

living **Off-Campus** Guide

[Digital Copy]



The University of Surrey
Students' Union

your

COMMUNITY ZONE

team



Hi!

My name is Helena 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.

Helena



Holly Marquez
Community Zone
Committee (Exec)



Alice Wells
Community Zone
Committee (Exec)



Paul Olaniyan
Community Zone
Committee



Amber-Valetta Nunes
Community Zone
Committee



Gemma Paine
Community Zone
Committee



COMMUNITY REPS



Volunteers

Get Involved

Become a Community Rep or volunteer in another way through the Union by visiting ussu.co.uk and visiting the [Community pages](#).

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Contact Details

Helena Mason - VP Community

ussu.vpcommunity@surrey.ac.uk

 [@ussucommunity](https://twitter.com/ussucommunity)

01483 689981



Community Zone Members

ussu.communityzone@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 the **University Accommodation Office**. You can contact them by phone: 01483 682466, visit their office on campus or at www.surrey.ac.uk/accommodation.

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

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/



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/ 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.**

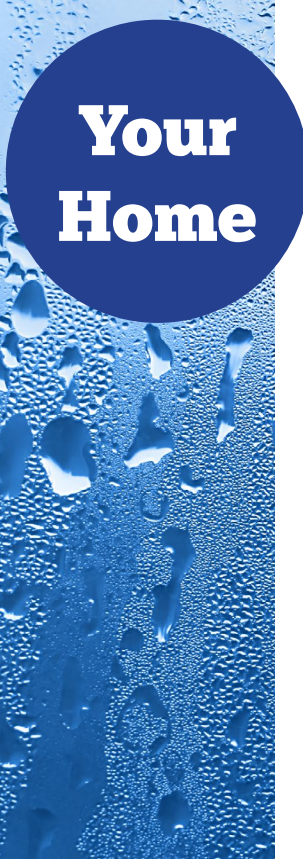


Utility Matters

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.



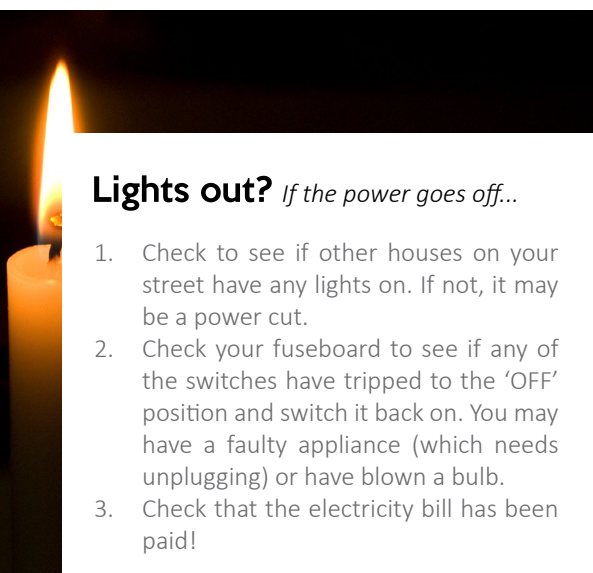
TV licensing - if you have a TV, make sure you have paid your TV licence. Rebates are available from the TV licensing authorities if you do not use the TV all year round www.tvlicensing.co.uk



Your Home

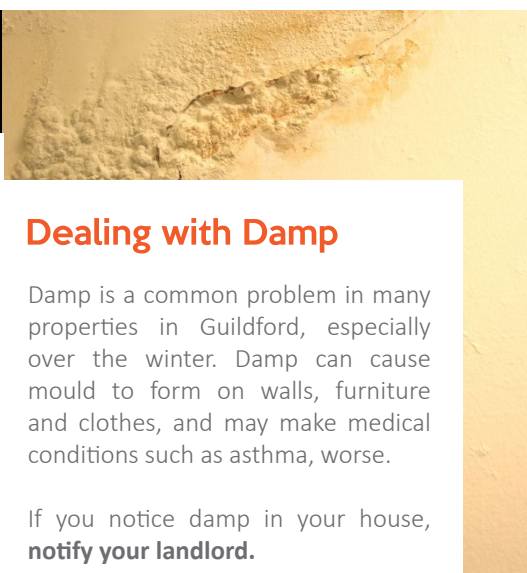
How to Reduce Condensation

- ☐ 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)**

Safer at Surrey

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 'Immobolise'. 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

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.

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!

University of Surrey Lettings Agency - Mediation Service

When living off campus you may find yourself in a situation that you don't know how to deal with. Perhaps a disagreement with a housemate, your landlord or neighbours. Alongside our Student Life Mentors, USL will arrange a mediation meeting to help facilitate an amicable outcome. In the first instance email usl@surrey.ac.uk



COMMUNITY REPS

Are you passionate about getting involved in your community?

The Community Rep scheme has, in the short time since its launch, already begun the vital work to break down barriers between students and our non-student neighbours. The job of a Community Rep is to be someone that can work with residents – students or non-students – and help raise any local issues they may come across, the aim of which is to dispel the stigma that surrounds the student population in Guildford and allow us to become a single community.

Become a Community Rep - or volunteer in another way through the Union - by visiting ussu.co.uk and visiting the [Community pages](#).



Guildford Borough Community Wardens

Guildford borough community wardens cover areas such as Westborough, Onslow, Stoke, Stoughton and the Town Centre. Rodney and his team are here to help, working with residents, listening to their concerns and empowering them to make their communities stronger and their neighbourhoods happier places to live. They do not have any enforcement powers and they are not there to discipline people. Their role is to be approachable, an information point about local services and to help with community concerns.

You can subscribe to their free monthly e-mail newsletters, attend local events or ask them about ways to get involved with the local community.

For more information regarding the wardens please contact Rodney Bates, warden supervisor on 01483 444502 or email rodney.bates@guildford.gov.uk



The Local Area

There's lots to see and do right on your doorstep - how many of these activities can you tick off?

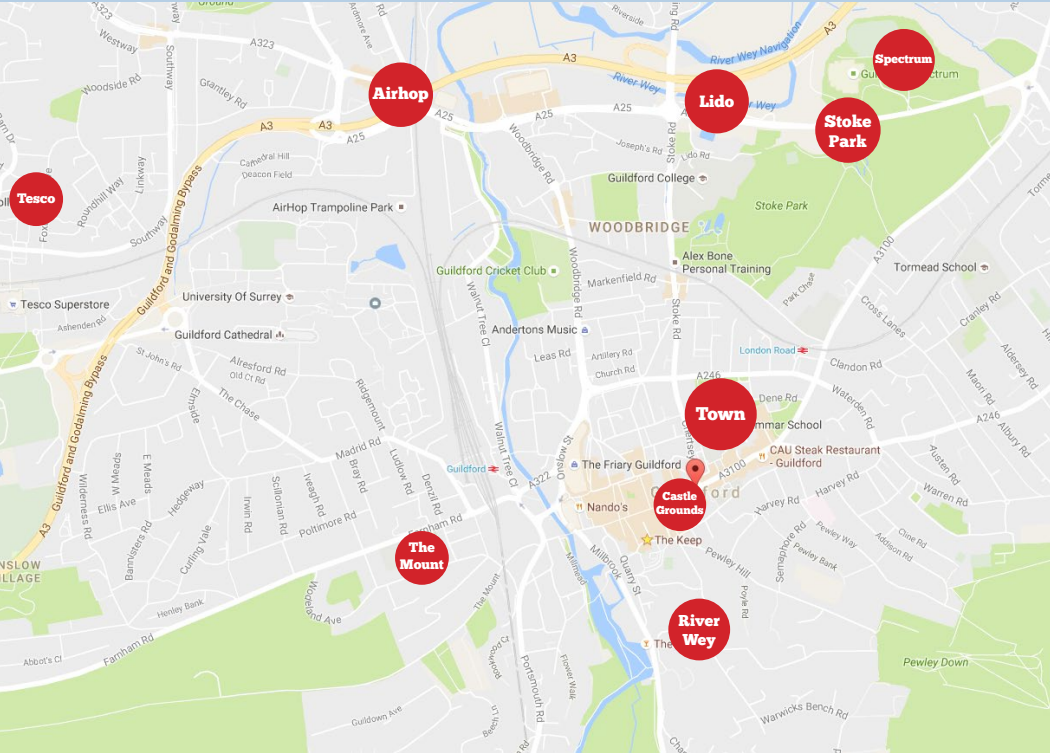
The Guildford Checklist

- ☐ 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 (the Union can help you with this, email Maddie at maddie.thomas@surrey.ac.uk)
- ☐ 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

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



Coming to
your
community
soon...

Useful Contact Numbers

POLICE

Emergency: 999

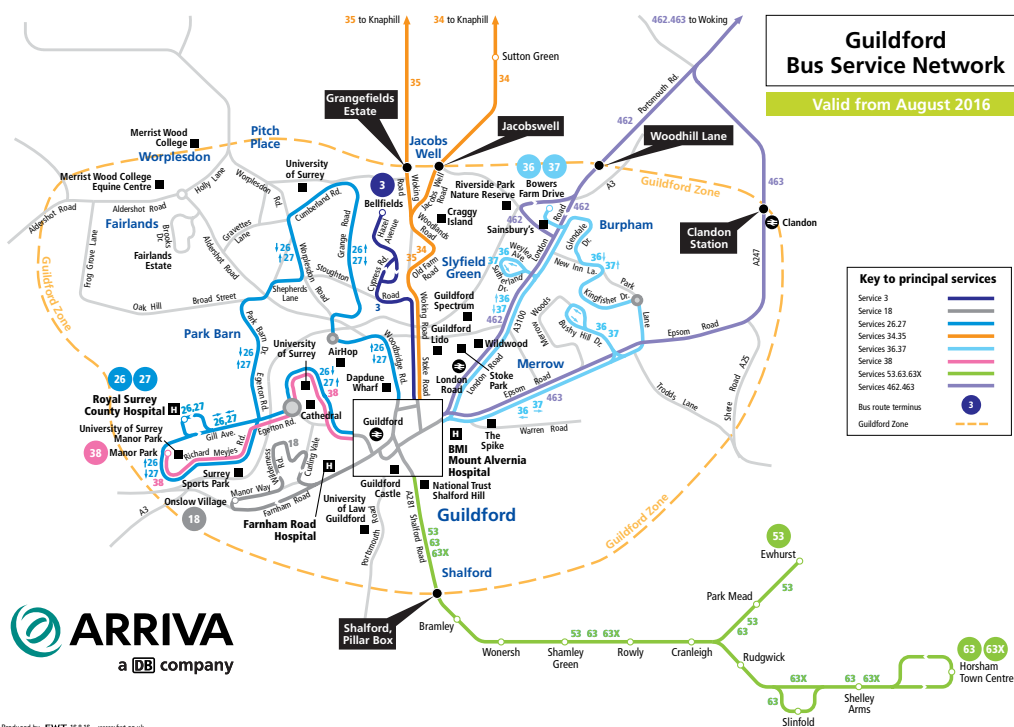
Non-Emergency: 101

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
Health and Community Care Services	
<i>(Noise and housing conditions)</i>	01483 444371
Free Mouse and Rat Treatment	0844 828331
Guildford Borough Council	01483 505050

Bus Route Information

Guildford Bus Service Network

Valid from August 2016



FREE apps on your smart phone

Journey planner, maps and real-time info, search **Arriva Bus App**

m-ticket

Ticket direct to your mobile, search **Arriva m-ticket app**

www.arrivabus.co.uk/app

Know Your Bins

Find your collection day at -

www2.guildford.gov.uk/services/waste/find-rubbish-collection-day

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

Write your collection day below

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



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