

STUDENT SURVIVAL GUIDE



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Illustrations by
Clari Csuk, 3rd year
BA(Hons) Illustration, 2010.

Welcome to Southampton

Southampton is a vibrant, modern city with fantastic shops and nightlife on offer.

Remember your local community is a combination of families, retirees, students and young professionals – they don't keep the same hours as you. Have fun at Uni but not at your neighbours' expense.

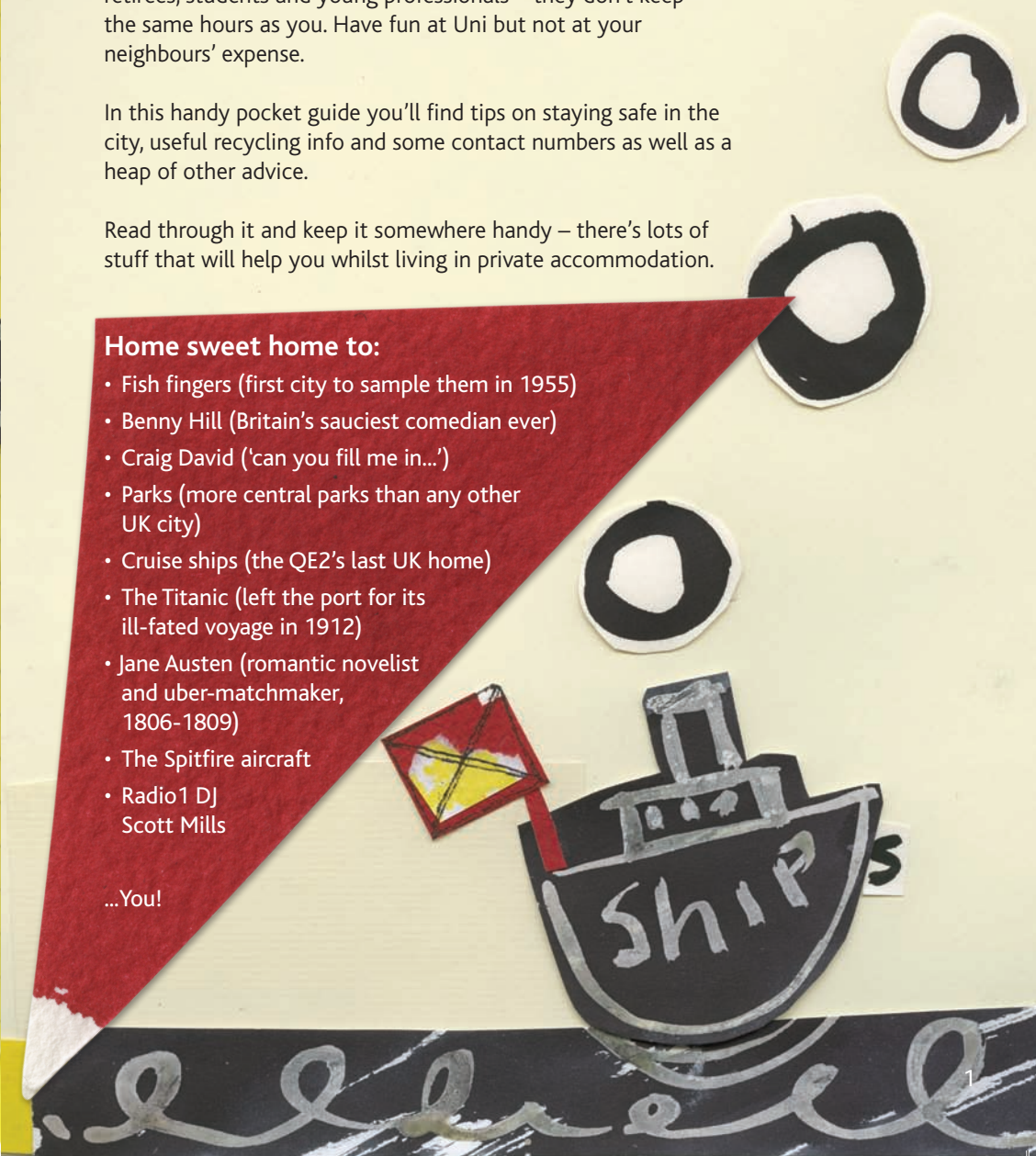
In this handy pocket guide you'll find tips on staying safe in the city, useful recycling info and some contact numbers as well as a heap of other advice.

Read through it and keep it somewhere handy – there's lots of stuff that will help you whilst living in private accommodation.

Home sweet home to:

- Fish fingers (first city to sample them in 1955)
- Benny Hill (Britain's sauciest comedian ever)
- Craig David ('can you fill me in...')
- Parks (more central parks than any other UK city)
- Cruise ships (the QE2's last UK home)
- The Titanic (left the port for its ill-fated voyage in 1912)
- Jane Austen (romantic novelist and uber-matchmaker, 1806-1809)
- The Spitfire aircraft
- Radio1 DJ Scott Mills

...You!



Sabbaticals

WWW.SOLENTSU.CO.UK/OFFICERS

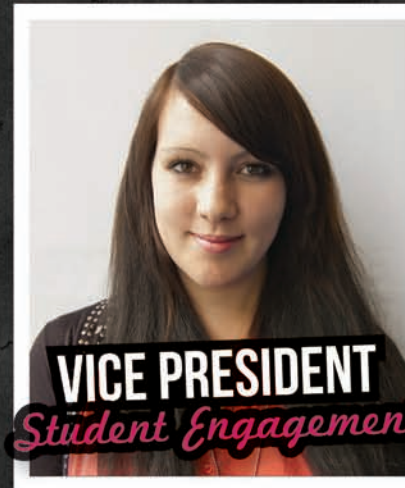


PRESIDENT

DAN PRENDERGAST STUDENTS' UNION PRESIDENT

- The spokesperson for the Students' Union. Represents students at a University, community and national level.
- Oversees the Union delivery and strategic development.
- Is a member of the Board of Governors.

PHONE: 023 8031 9553
E-MAIL: SUPRESIDENT@SOLENT.AC.UK
TWITTER: [@SOLENTPRESIDENT](https://twitter.com/@SOLENTPRESIDENT)
FACEBOOK: [FACEBOOK.COM/SOLENTPRESIDENT](https://facebook.com/SOLENTPRESIDENT)



VICE PRESIDENT
Student Engagement

VICTORIA PURCELL VP STUDENT ENGAGEMENT

- Actively offers, supports & delivers access to student development opportunities.
- Represents students working closely with the University to promote student activities.
- Oversees societies and student media.

PHONE: 023 8031 9553
E-MAIL: SUENGAGEMENT@SOLENT.AC.UK
TWITTER: [@SOLENTENGAGE](https://twitter.com/@SOLENTENGAGE)
FACEBOOK: [FACEBOOK.COM/SOLENTENGAGEMENT](https://facebook.com/SOLENTENGAGEMENT)

DAISY EDWARDS VP EDUCATION

- Actively promotes and campaigns to address academic issues that impact on students.
- Represents students at board meetings on quality and delivery of education.
- Works alongside the Advice Centre to support students who face academic misconduct or disciplinary issues.

PHONE: 023 8031 9553
E-MAIL: SUEDUCATION@SOLENT.AC.UK
TWITTER: [@SOLENTEDUCATION](https://twitter.com/@SOLENTEDUCATION)
FACEBOOK: [FACEBOOK.COM/SOLENTEDUCATION](https://facebook.com/SOLENTEDUCATION)



VICE PRESIDENT
Education

AYUMI OKADA VP WELFARE

- Actively promotes and campaigns to address health and welfare issues that impact on students.
 - Represents students on housing, diversity and environmental issues to community and businesses.
- Works alongside the Advice Centre to support students with housing, health, safety, well-being and housing issues.

PHONE: 023 8031 9553
E-MAIL: SUWELFARE@SOLENT.AC.UK
TWITTER: [@SOLENTWELFARE](https://twitter.com/@SOLENTWELFARE)
FACEBOOK: [FACEBOOK.COM/SOLENTWELFARE](https://facebook.com/SOLENTWELFARE)



VICE PRESIDENT
Welfare

Housing

Advice

Southampton Accreditation Scheme for Student Housing (SASSH) is an accredited list of student houses which have had strict property checks and encourage good communication with the landlords.

Don't be forced into signing contracts too early. Check for safety and speak to SASSH if in doubt or you're being pressured. **Have you checked your deposit is protected? Was your inventory completed? Speak to SASSH.**

More info:

Visit: www.sassh.co.uk

www.solent.ac.uk/accommodation

Phone: 023 8031 9461

Your home

Get to know your neighbours. You'll be living next door for a while, so consider their lifestyles – not everyone is a student!

As well as looking at room sizes and décor, make sure you consider how safe and secure the house is.

Check the lock on the front door. The landlord should provide decent locks. If not, make sure you get a written assurance that improvements will be made.

Your landlord should give you a copy of gas and electric safety certificates for your house. If you smell gas call the gas emergency number – **0800 111 999**

As a student you don't have to pay council tax, make sure you speak to your faculty office who will fill in the forms and you will be sent a Council Tax Exemption Certificate.



Don't forget to register with the gas and electric companies – your landlord should have taken a meter reading when you moved into the property and notified them of the new tenants but it is worth checking (don't forget to take a meter reading when you leave too). Make sure all tenants are registered on the bills – you are all responsible to pay – not just one person!

Get your landlord's office and out of hours numbers for emergencies, including post and email.

Parking permits

In some areas of the city there are residents' parking zones. If you live in one of these areas you will need a permit to park on the road. Don't forget – cars are targets for theft. Remove valuables and keep secure.

More info:

Visit: www.southampton.gov.uk

Phone: 023 8083 3008

Remember to update your address details on the Portal as soon as you get the keys for your new residence.



"Hello" to everyone in the city!

Solent Students' Union is launching the "Say Hello" campaign this year. We are hoping to make everybody smile and create a sense of community in central Southampton. We're encouraging residents, students, community groups and local businesses to integrate.

Everyone can start taking part in this campaign simply by saying "Hello"!

We would like to invite you to the launch of the "Say Hello" campaign at the 'Welcome to Your Neighbourhood' event on Friday 14 October 2011, at Central Baptist Church, Devonshire Road – right in the heart of The Polygon.

We are also planning to organise fun events for you to get to know your neighbours.

If you would like more information or to support this campaign, please contact Vice-President Welfare: suwelfare@solent.ac.uk

Are you a local business in Southampton?

We have a new "Say Hello" business package; please contact suwelfare@solent.ac.uk for more details.



Fire safety

Protect yourself from fire:

- Make sure your house has working smoke alarms – your landlord has to supply them by law.
- Don't leave candles burning or chip pans on.
- Don't light unnecessary fires in gardens.
- Keep a bucket or hose in the garden.
- Never leave rubbish or furniture in the garden.
- Don't block your doors with junk.
- Report dumped rubbish to the council on **0800 519 1919**.

Dumped rubbish is an easy target for arsonists. Get rid of waste at 'Rubbish Revived' (contact **023 8033 8319** for opening times).

Hampshire Fire and Rescue Service give free fire safety checks or presentations.

More info:

Visit: www.hantsfire.gov.uk/yoursafety

Phone: **023 8062 6809**

Write: **Community Fire Safety Team
Hampshire Fire and Rescue Service
Headquarters
Leigh Road
Eastleigh SO50 9SJ**

Staying safe

Call the Safer Neighbourhood Team on **0845 045 45 45** for confidential help and advice, or come to the Beat Team Surgery (Central Baptist Church, Devonshire Road, Polygon, 7pm – 9pm, first Wednesday of the month).

We can help you with:

- crime prevention and security.
- landlord/resident issues.
- crime reporting and investigation.
- health and safety problems.
- parking concerns.

How you can help make your year hassle free:

- Keep the noise down when walking home at night.
- Be a tidy neighbour.
- Drinking alcohol in the streets can lead to confiscation and a hefty fine.
- Avoid walking home alone.
- Don't answer the door to strangers.
- Keep windows closed and doors locked when not around.
- Keep your valuables locked up and out of sight.
- Don't be a victim of identity fraud – shred items with personal details.
- Safely secure your car or bike.
- Avoid giving monetary donations to beggars – this falls under Anti-Social Behaviour.

Coming soon:

SafetyNet – a smart phone app brought to you from the Students' Union and NUS.



Contacting the police

Emergency 999

If a crime or serious incident is happening.

Non emergency 101

If a crime has happened, or the incident is less serious and doesn't need an immediate response.

Information 0800 555 111

If you want to give details of criminal activity anonymously, confident that your call can not be traced.

Online www.hampshire.police.uk

Contact your local Beat Team and get information on police priorities. Your local Police are PC 24389 Jeanette Denton, PCSO Simon Ricketts and PCSO Fiona Jarvis. Email: bargate.snt@hampshire.pnn.police.uk

In person

Report a crime or speak to an officer at your nearest police station (check opening hours online).

Insurance

Stuff like laptops, ipods, mobile phones and pushbikes is regularly targeted by thieves.

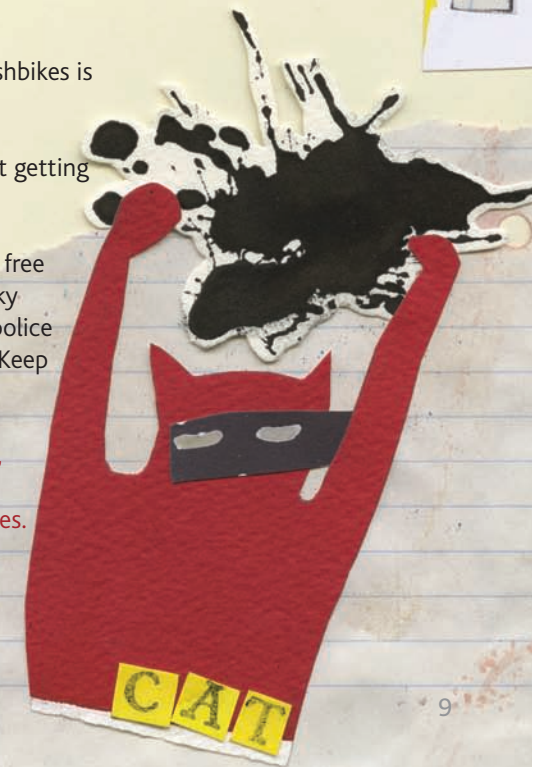
If you are in private rented housing, think about getting insurance cover by taking out your own policy.

It's a good idea to register your possessions for free at www.immobilise.com and if you are unlucky enough to have them stolen, there's a chance police can get them back to you if they're recovered. Keep a note of makes, models and serial numbers.

Remember, avoidance is always the best policy, so keep things secure. Losing coursework from a laptop can be devastating towards your studies.



BURGLAR



Noise

**Going out? Don't scream and shout.
Staying in? Don't make a din.
It's simple.**

Your neighbours are getting up for work in the morning, getting the kids to bed or trying to watch their favourite soaps.

We all need our sleep and grouchy neighbours don't make great neighbours.

If you can't be considerate, remember Southampton City Council can seize any audio equipment (laptop, TV, iPod, Xbox, stereo and so on) and also take you to court and prosecute you for causing a noise nuisance.

Always report noisy neighbours to the Environmental Health Office. Call **023 8083 2531** or **023 8023 3344** for the out of hours service.

Anti-social behaviour

Anti-social behaviour (ASB) is any behaviour that is intimidating, alarming, or distressing. It can have a serious impact on quality of life.

ASB includes:

- Verbal abuse
- Rowdy, noisy or 'yobbish' behaviour
- Littering
- Graffiti
- Intimidation and harassment
- Drunkenness
- Street drinking
- Vandalism
- Begging
- Fly-tipping
- Playing football against walls/roofs

We take anti-social behaviour seriously and will do all we can to resolve a situation. You should report all incidents of anti-social behaviour. This will help us to take the appropriate action.

Contact:

Phone: Hampshire Police: **0845 045 45 45** or **101**
Safer Communities ASB Investigators: **023 8083 3988**
Crime Stoppers: **0800 555 111**

Email: community.safety@southampton.gov.uk

Visit: Your nearest police station or housing office

Write: Safer Communities
Southampton City Council
Civic Centre
Southampton SO14 7LY

YELLOW CARD

SOUTHAMPTON



BEHAVE OR BE BANNED!



One Yellow Card is a warning
Your details and your photo will be shared with all venues



Cause trouble again
You will be banned from all venues for 12 months

www.yellowcardssouthampton.info

Licensing Link

Safe City Partnership
making Southampton safer

Drinking

Enjoy yourself - but know your limit.

Being drunk can leave you vulnerable to accident, assault and robbery - especially if you're trying to get home or partying with a crowd.

Southampton has a Designated Public Places Order. If you are found anywhere in the city with drink and you are causing or likely to cause anti-social behaviour, the drink can be confiscated.

Police officers have powers to confiscate alcohol from those found with drink on the streets, refusal to hand it over could result in a fine.

Drunken troublemakers can be slapped with a 'yellow card'. Two of these lead to a 12 month ban from all city centre and university pubs and clubs.

Try to avoid drinking too much at home before heading out and be wary of high volume alcoholic drinks. Try to keep the noise down after drinking - at home or on the street.



DRINK
ME

Volunteer now – boost your CV!

Did you know that Eco Ernie will collect students' reusable recyclables for free?

At the end of each academic year Eco Ernie and his team of eco-warrior volunteers hit the streets of the Polygons (and now Halls too) to collect your old bits and bobs.

Last year we collected all sorts – a pink inflatable chair, Hollister shirts, Hugo Boss suits, Karen Millen leather jackets and cowboy hats but mainly your old clothes, shoes, books, TVs, computers and general bric-a-brac. The best bits are resold at our Big Sale event or bagged up to raise money for charities such as Hampshire Air Ambulance.

Look out for the yellow bags coming your way in the summer.

Join the Eco Ernie family – become a driver or help patrol the streets.

Ernie tweets and posts Facebook updates of when he hits the road. Add him now!

Email: eco.ernie@solent.ac.uk

Facebook and Twitter: Eco Ernie



Jobs

Register with Campus Jobs to find opportunities to work for the University whilst you study. Collect and return a registration pack from Students 1st Centre and find jobs advertised on *myCourse*. Employment helps fund your living costs and boosts your CV.

Subscribe on *myCourse* to:

- receive alerts from *myCourse* straight to your inbox.
- earn at least minimum wage.
- access short and long term opportunities.

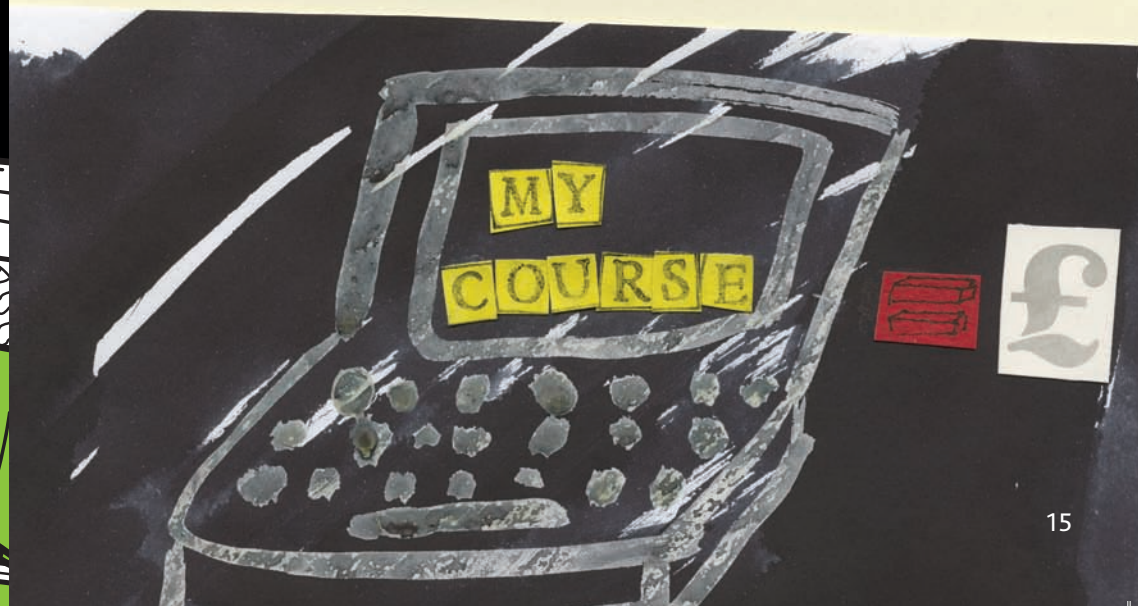
It is important you subscribe to the Campus Jobs *myCourse* page because we will only be posting our jobs out via *myCourse*.

To subscribe:

- Log in to the portal
- Click the *myCourse* tab at the top left of the corner of the portal home page
- Search 'Campus Jobs'
- Subscribe

More info:

Email: campus.jobs@solent.ac.uk



Get Involved

Southampton Solent University is committed to playing a key role in the local community. We work with many local charities to make it as easy as possible for you to volunteer.

Here's how you can get involved:

1. Visit the Employability Centre to discuss volunteering.
2. Register with Jobshop Online to search and apply for volunteering opportunities at jobshoponline.solent.ac.uk
3. Enrol on the Volunteering myCourse page for more information and advice on volunteering.
4. Volunteer as part of your course by taking the Curriculum+ Community Volunteering unit.
5. Join us on Facebook at www.facebook.com/vsolent or follow us on Twitter: [@Solentvolunteer](https://twitter.com/Solentvolunteer)
6. Contact us at volunteering@solent.ac.uk or call 02380 319 771

Eco Ernie:

Eco Ernie 'the greenest milkfloat in the south' is Solent's very own award-winning community volunteering project. Eco Ernie is involved in a number of recycling projects, so whether you want to help out at a one day event, apply to be a project leader or want to be one of our milkfloat drivers, get in touch:

- Facebook and Twitter: **Eco Ernie**
- Email: eco.ernie@solent.ac.uk
- See **page 14** for more information

FACT

73% of employers would employ a candidate with volunteering experience over one without.



national recycling
In Association With
awards 2011
UPM
The Biolore
Company
finalist

Special Constabulary

Special Constables are volunteers who work with police officers within their local community. Full training and uniform is provided for approx. 16 hours of your time per month.

Visit: www.youdrawtheline.co.uk

Phone: 023 8074 5313

Email: student.link@solent.ac.uk

Neighbourhood Watch

Volunteer now to represent your street and improve your area. Student volunteers are in demand!

Phone: 023 8083 2013

Email: neighbourhood.watch@southampton.gov.uk

Enviro-Champs

Working within the local community, help keep Southampton clean and green and encourage recycling to your mates.

Phone: 023 8063 3127

Email: laura.james@environmentcentre.com

or waste.management@southampton.gov.uk

Got your own ideas?

The Students Union can help you start your own projects.

Phone: 023 8031 9553

Email: suengagement@solent.ac.uk

Don't forget to tell us about your volunteering so we can help you get certificates and accreditation!

Bins

Putting your bin out

- Put your bin out on the pavement in front of your own house by 6.30 am on collection day (Tuesday for Polygon).
- Make sure the lid can close.

Bringing your bin in

- Bring your bin in off the pavement by the end of collection day. If you're going away, get someone else to do it.

What goes where

- **Blue lid:**
Recycling – paper, cardboard, tins, aerosols, plastic bottles (not in plastic bags).
- **Green lid:**
All the other yucky stuff (no sharps though).
- **Glass:**
Glass collection bank in Handford Place (behind McColls newsagents).
- **Clothes, shoes and textiles:**
Bright yellow textile bank (in aid of the local air ambulance – next to the Central Baptist Church, Devonshire Road).

Bulky waste

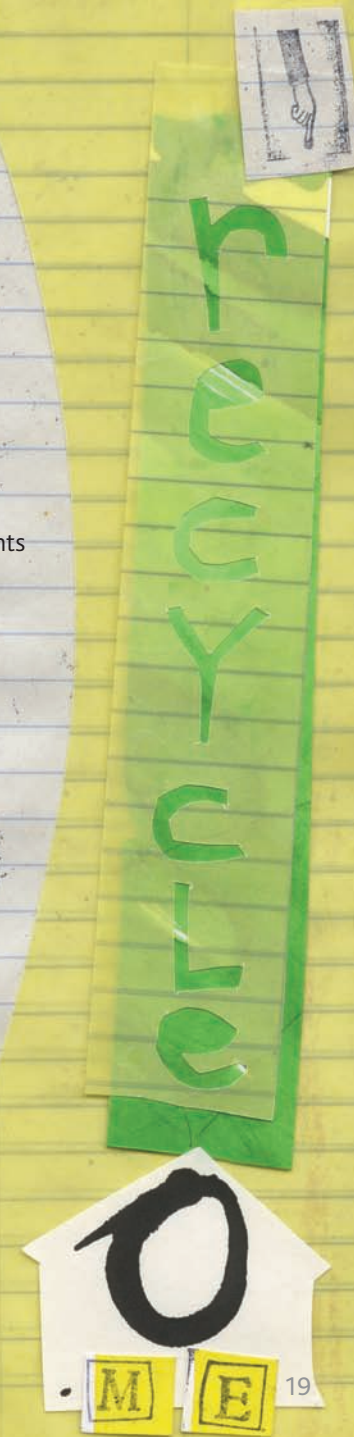
- Southampton City Council Actionline collects five items for £25.
- Eco Ernie, Solent University's recycling float, offers free collections when you move out at the end of the academic year. Keep an eye on the portal and Eco Ernie's Facebook and Twitter pages for details of this and other collections.
- SCRATCH charge £10 to collect bulky goods (not per item) but they must be in good condition.

Recycling Tips

- Keep a small box in your kitchen for your recycling so you can empty stuff into your blue-lidded bin as you go along
- Reuse carrier bags for shopping and bin liners or recycle them at larger supermarkets.
- Don't waste food – have a bowl of lobby (that's leftover stew)
- Use 'Bags for Life' from most supermarkets and department stores
- Stop unwanted junk mail by registering with Mailing Preference Service (MPS)
- You could be fined £100 if your bin is continuously left on the pavement
- You can also be fined if you leave bulky waste on pavements and lots of rubbish in your front garden

More info:

- **Southampton City Council:**
www.southampton.gov.uk/recycle
actionline@southampton.gov.uk
0800 5 19 19 19
- **www.bagitup.org.uk**
– recycling clothes, shoes, textiles, print cartridges, mobile phones
- **www.recycleforhampshire.org.uk**
– local information about recycling
- **www.lovefoodhatewaste.com**
– leftovers recipes
- **www.mpsonline.org.uk**
– stop junk mail
- **Facebook:**
– Eco Ernie
– Southampton's Green Living Room
– Southampton Solent University - Official
- **Scratch:**
www.scratchcharity.co.uk
023 8077 3132



Students 1st

Students 1st have a team of experts offering confidential advice and information in specialist areas of student life:

- Funding – loans, grants, university bursaries, Access to Learning Fund, money management and debt advice, welfare benefits and help with student loan applications.
- Employability and Enterprise – expert advisers will help you all through Uni and after you've left – no matter how long ago.
- Campus Jobs – helping you to find flexible work.
- Counselling – talk to somebody in confidence about personal or emotional issues.
- International advice – visa applications and international student issues.
- Chaplaincy – for students of all faiths, or none.

More info:

Phone: 023 8031 9427

Email: students1st.infocentre@solent.ac.uk

Web: www.solent.ac.uk or click the 'Ask It' box on the portal

Visit: RM050, Reginald Mitchell Building, East Park Terrace, Southampton Solent University

Park Life

It's an offence to be found playing, lurking or causing a disturbance in residential streets. To avoid any bother, get yourself some park life! Southampton is one of the UK's greenest cities, with 10 large parks and 326 acres of the glorious green stuff on Southampton Common.

The Sandhurst Road playing fields, next to Polygon School, and the city centre parks are right on your doorstep and the Common, off The Avenue, is a short walk away.

More info:

www.southampton.gov.uk/s-leisure/parksgreenspaces

Remember, stay safe when walking in the parks, try to avoid them at night. Keep your expensive belongings secure (such as your phone) and not on show.



Enviro-Champs

keeping our City
clean and green

help look after your local environment
and gain experience for your CV .

to find out more email
laura.james@environmentcentre.com



Getting around

Living in the city means that parking spaces are limited or can be costly. Why not leave your car at home – Southampton has excellent public transport links.

Bus

Bluestar	023 8061 8233	www.bluestarbus.co.uk
Brijan Tours	01489 788138	www.brijantours.com
Stagecoach (STG)	0845 121 0180	www.stagecoachbus.com
First	023 8022 4854	www.firstgroup.com
Unilink	023 8059 5974	www.unilinkbus.co.uk
Velvet	023 8061 2288	www.velvetbus.info
Wilts & Dorset (W&D)	01202 673555 or 01722 336855	www.wdbus.co.uk

Coach

National Express	08717 818178	www.nationalexpress.com
Greyhound	0900 096 0000	www.greyhounduk.com
Megabus	0900 1600900	www.megabus.com

Rail

National Rail Enquiries	0845 7484 950	www.nationalrail.co.uk
Cross Country (CC)	T/S 0844 811 0124	www.crosscountrytrains.co.uk
	C/S 0870 010 0084	
	A/T 0844 811 0125	
First Great Western (FGW)	T/S 0870 900 2320	www.firstgreatwestern.co.uk
	C/S 0845 700	
	A/T 0845 197 1329	
Southern (SOU)	C/S 08451 272920	www.southernrailway.com
	A/T 0800 138 1016	
South West Trains (SWT)	C/S 0845 6000 650	www.swtrains.co.uk
	A/T 0800 5282 100	

Key: T/S – Ticket Sales, C/S – Customer Services, A/T – Assisted Travel

Ferry

Hythe Ferry	023 8084 0722	www.hytheferry.co.uk
Red Funnel Ferries	023 8033 4010	www.redfunnel.co.uk

Useful Contacts

Southampton Solent University

- **Community Relations Officer:**
Phone: 023 8031 9038
Email: student.link@solent.ac.uk
- **Accommodation:**
Phone: 023 8031 9461/9637
Email: accommodation@solent.ac.uk
- **Students' Union:**
Phone: 023 8031 9571
Visit: www.solentsu.co.uk
- **Mountbatten Library:**
Phone: Enquiries: 023 8031 9681
Loan renewals: 023 8031 9249
Email: library.enquiries@solent.ac.uk
- **Campus Jobs:**
Phone: 023 8031 9559
Email: careers@solent.ac.uk

Hampshire Police:

Phone: 0845 045 45 45 or 101
Visit: www.hampshire.police.uk

NHS Direct:

Phone: 0845 4647
Visit: www.nhsdirect.nhs.uk

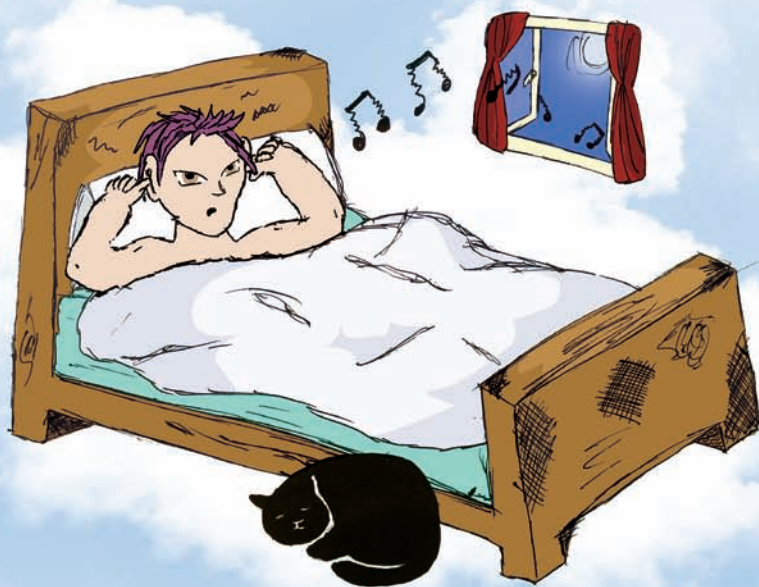
Contraception and Sexual Health Clinic

Phone: 023 8038 8916
Visit: 27 Harbour Parade, Southampton

TV Licensing

Phone: 0870 2416 468
Visit: www.tvlicensing.co.uk

STOP Your SCREAMING



PEOPLE ARE DREAMING

