the environment. If you don't own a bike you can hire one...

UWE Bristol student loan cycle scheme

W uwe.ac.uk/cycling

Download the YoBike app at yobike.com

Make sure you are visible - use your lights!



BUS

Both First Bus and Wessex offer a student discount on fares.



TRAINS

Bristol is the regional capital of the South West and has good intercity train connections. It has two major train stations, Bristol Temple Meads and Bristol Parkway. The Severn Beach Line crosses the city, calling at several stations between Severn Beach and Bristol Temple Meads.



CAR

Students should not bring a car to Bristol unless it is essential, for example because of a disability or because of the demands of your course. Bristol is a highly congested city and driving is often not the most efficient way to get around the city. A great alternative to bringing a car to university is joining one of Bristol's car clubs. These have pay-as-you-go cars located on streets all over Bristol. Sustainable travel is embedded within University culture and the University actively encourages the use of alternative methods of travel.

UWE: uwe.ac.uk/about/services/travel-and-access

UoB: Bristol.ac.uk/transportplan/transport



PARKING

There are many parking restrictions in place in Bristol. Much of central Bristol, including the main University of Bristol campus, is covered by Residents' Parking Schemes and the majority of on-street parking is subject to residential permits, meters and time limits. A valid parking permit is required to park on any UWE Bristol campus – check eligibility online. Students who do bring a car are responsible for complying with all local parking legislation.

KNOW YOUR BINS...WE TAKE RECYCLING VERY SERIOUSLY!

How you manage your waste will depend on which County you live in.

Recycling is collected weekly and refuse is collected once a fortnight.

Please put your bins out before 6am on the day of collection and remember to bring them back on to your property once emptied.

Write your house number on all of your bins so you know which ones are yours.

You can order stickers for your waste receptacles on which to write your address by emailing hello@bristolwastecompany.co.uk with your address and how many stickers you require.

If you live above a shop, access your property via an alley or have nowhere to keep a wheelite bin off pavement you may have weekly bag collections for waste. Ask your landlord or call Waste Services on 0117 922 2100 for more information.

Visit your council's website for info on:

- Your collection day
- What goes in your bins and boxes
- Ordering new bins and boxes
- Reporting fly tipping
- Ordering bulky household collection

If you live in Bristol

W bristol.gov.uk

If you live in South Gloucestershire

W southglos.gov.uk

If you live in North Somerset

W n-somerset.gov.uk

WHAT GOES WHERE?



Green box: Plastic bottles/containers/food trays, tins, cans, aerosol cans, foil food containers, bottle tops, lids and caps: metal and plastic. No black plastic or flimsy plastic like plastic bags



Black box: Glass bottles and jars, paper (not brown, this goes with your cardboard), usable clothes and textiles, batteries. Also shoes - paired and tied together in your black box in separate, untied clear carrier bags.



Cardboard (please remove any tape and flatten), food & drink cartons, card and brown paper. Please put cardboard that is heavily contaminated with food in your black wheelite bin.



Any cooked or uncooked food, peelings, including egg shells, bones, teabags and coffee grounds. If you would like to line your food bin and food caddy you can do so with a plastic bag, newspaper or biodegradable bag.

Only non-recyclable items such as black plastic, plastic wrappers and polystyrene. No food waste.

Please put small electrical items in a clear, untied plastic bag next to your recycling receptacles on collection day.