



Guide for Students





Dear Student Residents

Welcome to Bournemouth!

We hope you will enjoy your stay here, and indeed, consider remaining in the area after you graduate. And to all returnees, glad to see you back!

For many of you this will be the first time living away from home. As residents you will have to take on some of the boring responsibilities your parents may have listed as the downside of reaching adulthood! These include paying rent and bills, cleaning, washing up, putting out the rubbish and a social responsibility to your community neighbours!!

Your parents may have also told you the consequences of not fulfilling these responsibilities: *rent arrears = eviction; lack of cleaning = food poisoning and no clean cups for that essential first coffee of the day; failing to put out the rubbish = rats and an expensive bill from the Council for clearing it all up for you; bad neighbour relations = at minimum, hassle – at worst expensive legal problems!*

This booklet contains useful information as to your rights and also responsibilities as residents, and the Council services that help you to fulfil these. We have asked your neighbours to pop it round to you in the hope that you will then meet in friendly, helpful circumstances; we recognise you're unlikely to invite each other round for a sherry! What we don't want is your first meeting to be due to a complaint from either party.

This booklet is designed as a reference for when you need it – the kitchen is a good shared place to keep it. We would urge you to read through it; a small amount of effort now will ensure you enjoy your tenancy, privacy and potentially save you a lot of money.

Bournemouth Borough Council



Waste & Recycling

Welcome to Bournemouth's Big Bin Kerbside Recycling Scheme

So how does it all work...?

Your rubbish is collected weekly from Little Bin and your recycling is collected fortnightly on the same day from Big Bin. So one week you put out just the small bin, the next week both bins.

In your Big Bin you can recycle the following materials...



- paper
- cardboard
- cans
- glass
- plastic bottles

Please do not bag recycling –
place recyclable items
loose into Big Bin

All non-recyclable items are to be placed in the Little Bin.

Please do not contaminate your Big Bin with non-recyclable rubbish.

We will not collect 'contaminated' recycling bins.

We only collect rubbish in bins with lids closed securely.

*We do not collect refuse unless it has been put in the refuse wheelie bin (Little Bin)
– black sacks, abandoned furniture, etc. will not be taken away.*

*Other items can be disposed of at Milhams Amenity Site
(ring (01202) 451199 for advice).*

Please return your domestic refuse and recycling containers (wheelie bins) onto your property after collection to prevent obstruction of the footway or road (highway).

If you find that you are regularly struggling to fit your rubbish in the Little Bin, or would like to receive a 'Recycle More' information guide, bin stickers or a collection calendar, please contact us on (01202) 451199 or email: recycle@bournemouth.gov.uk

RECYCLE IN BIG BIN		Yes	No
PAPER			
Office/Computer/Craft paper		✓	
Envelopes		✓	
Windowed Envelopes		✓	
Newspapers/Magazines		✓	
Junk mail/Catalogues		✓	
Paper bags		✓	
Wrapping paper (<i>non foil</i>)		✓	
Yellow/White phone directories		✓	
Books (<i>hardback and paper back</i>)			✗
Shredded paper		✓	
Plastic coated paper			✗
Paper towels/Tissues/ Serviettes			✗
PLASTIC			
1 PET	Fizzy drinks bottles	✓	
2 HDPE	Milk & detergent bottles	✓	
3 PVC	Large bottles	✓	
4 LDPE	Bags & bin liners		✗
5 PP	Tubs & meal trays		✗
6 PS	Yoghurt pots & meat trays		✗
7 OTHER	Other containers		✗
Bottle Tops		✓	

RECYCLE IN BIG BIN		Yes	No
GLASS			
Clear, Green, Brown, Blue		✓	
Bottles/Jars		✓	
Ceramics/Vases/Pyrex			✗
Light bulbs			✗
Window/Mirror glass			✗

CANS		
Aluminium/Steel cans	✓	
Steel lids	✓	
Household aerosols (<i>e.g. deodorants/hairspray</i>)	✓	
Industrial aerosols (<i>e.g. paint/lubricants</i>)		✗
Aluminium foil/trays		✗

CARDBOARD		
Cardboard boxes (<i>flat packed</i>)	✓	
Food sleeves/packaging/ egg boxes	✓	
Corrugated card	✓	
Greetings cards	✓	
Food contaminated cardboard (<i>e.g. pizza boxes</i>)		✗
Waxed Cartons (<i>tetrapaks</i>)		✗

OTHERS		
Food/Garden Waste		
Textiles		✗
Electrical appliances & batteries		✗

Anti-social Behaviour

Bournemouth Borough Council is one of the country's leads in managing anti-social behaviour. It regards all complaints about anti-social behaviour seriously and has procedures for dealing with these complaints. This issue is dealt with by the Safer and Stronger Communities Team which works together with the Police and other agencies – and yourself – to help you resolve the problem. Whilst amicable solutions are always sought there are a variety of legal tools to address serious and persistent offenders, such as ASBOs and injunctions.

What is Anti-social Behaviour?

Anti-social behaviour is '*. . . acting in a manner that caused or is likely to cause harassment, alarm or distress to one or more people not of the same household*', and '*. . . behaviour that unreasonably interferes with other people's rights to use their home and community*'. The behaviour must also be persistent.

Types of anti-social behaviour commonly complained about are: *noise; vandalism; alcohol & drug misuse; graffiti; youth nuisance; neighbour disputes; intimidation & harassment; racial abuse; littering & rubbish fly-tipping; abandoned cars; and vehicle nuisance.*

Young people living away from home for the first time often do not realise the effect they are having on other people's enjoyment of their homes or neighbourhoods. It is preferable that neighbours discuss problems and resolve them amicably rather than let things escalate to need Police or Council intervention. To avoid problems:

- please respond politely and helpfully to requests from your neighbours. This will ensure a good relationship, and provide grounds for give and take. You might need their help or advice when the electric, heating or hot water goes off outside your landlord's office hours!
- unfortunately, people often make complaints when they're really angry – the temptation is to shout back, which will just cause more problems. Try to remain calm, and ask them to clearly explain their problem
- if you've listened to their side of things, you can then state your case so you can both work out a solution together
- if you've been positive about your relationship with your neighbours they are more likely to help you. If you've always kept music at a reasonable level, they're more likely to tolerate the odd late night party.



(Parties: it's worth asking your neighbours if there is a weekend/time that suits them better. You should definitely warn them in advance – people tend to call the Police for unexpected parties!)

- never make threats or swear and do not retaliate. If you feel unsafe, call the Police on 999. Bournemouth operates a neighbourhood policing system, who will help with neighbourhood disputes and non-emergencies. Phone (01202) 222222 and ask for your local Safer Neighbourhood Team
- we often find that while students are very responsible neighbours, this behaviour is forgotten whilst under the influence on the way home from pubs & clubs. Remember, a lot of people are intimidated by big or noisy groups coming towards them down the street. In the same vein there have been a lot of accidents, some fatal, with young people returning home whilst drunk – falling or accidentally being elbowed off the pavement into traffic.

If you are the victim of anti-social behaviour, or someone has made a serious complaint about you, you can gain advice and support from the Bournemouth Safer and Stronger Communities Team on (01202) 454873 or Poole Council's Community Safety & Development Team on (01202) 633516.



NoisePollution

NoiseAnnoysUs

If only we all liked the same sounds – life would be so much simpler. But we don't.

What's music to your ears could well be 'that awful row' to your neighbour; you might like vacuuming at night but it may be giving your neighbour sleepless nights. The dog barking all day after you have left the house for the day is driving the young mother next door crazy.

Some noise is unavoidable but there are simple ways to avoid disturbing others and positive steps you can take if you're fed up with suffering in silence.

WhyNoiseisaProblem

Repetitive noise – day in, day out – can lead to stress and make life miserable, especially for the housebound and those with health problems.

But the problem isn't always one of inconsiderate behaviour. Even homes that have reasonably good sound insulation may not cope with powerful





modern stereos and other mod cons that can make life comfortable for us, but uncomfortably noisy for others. We all make noise but awareness is the key to making sure your noise is not a problem for others.

What to do if you have a Problem with Noise

The terrible noise had been going on all night, what do you do?

Try talking to your neighbours. People are often very happy to reduce the noise once they realise it's causing other people a problem. If that doesn't work, and the noise is persistent, you could try mediation service that will listen to both sides and help sort out your differences without going to court.

More formally complain to the Council's Environmental Health & Consumer Services Department who have powers to deal with all types of domestic noise.

Five Tips for Keeping the Peace

- Think about the volume or use headphones. Pull the TV and speakers away from your neighbour's walls. Raise the speakers off the floor if you can.
- **Household chores:** should you ever decide to cut the grass or do some DIY, don't do it at the crack of dawn! You might like to get up early but other people might be trying to get some sleep. Night birds should also think about doing their vacuuming and washing at less anti-social hours.
- **Dogs:** dogs may bark because they are lonely. Constant barking or whining can be disturbing to your neighbours. A well trained dog will not bark unnecessarily.
- **Cars:** don't play your car stereo to the world at large, make sure your music isn't disturbing other people especially when you're parked or waiting for someone. Make sure your car alarm works properly.
- **Alarms:** make sure the main keyholder can be contacted if your house alarm goes off when you are away. Make sure it is maintained regularly so it doesn't go off accidentally.

If you would like more info go to Bournemouth Online: www.bournemouth.gov.uk and search for noise nuisance. There are lots of useful tips on how to reduce noise.

If you want noise nuisance advice because you are suffering from it, contact: Environmental Health, Bournemouth Borough Council, Town Hall, St. Stephens Road, Bournemouth BH2 6LL; tel. 451296; email: pollution@bournemouth.gov.uk

Local Mediation:

Mediation Dorset; tel. (01305) 257717; website: www.mediationdorset.co.uk





Private Rented Accommodation

— Standards —

There are approximately 10,000 rented properties in the town, many of which are let out to students – and the Council’s Private Sector Housing Team is able to offer a range of services to tenants.

General Standards

The system for assessing houses is called the Housing Health and Safety Rating System (HHSRS), which is a risk assessment that allows the Local Authority to deal with the greatest risks to health and safety in a property.

Houses in Multiple Occupation

Any property, with a few exceptions, that has three or more unrelated people is classed as a House in Multiple Occupation (HMO). Not all HMOs are licensable but there is a duty on Landlords to apply for an HMO Licence if their property meets all of the following criteria:

- three or more storeys
- five or more people
- shared facilities such as a bathroom or kitchen.

There is a responsibility on all landlords with any sized HMO to provide adequate fire precautions and maintain standards by complying with the Management Regulations.

These Regulations also place responsibility on tenants to conduct themselves in a sensible manner and take reasonable care not to damage any fixtures and fittings and to comply with arrangements made for the storage and disposal of refuse and recycling.

Other Requirements

All gas installations and appliances must be checked and maintained annually by a suitably qualified CORGI (Council of Registered Gas Installers) registered gas installer. A certificate is provided to prove the safety of the appliances and a copy of this must be available to tenants.

All furniture provided by the landlord must comply with the provisions contained in the Furniture and Furnishings (Fire) (Safety) Regulations 1988.





Further Information

If you feel the property you rent falls below the standards required, or if you require further information about any of the above, you can contact the Private Sector Housing Team on (01202) 451083. Alternatively you can visit the Council website at:

www.bournemouth.gov.uk/business/Public_Protection/Healthy_Homes/

Other Useful Contact Numbers for Tenancy Advice

Housing Solutions: (01202) 451467

Bournemouth Housing Advice Service: 0845 1210178

Bournemouth

Council Services

Phone

Emergency Numbers Out of Hours

Homelessness (out of hours)	(01202) 392322
Social Services (out of hours)	(01202) 652729
All other Out Of Hours Emergencies	(01202) 451145

A

Abandoned Vehicles	(01202) 451199
Animal Welfare	(01202) 451296
Arts Development	(01202) 451805

B

Bournemouth Adult Learning	(01202) 451950
Bournemouth Centre for Community Arts, 93 Haviland Road ...	(01202) 452700
Ticket Office, Bournemouth International Centre/Pavilion	0870 111 3000
Bournemouth Tennis Centre, Central Gardens	(01202) 298570

C

Car Parking – Enforcement/Parking Services	(01202) 454721/451268
Children & Families Information Service	(01202) 456222
COMMUNITY CENTRES (further details)	(01202) 451433
Community Development	(01202) 451433
Concessionary Travel	(01202) 451584
Consumer Advice (Consumer Direct SW Region)	0845 4040506



D	
Dangerous Buildings	(01202) 451199
Dog Warden Service	(01202) 451296

E	
Elections/Electoral Registration	(01202) 451123
Environmental Monitoring	(01202) 451296

G	
Graffiti.....	(01202) 451199

H	
Housing Defects (Private).....	(01202) 454979

K	
King's Park Athletic Centre	(01202) 394552
Kinson Swimming Pool, South Kinson Drive, Northbourne	(01202) 575555

L	
Landlord & Tenant Advice – Private Sector (not Housing Benefit).....	(01202) 451467

Libraries&InformationService

Bournemouth Library, 22 The Triangle, Enquiries, Information & Renewals	(01202) 454848
Music Zone	(01202) 454845
Boscombe Library, 32 Hawkwood Road	(01202) 452777
Charminster Library, Strouden Avenue.....	(01202) 510379
Ensbury Park Library, 31 Columbia Road	(01202) 536397
Home Library Service, Strouden Avenue	(01202) 547879
Kinson Library, 1597 Wimborne Road	(01202) 573180
Southbourne Library, 118 Seabourne Road.....	(01202) 428784
Springbourne Library, 293 Holdenhurst Road	(01202) 397115
Strouden Library, Castlepoint, Castle Lane West	(01202) 451900
Tuckton Library, Wick Lane	(01202) 429521
West Howe Library, Cunningham Crescent.....	(01202) 573665
Westbourne Library, Alum Chine Road	(01202) 761845
Winton Library, 624 Wimborne Road	(01202) 528139
Littletdown Centre, Chaseside.....	(01202) 417600

M	
Meyrick Park: Bowls & Tennis	(01202) 551325
Moordown Bowls & Tennis	(01202) 512817



N

Neighbourhood Management, 22 Sea Road, Boscombe BH5 1DD (01202) 458941

O

Outdoor Education Centre, Hengistbury Head (01202) 425173

P

Penalty Charge Notice Payments (24 hours) 08456 582400

Pest Control..... (01202) 451199

Pollution Control (01202) 451296

Q

Queen's Park Golf (Booking)..... (01202) 437807

R

Recycling (01202) 451199

Redhill Park Bowls & Tennis (01202) 515360

Rubbish Collection (Domestic & Trade)..... (01202) 451199

Russell-Cotes Art Gallery & Museum (01202) 451858

S

Seafront Services (01202) 451781

SOCIAL SERVICES – Adults (01202) 454979

SOCIAL SERVICES – Out of Hours (01202) 657279

Sports Development (01202) 437818

Stokewood Leisure Centre..... (01202) 529658

Street Cleansing & Lighting (01202) 451199

Switchboard & Town Hall (01202) 451451

T

Tourist Information 0845 0511700

Trading Standards – Advice for Consumers 0845 404 0506

Travel Interchange..... (01202) 317581

V

Voluntary Organisations & Community Associations (01202) 451165

W

Winton Recreation Ground (01202) 515435

Winton Resource Centre (01202) 531339

Y

Youth Service – Dorset House..... (01202) 456206





Other Useful Numbers

If you live in the Borough of Poole your recycling routine is slightly different, so please call Poole Borough Council for further information – Recycling and Refuse (01202) 261700
email: environment@poole.gov.uk for further details

Noise complaints (01202) 261700
email: environment@poole.gov.uk

Anti-social behaviour (01202) 633516
email: safetogether@poole.gov.uk

Private Sector Housing (01202) 633995
email: private.sectorhousing@poole.gov.uk

Gas – emergency 0800 111 999

Southern Electric – S&SE 08457 70 80 90

Police – emergency 999

Police – all other calls (01202) 222222

Water Company – Wessex Water 0845 600 4600
Call charged at local rate

If the property is flooded with sewage 0845 850 59 59

Bournemouth & West Hants Water Co. – emergency (01202) 590059

CAB (01202) 290967

The Citizens' Advice Bureau Service offers free, confidential, impartial and independent advice on a wide range of subjects (see subject headings). Drop-in service and appointments. Online advice is also available from the website in various languages.