



# *living* **Off-Campus** Guide 2019



The University of Surrey  
**Students' Union**

# What is the Students Union?

The Union is led by an elected team of 5 full time and 21 part time officers

WE FACILITATE AND SUPPORT ALL SPORTS CLUBS & SOCIETIES

4 ZONES | ACTIVITY, COMMUNITY, SUPPORT & VOICE

## You can turn to us for Academic Support

WE RUN THE ON CAMPUS NIGHTCLUB, RUBIX

**You** run the Union through our annual elections #surreydecides

## We cover all aspects of your student life

OUR COURSE REPS REPRESENT YOUR ACADEMIC INTERESTS AND NIGHTLINE VOLUNTEERS ARE HERE TO LISTEN TO YOU

If you want to volunteer or fundraise, we can help

FIND OUT MORE AT [USSU.CO.UK](http://USSU.CO.UK) OR @SURREYUNION

### Your Sabb Team



your

# COMMUNITY ZONE

team

**Hi!**

My name is Amina and I am your Vice-President Community, along with my 5 part-time officers, I am responsible for social activities and events that bring students together, and representing the views of students within the campus community and the local community. This involves everything from welcoming new students to creating opportunities for students to participate in the local community.



**Amina  
Nagwamma**  
VP Community



**Owain Harries**  
RAG Chair (Exec)



**Sam Awonuga**  
Community Zone  
Committee (Exec)



**Asini Liyanage**  
Community Zone  
Committee



**Pete Mancktelow**  
Community Zone  
Committee



**Omar Al Masri**  
Community Zone  
Committee

## Get Involved

Become a Community Rep or volunteer in another way through the Union by visiting [ussu.co.uk](https://ussu.co.uk) and visiting the **Community pages** or [surreyvolunteering.com](https://surreyvolunteering.com)

## Get in Touch

VP Community, Amina | [ussu.vpcommunity@surrey.ac.uk](mailto:ussu.vpcommunity@surrey.ac.uk)  
Community Zone | [ussu.communityzone@surrey.ac.uk](mailto:ussu.communityzone@surrey.ac.uk)

# being a good neighbour

With over 6,000 students living in and around Guildford, it's important to consider the impact you might have on local residents. Here are 10 tips to being a good neighbour:

1. Introduce yourself early on – offer to help neighbours who might live on their own with shopping, gardening etc.
2. Keep noise to a reasonable level – not just music, but banging doors, loud conversations or walking home late at night. You are legally obliged to be quiet after 11pm but be considerate at all times during the day.
3. Manage your bins – unsightly and overflowing bins attract vermin and are a health hazard
4. We advise you NOT to bring a car, but if you do, please park with consideration and not on pavements or green spaces, obstructing buggies, wheelchairs or damaging the natural environment.
5. Gardening contributes to positive mental health so keep your garden tidy!
6. Get involved in community projects - join the Residents Association!
7. Planning a party? Let the neighbours know in advance and finish at a reasonable time. You are responsible for your guests and their behaviour.
8. Remember that residents can complain directly to the University, to Surrey Police and Guildford Borough Council which can lead to sanctions and even prosecution
9. The University takes all complaints seriously, and can impose disciplinary action including fines or suspension on you and your housemates. This can affect your degree.
10. Problems with your neighbours? It works both ways. Contact - [publicengagement@surrey.ac.uk](mailto:publicengagement@surrey.ac.uk) or if you feel threatened or in immediate danger contact Surrey Police on 101(non emergencies) or **999 for emergencies**



## COUNCIL TAX

**When you move into private rented accommodation you will need to register for council tax exemption. You can do this by following this link to the council's website and following the steps in applying for the exemption.**

- You will be asked for a Council Tax student certificate, which can be obtained through the Hive. Alternatively click the 'opt-in' option on your online self-service portal when you register and then the council can issue your exemption automatically.
- Guildford Borough Council have recently tightened their allowances for council tax exemption for university students. Moving forward any final year student will be charged council tax from the end date of their course, which usually falls around mid-June, for the remainder of their tenancy.
- The student's union team have put together a petition to try and extend the deadline to include the full duration of final year student's accommodation contracts. Please follow this link to their petition page.
- The university's student money team ([moneysupport@surrey.ac.uk](mailto:moneysupport@surrey.ac.uk)) are also available to discuss any financial difficulties you may face during your tenancy.
- For all your housing queries please contact [usl@surrey.ac.uk](mailto:usl@surrey.ac.uk)



## Problem? Don't worry, help is at hand!

If you experience **any** difficulties with your accommodation, including private landlords, help and advice is available from **University of Surrey Lettings (USL)**. You can contact them by email at [usl@surrey.ac.uk](mailto:usl@surrey.ac.uk) or by phone on **01483 68 1111**

If something breaks or is damaged when you move in, **report it to your landlord**. If your landlord does not adhere to your contract when fixing problems, you can report them here -

**Property Conditions Reporting :**  
01483 505050  
[www.guildford.gov.uk/  
article/18930/Report-property-  
conditions](http://www.guildford.gov.uk/article/18930/Report-property-conditions)



## Get Yourself Covered

Don't forget to take out home contents insurance to cover your valuables in the event of theft or damage, or check to see if it is included by your bank account or family's household insurance.



## University of Surrey Lettings (USL)

Looking for accommodation in the Private Sector? The University now provides an onsite lettings agency who will be able to help you with any questions you may have. You can visit them in person in the Accommodation Office and join their Facebook group to keep up to date with availability and announcements.

[www.facebook.com/  
groups/571082443030715/](https://www.facebook.com/groups/571082443030715/)



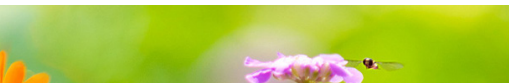
# Your Home





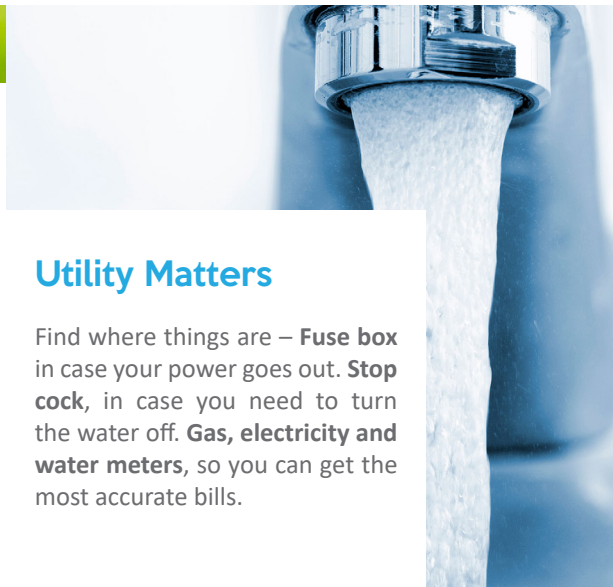
## Keep Your Deposit Safe

If you have an assured shorthold tenancy and have paid a deposit, your landlord (or agent acting on their behalf), must protect it in a government-approved tenancy deposit scheme that helps ensure you get back what you're entitled to at the end of the tenancy. For more information, visit [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/) and search 'Student Housing Deposit.'



## Garden Duties

Ensure you know who is responsible for maintaining the front and back gardens - your landlord may have left equipment for you to use, or you may be expected to organise this yourselves. Depending on the relationship you have with your neighbours they may be prepared to lend you theirs. Make sure you know where your responsibilities lie so that you fulfil them throughout the year. **Check your contract.**



## Utility Matters

Find where things are – **Fuse box** in case your power goes out. **Stop cock**, in case you need to turn the water off. **Gas, electricity and water meters**, so you can get the most accurate bills.



**TV licensing** - if you have a TV, make sure you have paid your TV licence. Rebates are available from the TV licensing authorities if you do not use the TV all year round [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



# Your Home

## How to Reduce Condensation

- ☐ Wipe the water from your windows and sills with a cloth - but make sure you wring it out in a sink so it doesn't evaporate back into the air.
- ☐ Leave washing to dry outside, or in a well ventilated room.
- ☐ Put lids on your saucepans when cooking and open a window.
- ☐ Use the trickle ventilators or night vents in your windows- you need a good air flow to help get rid of moisture which is produced when you sweat at night.
- ☐ Open a window after showering/bathing for at least 20 minutes and keep the door shut. When not in use, keep the doors open to let the heat circulate.
- ☐ Allow air to circulate where possible and avoid putting furniture against the outside walls of your home. Leave a gap between the wall and the furniture so air can circulate.
- ☐ Keep your house warm.
- ☐ Cover any fish tanks and remember that house pets and plants produce moisture too.



## Lights out? *If the power goes off...*

1. Check to see if other houses on your street have any lights on. If not, it may be a power cut.
2. Check your fuseboard to see if any of the switches have tripped to the 'OFF' position and switch it back on. You may have a faulty appliance (which needs unplugging) or have blown a bulb.
3. Check that the electricity bill has been paid!



## Dealing with Damp

Damp is a common problem in many properties in Guildford, especially over the winter. Damp can cause mould to form on walls, furniture and clothes, and may make medical conditions such as asthma, worse.

If you notice damp in your house, **notify your landlord.**



## Electrical Safety

Faulty appliances or damaged plugs, sockets and flexible cables can cause electric shocks, burns and fires. If you are concerned about any part of the electrical installation or appliances in your home,  **speak to your landlord or lettings agency, immediately.**



## NEVER...

- ⚡ Bring mains powered, portable appliances into the bathroom.
- ⚡ Overload adaptors, particularly with high current appliances such as kettles, irons and heaters.
- ⚡ Use adaptors plugged into other adaptors.
- ⚡ Trail cables from electrical appliances (including extension cables) underneath carpets or rugs.
- ⚡ Use any electrical equipment or switches with wet hands.
- ⚡ Wrap flexible cables around any equipment, when it is still warm.
- ⚡ Clean appliances such as a kettle, whilst it is plugged in.
- ⚡ Retrieve toast stuck in a toaster whilst it is plugged in, and especially not with a metal knife - there are live parts inside!
- ⚡ Fill a kettle or steam iron when it is plugged in.
- ⚡ Exceed the recommended bulb wattage for light fittings.



**Help!**

**If in doubt remember  
you can always speak  
to the University's  
Accommodation  
Office -**

You can contact them  
by phone:

**01483 682466**

visit their **office on  
campus** or at

**[www.surrey.ac.uk/  
accommodation](http://www.surrey.ac.uk/accommodation)**

# Your Housemates

## Tips for communal living

1

Sit down, set up a Whatsapp group and agree how you are going to live together. Maybe you could plan to cook evening meals together as this can work out cheaper. Have fun, and most importantly – enjoy yourselves!

2

Make a rota for chores and do small tasks whenever you have time (such as washing up straight after dinner, rather than leaving dirty dishes for a long time in the sink...!)

3

Consider having a 'house fund' for items such as milk and toilet roll, that all housemates use every day. Make a chart and tick off when you buy something.

4

Agree between yourselves how bills will be paid. If you choose to pay by direct debit from one person's account, other housemates should also set up a direct debit into that account to ensure that payments are always made on time.

5

Be open and honest if a housemate's habits are becoming difficult for others in the property – having calm conversations immediately after something happens is better than bottling up issues until they get out of control.



Falling out with housemates is one of the most common problems students sharing a house have. People that seemed fun and easy-going at the start of the year may have habits you find irritating, drunken nights out end in arguments and you receive unexpectedly large utility bills. If disagreements do occur, don't be alarmed- they are part of living with other people. Talk through issues rather than letting them build up and be prepared to negotiate with housemates.

## Some things that can cause arguments -

- Partners staying over and not helping with the bills.
- Borrowing items without asking.
- Housemembers not cleaning up after themselves.
- How much the heating needs to be on and at what temperature.
- Late night partying and spending too long in the bathroom in the mornings.
- Whose turn it is to replenish communal items such as bread, milk and toilet roll.
- Shaming people on group chats - a definite no!

### Work It Out – Conflict Resolution Service

When living off campus, you may find yourself in a situation that you don't know how to deal with. Conflict resolution is a free service which can help to resolve conflict between people who may work, study or live together. It allows you to have difficult conversations in a safe environment where a trained impartial mediator will facilitate a discussion to help both parties to listen to each other.

**Email [workitout@surrey.ac.uk](mailto:workitout@surrey.ac.uk) for more information**

# Your Safety

## Keeping your home secure

The majority of burglaries are opportunist – a few simple steps can be enough to make thieves think twice and move on!

1. When you go out make sure all windows and doors are locked. It might seem obvious but double check!
2. Check windows for vulnerabilities, make sure they're strong, secure and fitted with locks. If they're not you should speak to your landlord or letting agent.
3. Don't advertise your valuables to thieves. Ensure that your laptop, jewellery, cameras, bicycles, and any other expensive items cannot be seen from windows.
4. Simulate occupancy with light timers when the house will be empty especially over extended periods (Christmas, Easter).
5. Register possessions on 'Immobalise'. Having a record of the make, model and serial numbers will help the police identify and return items if stolen, and can make insurance claims much simpler.
6. Keep your gate shut and bolted at all times. Make sure bins don't make it easy for burglars to climb over walls or fences.
7. Get insurance. It is tempting to save money but make sure you have insurance and it covers all your kit.



### Secure bikes

If you own a bike make sure it's locked to an immovable object with a decent lock, preferably out of sight, inside your house!

- The best lock for your bike is a "D" Lock as these are less easily removed with bolt cutters.
- You can purchase a security marking kit for your bike which helps deter thieves and aids the recovery of stolen bikes. For more information visit [bikeregister.com](http://bikeregister.com)

### I.C.E. (In Case of Emergency) Number

Make sure you have your main contact in your phone labelled as ICE. Some smart phones give you the option to add medical information under your Emergency Contact Profile.

# Walking alone at night

If you have to walk, avoid short cuts in lonely areas. Keep to well-lit, busy streets. Always walk facing oncoming traffic so a car cannot pull up behind you.

If you regularly go walking or jogging, vary your route.

Avoid using a personal music player or mobile phone while walking or jogging. They can distract you from your surroundings.

If you think you're being followed, walk to the busiest place you can find or knock on a door. Then call the police.

Consider carrying a personal attack alarm.

When approaching your car or home, have your keys ready so you can enter without delay.

If you are attacked, shout for help as loudly as you can or shout for someone to contact the police. Use your personal attack alarm. Try to get to a safe place and call the police.

Hello my name is Hannah Storey and I am a Police Community Support Officer for Guildford Specialist Neighbourhoods Team. My job is to be link in with the local community and I deal with anti-social behaviour and low level crime. If you have any questions for Surrey Police you can ask me and I can direct you to the correct department. If you are reporting a crime please go online to Surrey Police Website or call 101. Always dial 999 in an emergency.



# Your Life in Guildford

## The Guildford Checklist



- ★ Experience the Student Takeover at The Friary shopping centre
- ★ Visit Airhop trampoline park
- ★ Walk around the Castle grounds
- ★ Enjoy a film at the Odeon
- ★ Wander through the market on the High Street (fridays).
- ★ Find a show to watch at G Live
- ★ Bowl or Skate at the Spectrum Leisure Centre
- ★ Explore Guildford Cathedral
- ★ Volunteer for a local organisation (visit [surreyvolunteering.com](http://surreyvolunteering.com))
- ★ Marvel at the Guildford Christmas light switch-on
- ★ Splash about in the Lido- maybe save this for the summer!
- ★ Participate in a fancy dress Citrus night
- ★ Take in a show at the Ivy Arts Centre on campus
- ★ Take your place in the Fireworks procession through town
- ★ Watch 'Steve the Stag' run the pancake race down the highstreet



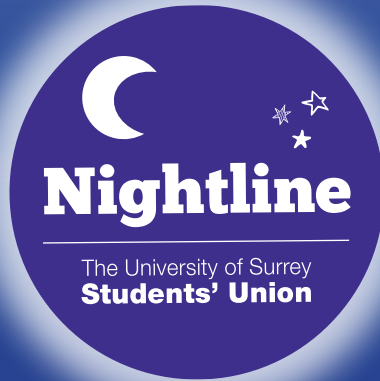


## Guildford Borough Wards



## Guildford Town

**Nightline** is a listening service for students,  
run by trained student volunteers.



**Nightline** is confidential and anonymous; you don't have to tell us anything about yourself, not even your name, and nothing you say will leave **Nightline**. Our fully trained volunteers will not advise or judge you, they are there to listen and support you. You can talk to us about whatever you want, at your own pace.

No problem is too big or small.

There are two ways to get in touch -



Instant Messaging - [ussu.co.uk](https://ussu.co.uk)

or **FREEPHONE**

Visit [ussu.co.uk](https://ussu.co.uk) and log in for the number

**Open Monday - Friday from 7pm-7am  
during Term Time**



The University of Surrey  
Students' Union



# Get Your Voice Heard!

**Have you registered to vote?**



If you're an eligible British/EU citizen, you can vote in local elections. British citizens can also vote in national elections, and can either register to vote in Guildford or a home address through the post.

**[www.gov.uk/register-to-vote](https://www.gov.uk/register-to-vote)**

# Useful Contact Numbers

## POLICE

**Emergency: 999**

**Non-Emergency: 101**

**Community Warden Office**

01483 444502

**University Security**

**01483 682002**

**Wellbeing and Support**

01483 689498

**Student Services**

01483 686868

**Students' Union**

01483 689223

**Accommodation office**

**01483 682466**

**University of Surrey Lettings Agency**

**01483 681111**

[usl@surrey.ac.uk](mailto:usl@surrey.ac.uk)

**Health and Community Care Services**

*(Noise and housing conditions)*

01483 444371

**Free Mouse and Rat Treatment**

0844 828331

**Guildford Borough Council**

01483 505050

# ROUTES ONE & TWO

## UNIVERSITY ► GUILDFORD ◀ STOUGHTON



[www.stagecoachbus.com](http://www.stagecoachbus.com)



**WITH THE STAGECOACH BUS APP**  
KNOW EXACTLY WHEN TO GET OFF THE BUS



Download the Stagecoach Bus App



Search Stagecoach Bus

# Know Your Bins



Find your collection day at -

[www2.guildford.gov.uk/services/waste/find-rubbish-collection-day](http://www2.guildford.gov.uk/services/waste/find-rubbish-collection-day)

Write your collection day below

Your bin will not be collected if the bin lid cannot shut!

Bins should be presented for collection at the edge of your property by 6.30am on the scheduled collection day. Remove your bins from the kerbside once they have been emptied.

Please present the correct bin on the correct week. If you are unsure whether it is recycling week or refuse week please check the council's website.

## Green recycling bin

Collected fortnightly

### Yes please

- dry paper & cardboard
- plastic bottles, pots, tubs & trays
- metal tins, cans & aerosols
- glass bottles & jars
- cartons for food & drink
- clean foil
- plastic & metal caps & tops



5+ in your house?  
Apply for additional  
Black and Green Bins  
for FREE! Contact  
[customerservices@guildford.gov.uk](mailto:customerservices@guildford.gov.uk)  
or  
01483 505050

Please rinse out  
any containers  
before putting  
them into  
your recycling

**No Thanks** • black bags • crisp packets

## Small green food waste bin

Collected every week

### Yes please

- meat & fish
- fruit & vegetables
- bread & cakes
- peelings, bones & skins
- rice, pasta & beans
- egg shells
- teas bags & coffee grounds



**No Thanks** • packaging • liquids • oils • fat

## Black refuse bin

Collected fortnightly

Normal household waste that cannot be recycled

Excess refuse will not be collected



Check the council's website for how to recycle textiles, batteries & small electrical items

Full details of all the Council's waste services can be found at

[www.guildford.gov.uk/recycling](http://www.guildford.gov.uk/recycling)