

Welfare and Housing Guide

2018-19

Contents

02	Introduction
03-04	Seeking help
05-06	Staying organised and in control
07-08	House-hunting and accommodation
09	Students' Union Advice Centre
10	Useful contacts



Introduction

Hi, I'm Jemma Ansell, and I'm your elected Welfare & Campaigns Officer at Warwick Students' Union for the 2018-19 academic year.

I am sure that you will have a fantastic time studying at Warwick - however, sometimes things don't go as planned, and we're here to help out if that happens.

Our **Students' Union Advice Centre** provides a free, confidential and impartial service to ALL students at Warwick. Whether you're a first year Undergraduate, Postgraduate or International student, no worry is too big or small. We're here for you and offer advice, support and signposting on a range of issues including academic appeals, health and wellbeing, housing, finances, immigration and much more.

This guide is full of information on how we can help you throughout the year. Please get in touch if there's anything you need to make student life as stress-free as possible, my door is always open.

Jemma Ansell

Welfare & Campaigns Officer

You can find me in the SU HQ building (above Rootes Grocery Store). My office is at the end of the corridor on the first floor (past reception and the SU Work Zone).



**“Get in touch if
there's anything
you need!”**

Seeking help

Settling in and adjusting

Living away from home for the first time or moving into new accommodation can be a challenging and sometimes daunting experience – however, don't forget that many other students will be feeling the same.

If you're finding that university life is not what you expected, being proactive and trying to find practical strategies to help you through, will hopefully help you to feel happier. Places to get support on this are:

- Your Personal Tutor
- Your Resident Tutor
- The Students' Union Advice Centre team
- The Wellbeing Support Services team



Mental and physical health

We all need to look after our mental and physical health, so do seek help if you are unwell. If you think you might be suffering from depression, anxiety or any other problems, try not to let it isolate you and don't be afraid to ask for help from your doctor or the Wellbeing Support Services team.

If you're worried that you're not able to manage a pre-existing condition, make sure you talk to someone about it. Your doctor, the Wellbeing Support Services team, our Students' Union Advice Centre team or your Welfare Officer can help signpost you to the relevant support.

Academic issues

Everyone at Warwick is here to help you to succeed and get the most out of your time studying here. It's very important to get to know your Department and Personal Tutor so that if things are not going as well as you hoped, you will feel able to talk to them. It's also crucial that your Department knows if there are things going on in your life (e.g. illness, injury or bereavement) which may be affecting your studies, so that these can be taken into account.

For information on academic issues, download our **Understanding University Procedures Guide** at warwicksu.com/advice

Helping others have a good time

- Don't force people to do things they don't want to. If they don't want to drink alcohol, respect their decisions and don't make them feel bad for not doing so.
- Think about what you post on social media. A photo of your friend in a compromising situation might be funny now, but could cause extreme embarrassment later on!
- Don't bully others. Being bullied can have devastating effects and unforeseen consequences.
- If you see someone who looks like they need a friend, try and include them or make it easy for them to join your group.
- Practice safe and consensual sex. Take the 60-minute interactive online course, **Consent Matters**, to learn about sexual consent, identify situations where it can't be given and help to promote positive change within the University community.

Some tips to

staying organised and in control

- Try not to miss any meetings your Department or Residential Tutor asks you to attend. Useful information will be given out which may help you avoid making a mistake or missing something important.
- Know your timetable and any deadlines you have so you can organise your work/life balance.
- Whether you're living on or off-campus, get to know as many of your neighbours as possible.
- Organise a budget for the events and activities you want to be involved with, but try not to let finances worry you.
- Stay in touch with family and friends from back home. If some of your friends have gone to other universities, chat to them and compare experiences.
- Don't feel under pressure to have sex, even if your friends are – and don't pressure others. If you do decide you want to have sex, make sure it is consensual and you are protected. Nightline - a student listening service which is open at night and run by students for students - have supplies of condoms if you need them.
- If you have any concerns about your sexual health, go to one of the Genito-Urinary Medicine (GUM) Clinics organised by Warwick Students' Union or visit your doctor.





- Eat and drink sensibly – your physical and mental health will be affected if you don't look after yourself.
- If you have a disability, register with Disability Services on campus to ensure you get all the support you need.
- If you have mental health difficulties, contact the Mental Health & Wellbeing Team who are keen to ensure students have access to the advice, support and information they need: **warwick.ac.uk/services/mentalhealth**
- Make sure you are registered with a doctor - visit **nhs.uk/Service-Search/GP/LocationSearch/4** to find your nearest practice.
- Get to know your way around campus and the local area.
- Get involved with the Students' Union – it's never too late to join a Sports Club or Society!
- Mistakes happen. If you make any, don't be too hard on yourself – try to move forward and use it as a learning experience.
- Make time for you! Relax, unwind and think. You don't have to throw yourself into everything if you don't want to – it's okay to take things at your own pace and explore everything in your own time.

"I am incredibly grateful to know that there is someone internally fighting my corner and that my concerns are being taken seriously".

House-hunting and accommodation

Housing day

One of the biggest myths surrounding student housing is that all the best properties get taken quickly, and there aren't enough properties to go round. However, this definitely isn't the case and our Housing Day towards the end of Term 1 is your chance to explore all the options available to students in the local area.

Whether you've got a group together for next year or haven't even thought about it yet, come along to Housing Day to get support and information from the Students' Union Advice Centre team.

Living off-campus

Living off-campus can present different challenges - arriving on campus in time for your lectures, organising the running of the house, accessing healthcare and support, living in a different area to your friends - so take time to get used to your new surroundings and routine.

If you find it challenging or start to feel overwhelmed, do speak to someone and access support. For details of places to get support, please see the useful contacts list on page 10. *Our Guide to Living Off-Campus* also provides more information and useful tips - you can find this at warwicksu.com/advice

Contract checks

It's really important that you know what sort of an agreement you're entering into when signing a housing contract, which is why our Students' Union Advice Centre offers free contract checks throughout the year. Come and see them for help with this or any other element of looking for accommodation.

Moving out

Getting organised for when the time comes to move out of your accommodation is just as important as when you are moving in.

Everybody wants to get their full deposit back - in order to do this, you must have paid all your rent and leave the property in the same condition as it was when you moved in, allowing for wear and tear.

When you leave you should receive notification about any deductions within 10 days, and details of when your deposit is going to be returned (provided your deposit is protected and you have an assured shorthold tenancy). For more details, visit warwicksu.com/advice/housing/movingout



"I am glad that I have my full deposit back and the problem solved. Thanks for your help".

Useful links:

For general information on house-hunting, see our *Guide to Looking for Accommodation* or visit:
warwicksu.com/advice/housing

The Students' Union also runs a forum for students looking for housemates:
warwicksu.com/forums/housing

If you are a Postgraduate student, there is also a useful PG Facebook group at:
facebook.com/groups/warwickpghousing

Your Advice Centre is here to help

Free, confidential and impartial advice, brought to you by your Students' Union.

Advice to help you resolve a wide range of issues:

- **Advice for international students**
- **Complaints and disciplinary proceedings**
- **Funding and finances**
- **Housing and accommodation**
- **Personal wellbeing**
- **University-related problems**

Please do not hesitate to contact us if you have questions or want your contract checked. You can find our current opening hours online.

advice@warwicksu.com

02476 572824

warwicksu.com/advice

Further information available from your Advice Centre

- *Your Guide to Looking For Accommodation*
- *Your Guide to Living Off-Campus*
- Estate Agents and Landlords listings
- Moving Out Factsheet
- *Your Guide to Understanding University of Warwick Academic Procedures*

Useful contacts:

Campus contacts

SU Advice Centre:

02476 572824

warwicksu.com/advice

Nightline:

02476 417668

warwick.nightline.ac.uk

Wellbeing Support Services:

02476 575570

warwick.ac.uk/services/supportservices

International Student Office:

02476 523706

warwick.ac.uk/services/international

Local authorities

Warwick District Council:

01926 450000

warwickdc.gov.uk

Coventry City Council:

08085 834 333

coventry.gov.uk

Police

101

To contact the Police 24 hours a day.

999

If your life is in danger or a crime is in progress.

Health

NHS Services Explained:

nhs.uk/nhsengland/aboutnhservices

University Health Centre:

02476 524888

uwhc.org.uk/home

111

NHS 111 telephone service if you need urgent medical help or advice, but it is not a life-threatening situation.

999

Medical emergencies which are life-threatening.





advice@warwicksu.com
02476 572824
warwicksu.com/advice

August 2018