

Community Living Guide 2020



UNIVERSITY OF
BIRMINGHAM

COMMUNITY
living

 Guild of
Students



Okay, so you've moved to the private sector and you're looking forward to the next year in your new home. This guide is designed to give you all the advice you need to make the most of your time living in the community.

It's broken down into nine easy-to-remember steps that everyone can follow, to live healthily and happily in the private sector. It really is as simple as that.

'Rona realities: navigating life in Selly in the time of Covid

- (Not so) Social Distancing
- What to do if you have symptoms
- 'Everybody needs good neighbours...'
- Noise
- COVID-19 and Community Conduct Commitment

Settle in

Look after your home

Stay safe and be vigilant

Save your money

Be a supportive housemate

Do your bit for the environment

Explore the local area

Become part of your community

Contact details for support



'Rona realities: navigating life in Selly in the time of Covid' *

* Note: The advice in this guide was accurate and up to date when going to print, but we realise that things move quickly. You can find the most up to date advice at www.gov.uk/coronavirus.

This most likely isn't how you expected things to go down when you signed your lease agreement, way back when, with all manner of expectations about what life in Selly would look like for you and your gathered housemates. It isn't what we expected either, but it's where we are. So: how do you live well and healthily in these Covid times?

You and your housemates now make up one 'household', so whenever you see guidance which refers to households, that means everyone who you live with who shares common facilities such as kitchens, bathrooms and living spaces – whether there are 3, 5 or 9 of you.

We've covered the main areas that we could think of here, but if you have any questions you can get in contact with Community Living, Guild Advice or Community Wardens – see page 22 for contact details.

(Not so) Social Distancing

Life in Selly is not going to be the way it was before Covid-19. There are guidelines, rules and regulations, and many things to bear in mind. We realise that this is going to mean that gatherings will be smaller, with fewer households (remember, that's you and all your housemates), and regulated by the government.

We don't want to go all Handmaid's Tale or 1984 on you, but there are certain realities that you will need to bear in mind – not only so that you protect yourself, your house and course mates, and the local community, but also so that you don't fall foul of the law.

At the time of printing this booklet, this is the government guidance:

- To avoid risks of transmission and stay as safe as possible, you should **always maintain social distancing with people you do not live with** – indoors and outdoors. You should only have close social contact with others in your household and support bubble.
- **It is against the law for gatherings of more than 30 people to take place in private homes (including gardens and other outdoor spaces) or in a public outdoors space, unless planned by an organisation in compliance with COVID-19 Secure guidance.** The government will also be introducing fines for those who facilitate or organise illegal gatherings of over 30 people.
- **If you or someone in your household or support bubble are showing coronavirus symptoms or if you have had a positive COVID-19 test result, everyone in your household or support bubble should stay home.** If you or a member of your support bubble is contacted as part of the Test and Trace programme, the individual contacted should stay at home. If the individual become symptomatic, everyone in the support bubble should then isolate.
- **It is critical that you follow these guidelines to keep both yourself and others safe.**

Source: www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july



Stay up to date

This guidance can change. Visit www.gov.uk/coronavirus to check the latest advice.

Need help? Not sure what's allowed?

Contact us at Community Living via communityliving@contacts.bham.ac.uk, or email your Community Wardens at community@guild.bham.ac.uk. We'll be happy to help.

What to do if you have symptoms

We recognise that this will feel very worrying, and may be super inconvenient, particularly if your symptoms are mild. However, in order to keep the virus in check we all need to do our bit, and look after ourselves and one another.

If you have symptoms of COVID-19, however mild:

- Self-isolate at home for at least 10 days
- Book a test – search 'NHS Covid test' or call 119: there is a testing centre on campus

If you test positive for COVID-19, even if you don't have symptoms:

- Self-isolate at home for at least 10 days
- Inform the University
- Stay away from housemates as much as possible
- Wash your hands regularly

If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the NHS 111 online COVID-19 service at 111.nhs.uk. If you do not have internet access, call NHS 111. For a medical emergency, call 999.

Source: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Please do use 111 for help with Covid-19 symptoms, or 999 in an emergency, but remember: if you find that you need help or support then these people might be able to help:

- Are you struggling to get food shopping in due to being in isolation?
Contact: community@guild.bham.ac.uk
- Are you worried about how your academic life might suffer if you have to isolate?
Contact: guildadvice@guild.bham.ac.uk
- Are you struggling with your mental health and need some support? See here for more information: intranet.birmingham.ac.uk/student/Your-Wellbeing/mental-health/Personalised-Support
- Are you having issues with your housemates around isolation, Covid-safe cleanliness, or wellbeing?
Contact: community@guild.bham.ac.uk

‘Everybody needs good neighbours...’

Online learning and less open nightlife means everyone spending more time in their homes and in the local community. There has never been a more important time to be aware of your and your household’s impact on your next-door neighbours and street.

So, how can you be a good neighbour and member of the community?

Be mindful of your actions

Please be considerate and ensure your actions do not disturb your neighbours. Though you may be excited for the start of term after a loooooong summer, and keen to spend time with your housemates, please remain aware of the amount of noise you’re making, including any music or television that is playing. Neighbours may have work, or children may attend school. Keep noise to a minimum, particularly between the hours of 11pm and 7am. See below for more info on this.

Be a good neighbour

Ask your neighbour if they need something during your trip to the shops. Whether your neighbour is vulnerable or not, if you’re heading out to do some shopping, maybe you could pick up a few bits for them too!

Volunteer your spare time

It’s a great time to help your community. Community Wardens can link you up with volunteering opportunities to help those in your community. Find out more by contacting them.

Be Covid-19 safe

Respect and adhere to the Covid guidelines laid out earlier in this booklet – they will not only keep you and your housemates as safe as possible, but will also keep others in the local community safe. This also means maintaining social distancing in public spaces, and wearing a face covering.

Noise

We really and truly recognise that your experience of being at University this year, in particular the social aspects of that, may well take a hammering during these times. We know that, because there will be less open at night time, the temptation will be to have more gatherings in your homes and gardens. Whilst we understand this, and don’t want to be party poopers, there are some things that you need to think about:

- Noise travels, particularly at night time, and particularly if you are outside
- There are guidelines on how many people can gather in one space, which can be enforced legally – large parties may face monetary fines
- There is genuine concern in the local community (student and non-student alike) about the potential for the spread of Covid-19 at house and garden parties, and other gatherings, and this will make people more vigilant than normal regarding these kinds of activities

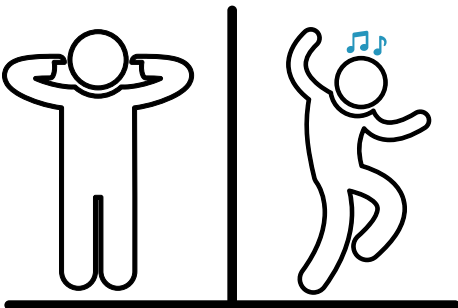
In the next section, find out what counts as a ‘noise nuisance’, your neighbours’ rights, what happens if a complaint is made about you, and the University’s anti-social behaviour policy. Please read this section – you might save yourself a fine, a trip to court or finding yourself in serious trouble with the University that could affect your studies. Remember: complaints about noise related to a breach of Covid-19 regulations will likely involve the police.

So, what constitutes a ‘noise nuisance’?

A simple definition of noise is ‘unwanted sound’. When this unwanted sound becomes a nuisance depends on various factors. Faced with an accusation of causing a noise nuisance, it is useful to ask yourself a number of sensible questions. These are the sorts of questions which an investigating officer or a Magistrate would ask.

- Is the noise loud, and/or does it have some other annoying quality which makes it disturbing?
- Is it frequent and/or how long does it normally last?
- Does the noise occur at unreasonable times, such as very early in the morning or too late in the evening?
- Is it due to unreasonable behaviour, and is the noise problem easily put right?
- Does the noise arise from normal behaviour, and/or is the real problem poor sound insulation between the premises?
- Crucially, would a reasonable person consider the noise to be a nuisance, having regard to the circumstances?

Officers within the Local Authority who have authority under the Environmental Protection Act will apply their professional judgement when making a decision - and a Magistrate will normally accept their view.



Who can take action?

Your neighbour

INFORMAL ACTION

Your neighbours have the right to tell the City Council about the problem, and to ask for assistance at a very early stage. A visit, or a letter, from an officer of the City Council might be the first time that you are being made aware of the problem. Whichever is the case, you will be asked to put your side of the story if you wish, and to take corrective action on an informal basis. If the nuisance stops, then there will usually be no need for further investigation or more formal action by the City Council.

YOUR NEIGHBOURS' LEGAL RIGHTS

Your neighbours have legal powers to take a complaint further. Under Section 82 of the Environmental Protection Act 1990, they can make a complaint about the noise nuisance direct to the Magistrates' Court. Your neighbours are obliged to give you notice in writing of the complaint, and to tell you that they intend to take legal action. They must take this action at least three days before making a complaint to the Court. This gives you a further opportunity to sort matters out before the case comes to Court.

If the Court is satisfied that your neighbours have good evidence to support their complaint of noise nuisance, you will be summonsed to appear at a court hearing where a Magistrate will hear the full case against you. If you lose the case, the Magistrate can make an Order requiring you to abate the nuisance, and, additionally, you may face a fine. You might be required to pay the costs of the case. If the nuisance still continues then you will have committed an offence, and you will be required to return to Court.

THE CITY COUNCIL

Your neighbours have the right to make a complaint of noise nuisance to the City Council, and the Council has a duty to investigate and to take action if the complaint is substantiated. The investigating officer will deal with the complaint and the concerned parties in a fair and even handed manner. However, it is usual practice to keep the complainants' details confidential. The Council's principal powers in relation to statutory nuisances are contained in Sections 79 to 80 of the Environmental Protection Act 1990, as amended by the Noise and Statutory Nuisance Act 1993.

Initially you will be requested to consider the complaint and to abate any nuisance arising from your premises and, if the nuisance stops, then there will be no further action taken.

In some cases, the investigating officer might initially visit you at your premises to discuss the problem. But whether you receive a letter or a visit in the first instance, we appreciate that there are two sides to a story, and you have the opportunity to tell us your side of the case, and what you say will be taken into consideration.

If the investigating officer has evidence that the complaint appears to be justified then this letter or visit will be your opportunity to stop any problem occurring. If the nuisance continues after this then the City Council has the duty to serve a legal notice on the person(s) responsible for the nuisance.

The noise nuisance abatement notice will clearly detail the nature of the nuisance and that causing a nuisance must stop with immediate effect at any time of the day or night.

You have the right to appeal to the Magistrates' Court within 21 days if you disagree with the notice, but where the action required is immediate or within less than 21 days, the notice must usually still be complied with before the appeal is heard.

If there is evidence that the notice has not been complied with, without reasonable excuse, then an offence has been committed and legal proceedings may then be instituted to secure compliance with the notice. In Court, the Magistrate can issue a warrant for the seizure of all noise making equipment from your property and ultimately impose an unlimited fine on persons found guilty of an offence on domestic premises. There may also be a daily penalty for as long as the nuisance continues.

In such cases a formal investigation would be pursued, which may include monitoring of any noise and the use of recording equipment.

UoB's Anti-Social Behaviour procedures

UoB and the Guild of Students share a 3-stage anti-social behaviour (ASB) policy working in partnership with third parties, such as local police, landlords, letting agents and Birmingham City Council. The policy sets out to respond to complaints in the community, often related to behaviour of students living in Selly Oak and the local areas surrounding the University of Birmingham.

Anti-social behaviour is social harm directed against individuals, communities or the environment. It is activity that impacts on others in a negative way. Complaints are often related to loud noise (particularly at night). However, it can also refer to things such as waste and will refer to breach of Government Covid-19 regulations too.

What happens if we receive a complaint about your property?

STAGE 1: Education & Information

We recognise that sometimes mistakes are made, and the impact of your actions aren't always apparent without a reminder!

Our Community Wardens will visit your property to discuss the complaint and determine what has occurred. They'll be able to provide you with helpful recommendations to prevent further issues and explain the consequences of future negative incidents.

*Please note - complaints about a breach to Covid-19 regulations could escalate more quickly to a stage 2 or 3 immediately.

STAGE 2: Collaborate to Communicate

Things become more serious as our Community Wardens visit again with West Midlands Police. You will be reminded of your legal responsibilities. The Police officer will also take details of your house's names and University ID's.

You may also receive a letter from the University of Birmingham and your landlord or letting agent could be notified, as necessary.

STAGE 3: Enforcement

At this stage enforcement action is taken which, depending on the issue, can include the following:

- Risk of fine or seizure of offending equipment (noise complaints) by Birmingham City Council
- Risk of eviction from landlord
- The University may decide to instigate a disciplinary investigation in accordance with University Regulation 8: Student Conduct where:
 - it considers that the alleged conduct may bring the University into disrepute, **or**
 - the conduct results in the imposition of a police caution, Community Resolution Order or criminal conviction, **or**
 - the conduct raises concerns about a student's fitness to practice (for students registered on a course with professional requirements such as Medicine, Pharmacy, Dentistry, Nursing, Teaching or Social Work).
- Risk of fine from West Midlands Police

COVID-19 and Community Conduct Commitment

At the University of Birmingham we are committed to protecting the health, safety and wellbeing of our whole community, including students, staff, visitors to campus and the wider community. Every one of us has a responsibility to help with this.

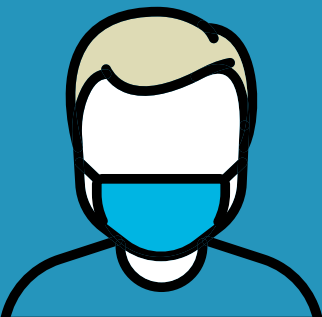
In response to the ongoing global pandemic, and seeking to minimise risk and instil confidence about our approach to minimising the spread of Covid, the University would like to draw attention to the following points.

We expect all members of our community (staff, students and visitors) to act as good citizens and be proactive in taking measures to maintain the safety and wellbeing of themselves and other students, staff, and visitors to campus, as well as those living in our community and to, follow government and local health, safety and wellbeing requirements.

These requirements will be responsive to changing public health needs, be adaptive to local or national lockdown requirements, and will support existing health and safety legislation and needs. Areas of required compliance will be related to the latest guidance on:

- (i) Social distancing;
- (ii) Social gatherings (including halls and private sector accommodation);
- (iii) following covid safety guidance on campus (including directional routes within buildings; maximum room capacities; and behaviour);
- (iv) Hygiene, particularly in public or communal areas;
- (v) Wearing of face covering;
- vi) Test and trace (understanding the symptoms, getting tested immediately and working with the University and PHE to identify any close contacts).

All members of the University community should be aware of their own behaviour and conduct and recognise when this could have adverse consequences for themselves, others in their community and external public services such as the NHS and Police. This could include educational and social conduct in person and online; and behavioural conduct on and off campus including in halls and private sector housing.



Student Conduct (Regulation 8)

Under Section 8 of the University Regulations, which governs Student Conduct, the University has the authority to take action against students who commit a disciplinary offence.

Examples of disciplinary offences include:

- serious disruption, obstruction or interference with any other student, member of Staff, or visitor to the University.
- violent, disorderly, threatening, intimidating or offensive behaviour
- harassment of any student or member of Staff of the University, or any visitor to the University.
- Action likely to cause injury or impair safety on University premises

- conduct (wherever occurring) likely to bring the University into disrepute or adversely affecting other members or Staff of the University.

Under these Regulations the University has the authority to discipline students, and this could lead to a suspension or withdrawal from the University.

Reports of inappropriate behaviour or conduct will, as normal, be taken seriously by the University. Focusing on the wellbeing and mental health needs of students, staff, and visitors, the University will take appropriate and proportionate action against anyone found to be compromising the safety and wellbeing of others, in accordance with the Regulations referenced above and any other relevant procedures.

Settle in

Inventory

At the start of the tenancy, complete an inventory of the furniture and the condition of all fixtures and fittings. If the landlord has not supplied one, produce your own! Sign and return a copy to the landlord within 7 days. Take dated photographs as these will assist at the end of the tenancy with getting your deposit back.

- Note down any scratches, marks or obvious stains
- List any missing or damaged items
- Check that you hot water and heating is working and not leaking
- Make sure your cooker, fridge, freezer and appliances are working

Utilities

If your rent does not include bills, remember to take meter readings at the start of the tenancy and ensure the utility supplier is notified that you wish to open a new account. It may be wise to take meter readings on a monthly basis to ensure you are not overspending. Estimates are often much higher than your actual usage.

Internet

There are a number of offers specifically for students, so compare prices, speeds and available providers at Uswitch: [uswitch.com/broadband/compare/student_broadband/](https://www.uswitch.com/broadband/compare/student_broadband/)

Insurance

Protect your personal possessions such as laptops and TVs. There are a number of offers specifically for students. For handy hints: [comparethemarket.com/home-insurance/content/student-joint-contents/](https://www.comparethemarket.com/home-insurance/content/student-joint-contents/)

Council tax

Full-time students are exempt from Council tax. However, it is your responsibility to confirm this with the council. First complete a quick application form at: [birmingham.gov.uk/homepage/299/student_council_tax_discount_or_exemption](https://www.birmingham.gov.uk/homepage/299/student_council_tax_discount_or_exemption)

You should also provide your change of term-time address on your my.bham portal under my.programme. Failure to do this could result in you receiving a council tax bill!

TV Licence

You must have a TV licence if you watch live or recorded programmes through any device, including BBC iPlayer. If a TV is already in the house don't assume that a TV licence is included. You can get further information and apply for a licence at [tvlicencing.co.uk](https://www.tvlicencing.co.uk).

Tenant Fees Act

The Tenant Fees Act bans most letting fees, and caps tenancy deposits paid by tenants in the private rented sector in England. The ban on tenant fees applies to new or renewed tenancy agreements signed on or after 1 June 2019. Further information on what they can and can't charge can be found here: [gov.uk/government/collections/tenant-fees-act](https://www.gov.uk/government/collections/tenant-fees-act)



TOP TIP

Know where your stopcock is and how to use it to turn off your water supply. This could save you further expense if there is ever a leak!

Deposits

Have you received notification from your landlord that your deposit is protected? Now is the time to ask the landlord for proof. If you don't get a response, get in touch with the schemes directly.

tenancydepositscheme.com

mydeposits.co.uk

depositprotection.com

You deposit must be held in one of these three government schemes.

House of Multiple Occupation (HMO)

If your house has five or more people on the tenancy, it is a legal requirement for the property to be licenced under HMO legislation. If you haven't already checked, you can do so via: www.birmingham.gov.uk/info/20175/landlords/913/public_register_of_hmo_licences

Electoral roll

UK student? Don't lose your right to vote in UK elections! Register by logging onto gov.uk/electoral-register

Look after your home

Minor repairs

Check your agreement to see who is responsible for minor repairs such as changing light bulbs, replacing batteries and unblocking sinks - as this is generally you as the tenant!

Damp and mould

In many cases, the landlord is responsible for damp issues caused by a leak within the structure or leaking roof. However, there are a number of things that you can do to avoid damp, like not drying damp clothes on radiators, and keeping the property well ventilated. Further information can be found here: england.shelter.org.uk/housing_advice/repairs/damp_and_mould_in_rented_homes

Pests (bedbugs, rats and mice)

It is generally the landlord's responsibility if pests appear due to disrepair. However, you can easily help to prevent pests by not leaving household rubbish lying around. For advice and guidance: england.shelter.org.uk/housing_advice/repairs/pests_and_vermin_infestations_in_rented_homes

And if something does need to be fixed....

Report all disrepair to the landlord immediately via email. Any conversations or phone calls should be followed up in an email, which keeps a clear record if a dispute ever arises.

If you or the other tenants have caused damage to the property, always report it to the landlord. You may be given the option to organise and pay for the repairs yourself, or the landlord may arrange the repairs and charge the cost back to you.

Stay safe and be vigilant

Property safety

Communicate with your landlord

It's a good idea to raise problems as soon as they start and not let them drag on. Always follow up a conversation with your landlord with an email, either to the landlord to confirm actions or to your lettings agent to keep them informed. This creates a log of what was discussed in case you ever need to prove that you asked for repairs later.

You have a right to 'quiet enjoyment' of your home. This means that anybody managing the property can't just drop in when they feel like it – they have to give you 24 hours' notice in writing if they wish to enter the property, even if you're in at the time.

Home

- **Keep windows, doors and side gates locked when you are not at home**
- **Turn on your burglar alarm when you're out**
 - Use door alarms, window alarms, segment timers and other anti-burglary devices
- Don't leave items such as bikes and lawnmowers unlocked; these can be stolen even from your back garden
- **Do not let strangers in** including tradespeople or charity workers
 - Ask to see their ID and ask them to contact you through official channels with details of their visit if you don't feel comfortable
 - If they are legitimate, they will already have your information on file; if they are not, they will just move on to the next house and try again

- Don't leave empty online order boxes outside your home by the rubbish bin
 - This advertises all the new items you've just bought
- Move any **valuable items out of view** from a window
 - This includes laptops, TVs and car keys
- **Leave a light on** when out of the house

Gas safety

- Make sure you've seen a valid Gas Safety Certificate
- Get a carbon monoxide detector if there isn't one already near to your gas boiler

Smoke alarms

- Check that your smoke alarm is working: press the button once to set it off and again to turn it off
- Never cover your smoke alarm
- Change batteries when required

Fire Safety

- Know where the fire equipment is and how to use it
- Plan your escape route and keep clear
- Don't leave cooking unattended

If you need advice on home safety please ask.

Community Wardens:
community@guild.bham.ac.uk

Community Living:
communityliving@contacts.bham.ac.uk

Personal safety

When you're out and about, always remain mindful of who is around and walk in groups at night. Don't wear headphones while walking in the dark, and don't walk in the dark talking on your mobile phone.

You can catch the Selly Express home from campus to Selly Oak during term times. Timetable: guildofstudents.com/sellyexpress/

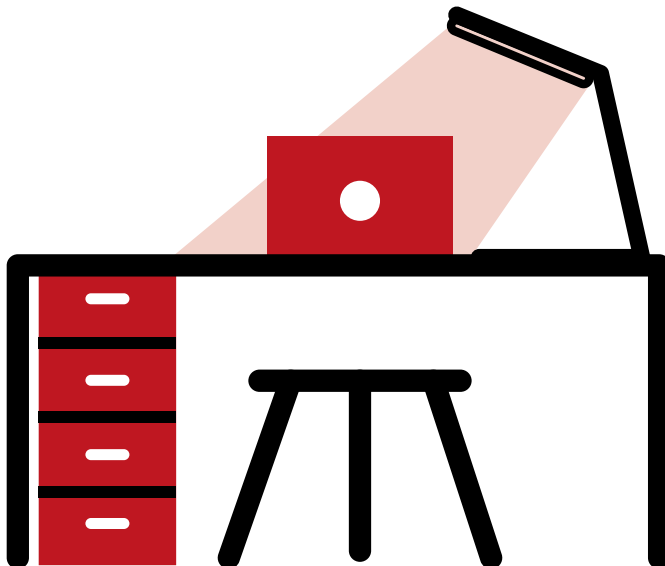
Carry a personal alarm if you feel you need one. Your Community Wardens can provide you with this for free.

On a night out, keep your drink with you and get a fresh one if you think that someone has tampered with it.

Use a D-Lock if you have a bicycle.

If you have brought your car with you, always lock it and use secure parking where possible.

Find more safety advice from the Security team: intranet.birmingham.ac.uk/campus-services/security





Save your money

- Try using comparative sites to get the best deals on energy and internet
- Turn off any unused gadgets or lights when not in a room
- Use energy saving lightbulbs, which also last 12 times longer than a normal light bulb
- Setting your washing machine to 30c can save an average 40% of electricity per wash
- Air-dry your clothes on a rack outside or in a well-ventilated room (don't put clothes on the radiator as this could cause damp!)
- Plan your meals for the week and only buy the food you know you're going to eat

Be a supportive housemate

As a housemate, you have a unique opportunity to recognise if someone is having a tough time. by noticing a change in behaviour or mood. You may notice a change in their behaviour or mood; that they are withdrawn and isolating themselves; that they are taking less care of themselves; or that their eating or exercise habits have changed.

If you notice these things, don't be afraid to ask 'are you okay?' and don't be afraid to ask more than once.

There is lots of support available for students, both within the University and outside.

Wellbeing Officers: intranet.birmingham.ac.uk/student/Your-Wellbeing/wellbeing-officers

Mental Health and Wellbeing Team: intranet.birmingham.ac.uk/student/Your-Wellbeing/mental-health/wellbeing-check-ins

Pause drop ins: intranet.birmingham.ac.uk/student/Your-Wellbeing/mental-health/Pause-drop-in

If you would like to talk to someone about a housemate, you could see the Wellbeing Officer in your School, or attend a check-in appointment; you could also direct your housemate to the above check-ins or Pause drop-ins for support.

If you think someone is in immediate danger, or is a danger to others, call the emergency services on 999.

Remember, you can be supportive and compassionate, and that will help.

Don't forget to register with a GP. The University medical practice is familiar with dealing with student related issues.

www.theump.co.uk

Do your bit for the environment

Rubbish and recycling collections

As tenants you, and not your landlord, are responsible for making sure all your household recycling and waste is managed properly and legally. If you fail to do so you can be fined, and even prosecuted.

Bin days

For most of Selly Oak, waste bins will be collected every Wednesday, but recycling will be collected every two weeks on the same day.

Tips for waste

- Always sort waste items into the correct bin
- All waste must be in the correct bin and the lid must close
- Leave your bin on the pavement on your collection day, not in your front garden or on a driveway
- After your collection, remove your bin from the pavement and put it back onto your property

Failure to do any of the above may end in your bin not being collected!

If your bin is missing or you would like a reminder of what items go in which bin: www.birmingham.gov.uk/info/20009/waste_and_recycling/105/what_goes_in_my_bins

To help you recycle, collect an indoor recycling bag from your Community Wardens. The bag helps you separate your recycling indoors so it can be easily transferred to your bin.

Fly tipping and getting rid of large amounts of waste

Leaving waste on the streets (known as 'fly tipping') is illegal and you could be fined or prosecuted if you do it. If you have items that you cannot fit into the bin, tie them up in a bag and store it safely until the next bin day. Prioritise disposing of food waste over recycling, as recycling is much less likely to cause a mess or attract pests when you store it.

For more information about additional waste collection: www.birmingham.gov.uk/info/20009/waste_and_recycling/86/bulky_waste_collections/3

Landlord responsibilities for waste management

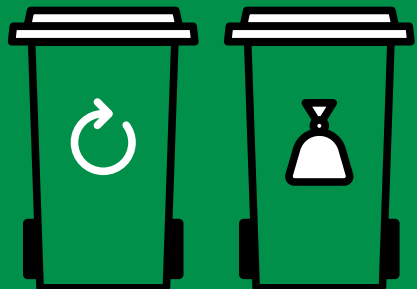
If your landlord has left bulky waste in your garden which you wish to be removed, this is your landlord's responsibility to arrange.

If you need advice, contact your Community Wardens: community@guild.bham.ac.uk

Junkbusters

Junkbusters is a joint project run in partnership with the Guild of Students and the University. At various points throughout the year, you can use Junkbusters to collect and donate your unwanted clothes, books and household items to raise money for the British Heart Foundation.

Find out more: www.guildofstudents.com/junkbusters





Become a part of your community

It can seem daunting to move into private housing after living in University accommodation. A great way to help you settle into your new home is to become a part of your community.

Find out what's going on

There are a lot of activities taking place in your community, from community events to volunteering opportunities

- check out the Guild of Students website for events: www.guildofstudents.com
- find volunteering opportunities from the Community Wardens
- visit the Community Living website and social media to see what's going on in your area: community-living.org.uk

Be a good neighbour

- Get to know your neighbours by introducing yourself and finding out what they expect from you
- Remember not everyone who lives in Selly Oak is a student, so turn the noise down after 11pm. If you can hear it outside, with the doors and windows closed, it really is too loud!
- If you're thinking about having a party, notify the neighbours with a card or by knocking on the door.
- Be considerate if you're out in the street later in the evening - don't use offensive language or unruly behaviour



Explore the local area

There are many parks around the local area which are always worth a visit on a nice day, and a great place to go outdoors with friends, where you can easily socially distance. Bear in mind some of these activities and experiences may have restrictions, require pre-booking, or be temporarily closed.

Green spaces

- Cannon Hill Park (1.7 miles away)
 - the park includes crazy golf, free tennis courts and a big lake
- Selly Oak Park (0.9 miles away)
- Lickey Hills Country Park (6.4 Miles away)
 - this park is bit further out then some of the other parks but definitely worth a visit!
- Selly Park (0.6 miles away)
- Highbury Park (2.0 miles away)

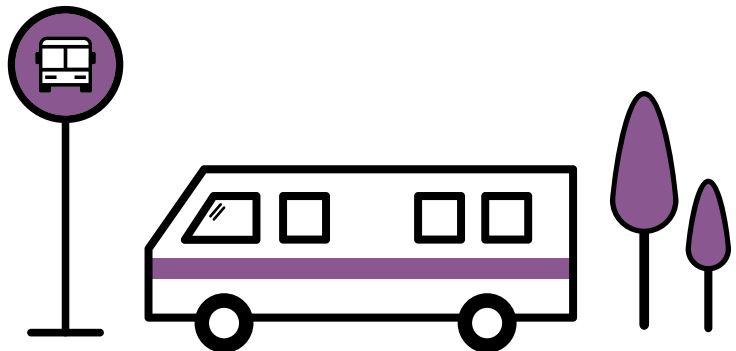
Activities

- Birmingham Wildlife and Conservation Centre (1.6 mi)
 - This centre is home to a wide collection of animals, from red pandas to lemurs to reptiles
- Cadbury World (1.2 mi)
 - Bournville is only a 10 minute drive from Selly Oak, and home to the famous Cadbury World

Ways to travel and explore Birmingham

- One of the best things about Selly Oak is that it has its own train station! This will easily take you to the town centre or to the University Train Station. It can be accessed via Heeley Road and Bristol Road.
- There are also bus routes into the city centre and other Birmingham residential suburbs such as Harborne and Moseley. The 63, X62, and X64 all go through Selly Oak high street and take you into the town centre. The 11 can take you around to the local area. For local bus time tables and information please visit nxbus.co.uk/west-midlands/places-to-visit/local-facilities/areas/selly-oak

Please remember to observe the current guidelines when you travel. You will need to wear a face covering on public transport.



Keep in touch

If you ever need support or guidance, whether it's a little or a lot, please get in touch with one or more of the teams below. They're here to help and can support on a range of different issues across student life, and living in privately-rented accommodation.



Community Living hub

- 📍 Ground Floor, Bournbrook Pavilion
- @ communityliving@contacts.bham.ac.uk
- ☎ 0121 414 5376 or 0121 414 8000
- 🌐 community-living.org.uk

Guild Advice

- 📍 Ground Floor, Guild of Students
- @ 0121 415 8965
- ☎ guildadvice@guild.bham.ac.uk
- 🌐 guildofstudents.com/support/guildadvice



Community Wardens

- @ community@guild.bham.ac.uk
- ☎ 0121 415 8968
- 🌐 guildofstudents.com/community-wardens

Student Support

- 📍 Aston Webb C Block,
Aston Webb Building
- 🌐 intranet.birmingham.ac.uk/student/student-hub/homepage



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