



living **Off-Campus** Guide 2020



The University of Surrey
Students' Union

Contents

Your Community Zone	3
Community Reps	4
Being a Good Neighbour	5
Council Tax	6
Peer Support Service	7
Your Home	8
Know Your Bins	10
Your Housemates	13
Places to Meet	15
Having Guests in Your Home	16
Your Safety	17
Experience Guildford	19
Nightline	20
Register to Vote	21
Useful Contact Numbers	22

your

COMMUNITY ZONE

team



Hello!

My name is Izzy and I am your Vice-President Community for 2020-2021. The Community Zone's 5 part-time officers and I are responsible for organising social activities and events that bring students together, and representing the views of students both within the campus community and the local community. We are always up for hearing suggestions so feel free to contact us anytime, or even come along to one of our zone meetings (see ussu.co.uk for details).



Adesuwa Obasohan
RAG Chair (Exec)



Nathaniel Nelson-Williams
Community Zone Committee (Exec)



Philip Efthimiou
Community Zone Committee



Rachel Christenson
Community Zone Committee



David Dobrotvorskij
Community Zone Committee

GET INVOLVED!

Become a Community Rep, Sustainability Ambassador, or volunteer in another way through the Union by visiting ussu.co.uk or surreyvolunteering.com

Get in Touch

VP Community, Izzy | ussu.vpcommunity@surrey.ac.uk
Community Zone | ussu.communityzone@surrey.ac.uk

COMMUNITY REPS

A Community rep is a student representative for a designated ward in Guildford. Community Reps are student representatives that can listen to residents (students and/or non-students), and help raise any local issues, providing a vital link to create a community between all those who live in and around Guildford.

The aim of a Community Rep is to ensure that opinion is gathered on a variety of issues from students and other local residents in the ward that they are representing.

Community Reps ensure the student voice is heard at various resident meetings and other community events; working alongside the VP Community, local borough council and residents to enrich the local community and student involvement in it.

Looking for your local Community Rep? You can find them at - www.ussu.co.uk/yourzones/community

If you would like to become a Community Rep and live within any of the below areas, you can apply online at surreyvolunteering.com.

If you have any questions, contact VP Community, Izzy, at - ussu.vpcommunity@surrey.ac.uk.

- Onslow
- Westborough
- Stoughton and Stoke
- Guildford Park
- Walnut Tree Close
- Town Centre (Friary, Holy Trinity and Christchurch)
- Commuters

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 – if you're feeling shy, at the very least pop a note through the letter box to say 'hi'. This lets your neighbours know that you are approachable, should they have any issues.
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 your neighbours know in advance and finish at a reasonable time. You are responsible for your guests and their behaviour. Please also remember to follow current Government guidance in relation to Covid-19 safety and social distancing.
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 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) 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

Peer Support Service

University of Surrey Peer supporters have been trained by the Wellbeing and Welfare Department to provide a non-judgemental listening and support service to all Surrey students. They are all students at Surrey and genuinely care about you and want to listen, support and guide you in any way they can to help make your university experience the best it can be!

Peer supporters can give you support and guidance from a student's perspective and signpost you to other services across the University and wider Guildford and Surrey community. If they don't know the answer to something, they will be able to point you in the direction of someone who does.

When and how do I contact a peer supporter?

Peer supporters are available 7pm - 9pm 7 days a week (will this still be the case in semester time?). To see the different ways you can contact a peer supporter, visit www.surrey.ac.uk/peersupport



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 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



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/



Council tax exemption

Council tax exemption – fulltime students do not need to pay council tax, however, you will need to provide the council with the necessary proof of your student status to make sure you don't get an unexpected bill. This can be done when you reregister with the university, if you encounter any problems seek help from the student services. Contacts can be found at the end of this booklet.



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.'

Your Home



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

Know Your Bins



Find your collection day at -

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



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

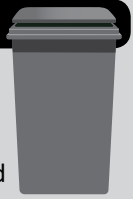


No Thanks • packaging • liquids • oils • fat

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

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.
- ✘ Touch 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 such as taking out the dustbin or hoovering the sitting room. Try to complete small tasks then and there, such as washing up straight after dinner, rather than leaving dirty dishes 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 rota so a different person buys these items each week.

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!

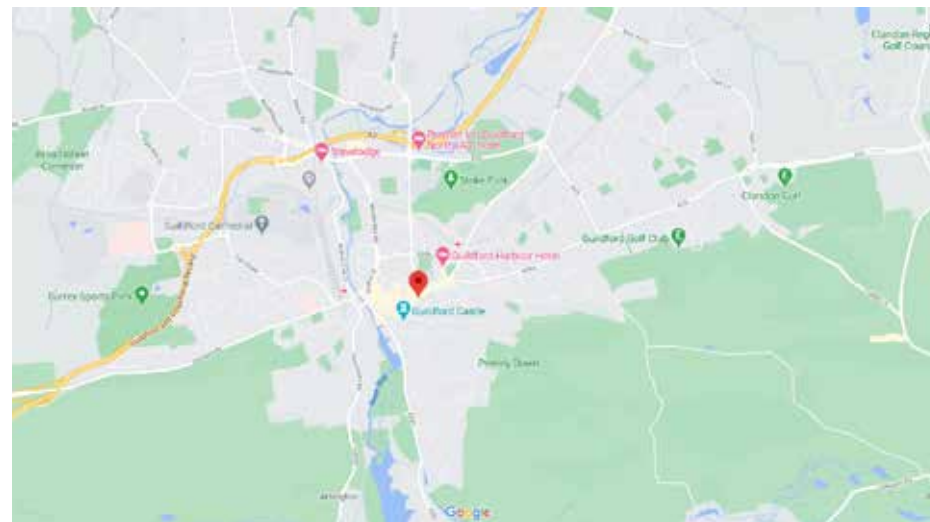
Work It Out – Conflict Resolution Service

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 for more information

Places to meet with friends

To reduce the risk of spreading Covid-19 infection, it is safer to socialise outdoors with friends rather than indoors. So if you're meeting up with friends, avoid doing this in your house, but instead, visit one of the many beautiful outdoor spaces in Guildford. No matter where you live in Guildford, there will be green spaces nearby and this map highlights just how much green space we have in Guildford!



Please remember that the spaces listed below are for public use and therefore you must be respectful of the area and the other residents who use it. **Do not litter**- take any rubbish you produce home with you, or throw it in the bin. **Be cautious of your noise levels**- do not play music out of speakers in public areas. If green spaces in Guildford are abused through anti-social behaviour, the public may lose the right to access them freely so it is important you behave sensibly and leave the space as you found it.

Places to visit

Stoke Park
Nightingale Rd, GU1 1ER

Park Barn Drive Park
119-153 Park Barn Dr,
GU2 8EU

**Stoughton Recreation
Ground**

University Campus Lake

Bellfields Green
6 Oak Tree Dr, GU1 1JU

Stoke Recreation Ground
26 Recreation Rd,
GU1 1HT

Allen House Grounds
GU1 4AZ

Shalford Park

Shalford Rd, GU4 8AA

Woodbridge Meadows
Bannister Field, GU2 7XU

PATS Field
Stag Hill Campus

Manor Park Pond

Having guests to your home amid the pandemic

Do

- ✓ Meet in the garden rather than indoors as the risk of spreading infection is reduced outside.
- ✓ Encourage guests to bring their own food and drink to reduce the risk of contamination.
- ✓ Wash your hands frequently and disinfect surfaces guests may be in contact with.
- ✓ Wear a face covering if meeting indoors.
- ✓ Stay up to date with government guidelines by visiting: <https://www.gov.uk/coronavirus>.

Don't

- ✗ Meet in groups of more than six
- ✗ Meet in groups from more than two households.
- ✗ Hug or touch your guests. Remain at least 1m away.
- ✗ Drink alcohol to an excess that your judgements are impaired.
- ✗ Play music through speakers or socialise loudly in the garden as this can disrupt your neighbours.

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

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 'fire' as loudly as you can; studies have proven that passers-by are more likely to respond to 'fire' than 'help'. Try to get to a safe place and call the police.

experience**eg**uildford™

With 240 retailers, 100 places to eat, 3 shopping centres and 3 theatres, there are many ways you can experience Guildford.

Overwhelmed by the number of options? Use the directory at experienceguildford.co.uk to narrow down your search and find your dream shop, restaurant or service.

Privilege Card

The Experience Guildford Privilege Card provides new offers and promotions for Guildford shops and restaurants every month.

Discounts you can receive with the card, can include:

- 10% off in Accessorize
- 2 for 1 on main meals at Olivo
- 10% off classes at TurnFit Studio
- 25% off glasses from £69 range at Specsavers
- 20% off food at The Britannia

To see the whole range of offers and promotions you could receive through the Privilege Card, visit experienceguildford.co.uk

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

or **FREEPHONE**

Visit ussu.co.uk and log in for the number

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



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

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

Health and Community Care Services

(Noise and housing conditions)

01483 444371

Free Mouse and Rat Treatment

0844 828331

Guildford Borough Council

01483 505050