



Keeping the peace

A Guide to Community Living



University of the
West of England

bettertogether



Dear Resident

Academic Year 2010/2011

Moving out of University accommodation and into your first shared house/flat with friends is an exciting time. Along with more independence you will also gain responsibilities, not just in paying the rent and bills, but towards other members of the community.

Whilst the vast majority of students and non-student residents live in harmony, lifestyle differences can cause distress and conflict. Things that may not seem important to you can be a major source of irritation and upset to non-student residents. The most common complaints about students received by the University involve

- excessive noise (day or night)
- anti-social behaviour
- inconsiderate parking
- rubbish not put out correctly, not recycling rubbish or bins left out permanently, obstructing access

The University is committed to responding to concerns in the community over student behaviour and aims to encourage high standards of conduct.

These following pages aim to help you to be a good neighbour and to give you the information you need to ensure that you have a happy year.

If you require any further advice or information please contact me on **0117 32 81366** or **Nigel2.england@uwe.ac.uk**
Or the **Student Union Advice Shop** on **0117 32 82571**
www.uwesu.org/advice

Yours sincerely

Nigel England.

Community Liaison Manager



On moving in - say hello

Introduce yourselves to your neighbours. Find out if they have young children who need to go to bed early or if they are elderly. Do they work? Ask about rubbish and recycling collections.

See **www.bristol.gov.uk** or **www.southglos.gov.uk** if you are resident in South Gloucestershire for collection days. If you are on friendly terms it will be easier for you to appreciate any concerns they may have and they will be more likely to approach you if they have a problem.

Make yourself at home

This will be your home for at least the next year, so make an effort to become part of the community. Get to know the community and you'll get a chance to escape the student bubble and to make friends with a much wider range of people than you already have.

Consider joining your local residents association. If there is a neighbourhood watch, join in; students are prime targets for burglaries so it makes sense to do everything you can to protect yourself. See **www.avonandsomerset.police.uk** for Crime Prevention advice and details of Community Groups in your area. Look for opportunities to make a positive contribution to your area, check out **www.uwe.ac.uk/volunteer** for volunteering opportunities.

Volunteering can add valuable skills and abilities to your Degree Citation which employers will be looking for.

A very high percentage of students stay in Bristol after graduation so your efforts may pay dividends in the future.



Noise

Many of the houses in Bristol are old with poor sound insulation which means that noise travels easily through floors and walls. What may not sound loud to you may still be disturbing your neighbours. If you are aware of your neighbours' activities, they will probably also be aware of yours. Avoid shouting, slamming doors or running up and down stairs late at night.

If you are chatting or entertaining late try to

- Avoid using rooms that adjoin neighbours' bedrooms
- Position stereos, tvs and computers away from adjoining walls
- Keep your doors and windows closed to help prevent noise from carrying - noise seems to travel a very long way at night!

Students often have no idea that they have been disturbing their neighbours. Ask your neighbours to pop round and let you know if they have any problems.

Noise at night

When returning home late at night ensure that noise is kept to a minimum. It's easy to unintentionally disturb the sleep of your neighbours when there is less background noise. Avoid raised voices, singing in the street, revving car engines, car stereos blaring out, and late night meetings at your front door and keep the volume of TVs, music or computer games low.

Parties

There are a few things that you can do to minimise the chances of neighbours being disturbed or complaining:

- If you are planning big event look into hiring a venue.
- Give neighbours plenty of advance warning and tell them what (reasonable) time you expect the party to finish – and stick to this!
- Give them a mobile number they can call if they are worried or being kept awake and then make sure someone has the mobile on them.
- Avoid weeknights and try not to have lots of parties at the same house, it's not fair on your neighbours.
- Don't put your house details as a bulletin on twitter or create a public event on facebook or you could end up with far more guests that you can cope with. Remember that you will be held responsible for the behaviour of your guests (and any damage caused to your property).
- Residents often feel too intimidated to complain late at night in the middle of a party so do check noise levels, especially the bass. If you can hear the music from outside, it's too loud.
- If your party starts outdoors in the summer move it indoors at a reasonable time and keep doors and windows closed to stop noise carrying.
- Don't allow guests to hang around out in your garden in the early hours of the morning. Ask your guests to leave quietly.
- Respond politely to requests by neighbours to either end the party or turn the music down (and keep it down).

Anti social behaviour

That this is unacceptable should go without saying but we still get complaints about students climbing on cars, letting off fireworks, urinating in streets and gardens, playing football in the street at 05:00, throwing eggs or paint, putting up obscene pictures outside their houses and even being abusive to other residents. This is anti social behaviour and is a criminal offence that can result in prosecution.



Be warned!

If you make too much noise or behave badly your neighbours may contact the University, Noise Pollution Officers at Bristol City Council or the Police in addition to your landlord or agency.

Under the Noise Act 1996 City Council Noise Officers have powers to deal with noise complaints, including Noise Abatement Notices, formal cautions, and prosecution and in extreme cases involving loud music, confiscation of the music equipment.

Complaints about excessive noise or anti-social behaviour are taken very seriously by the University. Disciplinary action will be taken against students where there are substantiated cases of serious misconduct.



Responding to Complaints Your Response

If someone comes round or calls you to complain there are a few golden rules on how to respond:

- Never be rude or aggressive (even if they are)
- Try to see things from their point of view – one day you too may be up all night with a baby that can't sleep
- Say sorry – a heartfelt apology can defuse most situations
- Look at possible solutions, could you move the TV or even change the location of the living room
- Contact UWE's Community Liaison Manager or Accommodation Manager for advice or mediation.
- Finally, try not to do it again!

Cars

If, despite Bristol's parking problems and the University's advice, you have a car, please park it considerately, bearing in mind that many residents use their cars daily for work or to transport children or the elderly. Please do not park on pavements as you will obstruct access. Please also do not block driveways where there is a car on the drive. You can be fined and towed away if the residents cannot get their car off of the driveway.

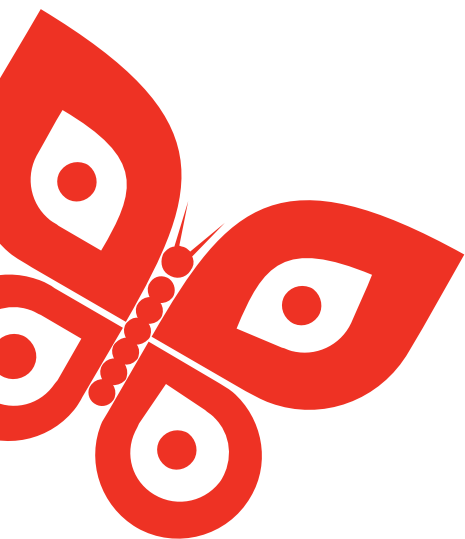
Some students only use their car to bring belongings back and forth every term and leave their cars on the street for most of the term. Please consider whether the cost of keeping a car (tax, insurance, etc) just for occasional journeys makes financial sense. Other residents do find it frustrating if they can never park in front of their own homes because another car is parked there permanently.

Even better just don't bring a car. Make a positive choice for the environment and your health. Walk cycle or take the bus or train. Many of you will live within easy walking or cycling distance or you can take the Ulink bus – UWE's low cost service to all the campuses. Consider cycling if you haven't before – Bristol is a cycling city and routes and facilities are improving all the time. Visit www.uwe.ac.uk/cycle for cycling information.



Student Parking

Students may only park in designated parking spaces within Car Parks 1 and 20 at Frenchay campus and the designated car parking spaces at all other sites. All students must display a validated car parking token whilst parked on all sites between the hours of 09:30 and 17:30 Monday - Friday. Students that live in accommodation at Frenchay campus are not permitted to park or bring a vehicle onto university property at any time.



See www.uwe.ac.uk/transport for UWE's Car Parking Policy.

See www.uwe.ac.uk/ulink for details of UWE's own bus service.

Visit www.bristolneighbours.com for further help and advice re Community Living.

Car parking in the Stoke Park estate and residential streets around campus locations

Under no circumstances should UWE staff and students park vehicles in neighbouring residential streets. Cars blocking exit from properties in and around the estate may be reported by residents to the police or local authority, who can authorise fixed penalty notices and vehicle removal. Also if cars are parked dangerously on the road they can be issued with Fixed Penalty Notices.

Please help us to maintain a good relationship with our surrounding communities.

UWE have Community guidelines in your Diary and UWE Charter. Please abide by them. You as UWE students have not only your own reputation but the reputation of the University to consider and uphold. Thank You. Remember you will be looking for a job/career shortly.

Refuse and Recycling

Bristol City Council has introduced a scheme for collecting waste in order to maximise recycling. Your household will have been provided with:

A brown kitchen waste bin and caddy

Keep the caddy indoors lined with newspaper and empty it into the kitchen bin when full. The lid of the kitchen bin must be locked for collection – push the handle forward to lock the lid down.

Cardboard

Should be flattened and placed next to the kitchen bin (not in the bin), weighed down if necessary. This includes food packaging (take off all plastic) but drinks and liquid cartons (tetra packs) can't be collected.

A wheelie bin for non-recyclable stuff
Bristol has a no side-waste policy. Bags left next to the bin or piled on top will not be collected.

Put your bin out by 07:00 on collection day and always bring it back onto your property the same day after it's been emptied.

Not everyone gets a wheelie bin.

Properties with no storage for wheelie bins will need to use black bags but you are only allowed 4 bags per property for collection, the rest will get left behind. Please try to keep your garden looking tidy and not a dumping ground for black bags.

Flytipping

As little as 2 bags left out on the street on non-collection days is classed as fly-tipping for which you could be fined. Recycle as much as you can.

A black box

For recycling paper, clothes, bottles, etc



A green garden bin (chargeable, optional)

If you need to dispose of grass cuttings or other garden waste you or your landlord will need to purchase a green bin from the Council. The cost for the bin is £21 and the collection charge for a year is £29.

Ordering a green bin, more black boxes or bigger wheelie bins

E-mail recycling@bristol-city.gov.uk or

Telephone 0117 92 23838

If there are 6 or more tenants in your property you are eligible for a larger bin that can hold up to 6 black bin bags.

Collection days

If you don't know when your rubbish and recycling is collected you can find the information at www.bristol.gov.uk.

End of year clear-outs

There are complaints every year at the end of the summer term about mounds of rubbish being left out by students that look unsightly and smell extremely unpleasant as well as obstructing the pavements. Please ensure that you start clearing out early and plan ahead to ensure that your rubbish is disposed of before you move out.

Unwanted furniture or electrical items?

The following charities will take certain items of furniture and appliances for free at their discretion. Upholstered furniture should have a label on it saying "carelessness causes fire" otherwise it won't be accepted.

The SOFA Project

Telephone 0117 95 43567

E-mail info@sofaproject.org.uk

www.sofaproject.org.uk

Will collect re-usable items of furniture and electrical appliances free of charge. Gas appliances cannot be accepted.

Emmaus

Telephone 0117 95 40886

www.emmausbristol.org.uk

Collect in and around the Bristol Area. Do not accept washing machines or cookers.

Too much rubbish?

If you have more rubbish than can be dealt with on a normal collection day, you will need to make your own arrangements. Bristol City Council offer a Bulky Waste Collection Service where they will remove a maximum of three large items including furniture, electrical items, washing machines and mattresses for a small fee, currently £15 (as at 2008). Contact them on 0117 92 22100. Or www.bristol.gov.uk

If you have your own transport you can use one of the rubbish and recycling centre's (tips)

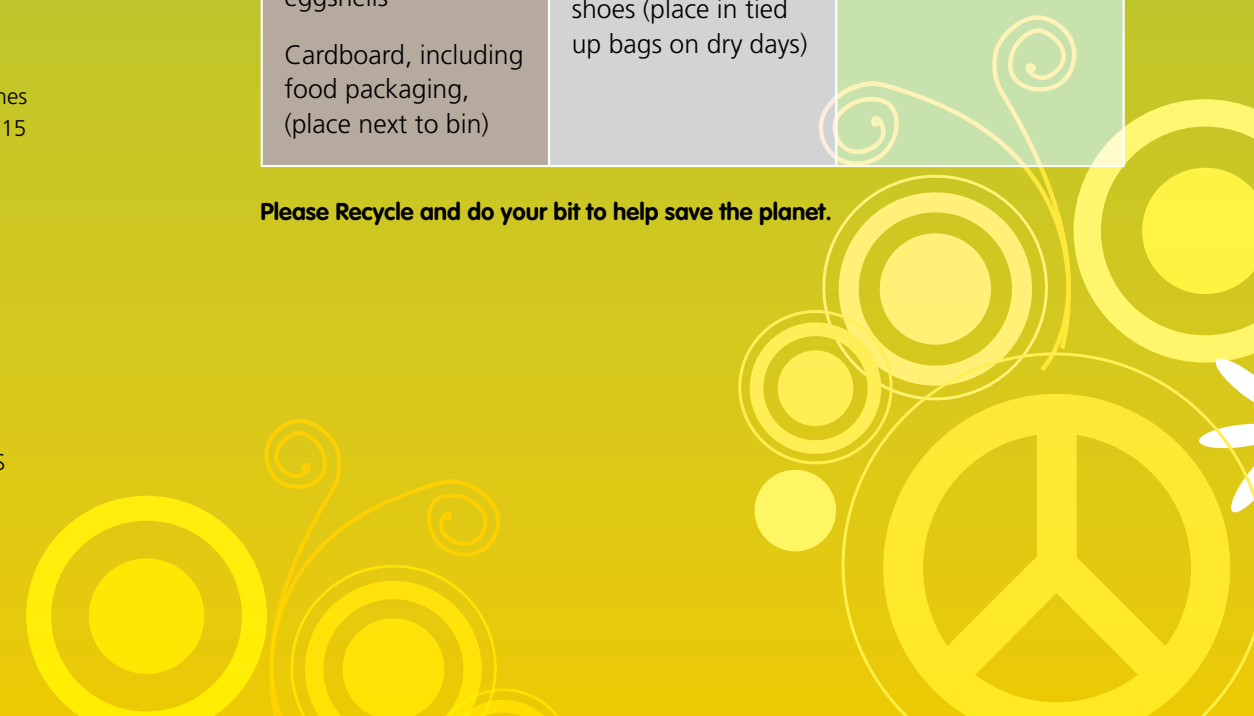
St Philips Recycling Centre, Days Lane,
St Philips, BS2 0QS

Avonmouth Recycling Centre,
Kingsweston Lane, Avonmouth, BS11 0YS

Recycling your waste – what goes where

COLLECTED WEEKLY	COLLECTED WEEKLY	COLLECTED FORTNIGHTLY
Brown kitchen bin	Black Box	Wheelie bin
Fruit and vegetables Meat and fish, including bones Cooked and uncooked food Bread, pasta, cereal, rice Tea bags, coffee grounds Dairy products, eggshells Cardboard, including food packaging, (place next to bin)	Paper, newspapers, magazines, catalogues, junk mail - remove plastic wrapping Batteries - (place in a tied up bag) Rinsed out glass bottles and jars Cans, tins and foil Clothing, material, shoes (place in tied up bags on dry days)	Plastics Broken glass Tetra packs Any other non-recyclable rubbish

Please Recycle and do your bit to help save the planet.





Useful Contacts

Bristol City Council - Main switchboard

0117 92 22000

Rubbish and Recycling Enquiries

0117 92 22100

Council Tax Office

0117 92 50981

Environmental Health Housing Team (North)

0117 90 38704

Environmental Health Housing Team (South)

0117 37 72532

Environmental Health Housing Team

0117 90 38980

(Inner City Team)

Environmental Health Noise Pollution

0117 92 22050

Trading Standards

0117 92 23689/92 23444

South Gloucestershire District Council - Main Switchboard

01454 868009

Rubbish and Recycling enquiries

01454 868000

Council Tax Office

01454 868003

Environmental Protection

01454 868001

Housing Needs Team

01454 865496

Street Care

01454 868000

Useful Web Links

Disabled students advice:

www.uwe.ac.uk/advice/disability

International students advice:

www.uwe.ac.uk/international

Student Union Advice Shop:

www.uwesu.org/advice

Ulink: www.uwe.ac.uk/ulink

Recycling: www.recycling-guide.org.uk

People and Planet: www.uwesu.net/pp

Utilities

Bristol Water – Supply Queries

0845 7023797

British Gas

0845 4040506

Gas escape emergency number

0800 111999

HSE Gas Safety Advice Line

0800 300363

EDF Energy

0800 0151736

Wessex Water

0845 6002600

Other Useful Contacts

Student Union Advice Shop

0117 32 82571

Citizens Advice Bureau

0870 1212134

Energy Watch

08459 060708

OFCOM (Office of Communications)

020 7981 3040

Gas Safety Registered

0800 4085500

TV Licensing

0844 80 067 90

Tenancy Deposit Protection Service

0871 70 30 552

Tenancy Deposit Protection Scheme

0870 70 71 707

Water: www.water-guide.org.uk

Electricity: www.electricity-guide.org.uk

Gas: www.gas-guide.org.uk

Community living: www.bristolneighbours.com

Accreditation: www.privatehousinginformation.co.uk

Bristol City Council: www.bristol.gov.uk

South Glos Council: www.southglos.gov.uk

Sports: www.uwe.ac.uk/sport